



## Covenant Care Uses Imaging to Raise Accounting Productivity

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have a full year of images. We brought our AP department into the classroom, introduced them to the system, and trained them. Next, we went to their desks and did live exercises. On the appointed day, we went live. On day four, we broke through the fog. It works!! Digital imaging with electronic copies of invoices and checks became the way of processing AP transactions for Covenant Care.”

### Benefits in Accounting

What did AP gain from the *doc-link* implementation? Says Cobb: “On voucher entry, AP gained nothing. They still did voucher entry the same way, except they keyed data from an image on the screen instead of a piece of paper on the desktop. But what they did gain was no more paper. No more filing invoices after voucher entry, no more pulling the invoices to match the checks, and no more filing the paid invoices along with the check.” *Upshot*: The total time saved on the voucher entry process: none. Total time saved on the entire accounts payable workload: about 20%.

Note that the first month of the implementation brought additional cost savings and benefits to A/P and general accounting. *Details*: During the three days between the preliminary and final GL close, GL ana-

lysts at Covenant Care forwarded their requests to the AP department to pull the source documents for accounts they are reconciling. During those three days, the AP clerks worked as nearly full-time support for the GL department. But with *Doc-Link*, the GL department pulls its source documents up on the screen itself. *Upshot*: This frees the AP staff to concentrate on accounts payable activities. Says Cobb: “We gained three extra days each month for four AP clerks plus the time saved by the GL analysts.”

### Extending the Functionality

Importantly, this imaging system raises efficiency at Covenant Care in other ways. Examples:

- The AP manager now monitors the entire AP process from her desktop, using the *Doc-Link* Collator and Work Flow management functionality. *Advantage*: These tools help her spot bottlenecks and overflows and then reassign tasks so that the processing load is balanced.

- Formerly, Covenant Care required full backup documentation and a second signature for checks over \$5,000. Now, the second signers view the check and all the invoices it pays from one screen in *Doc-Link*.

### Payback

Bill Cobb did the cost justification. “We were able to eliminate one full-time file clerk,” he says. “That, plus reductions in storage costs, priced the project below the one-year payback requirement based on tangible hard-dollar savings.” □