



**COMPANY**  
Linden Lumber

**BUSINESS**  
Hardwood Lumber  
Manufacturer and Distributor

**NUMBER OF LOCATIONS**  
4

**FINANCIAL SOFTWARE**  
Microsoft Dynamics® SL

**OTHER ALTEC PRODUCTS**  
Print2Mail Machine



## LINDEN LUMBER

ACCOUNTING DEPARTMENT NOW VIRTUALLY PAPERLESS WITH *doc-link*™

### Company Background

Born out of the roots of a small, family-owned log yard in 1966, Linden Lumber has grown into one of the most impressive hardwood lumber manufacturers and distributors in the industry. The original yard has expanded from 14 acres to more than 150 acres. The company has the ability to produce approximately 80 million board feet of hardwood in three species, making it one of the largest lumber producers in the world.

### Challenge

Along with the company's growth and success over the years, Linden Lumber also has experienced the pains of that growth from an accounting perspective. "Our AR department needed to streamline our processes, enabling us to send out invoices in a more timely, efficient and cost-effective manner," says Terry Dunnam, Controller for Linden Lumber. "Our AP department was looking for a solution that would provide greater control and visibility into our financial transactions, such as the invoice routing and approval process." Linden Lumber also had a physical storage problem and needed to eliminate storing paperwork in metal file cabinets.

### Solution

In May 2003, Linden Lumber implemented Altec's *doc-link* integrated document management solution, which is integrated seamlessly with their back office financial system, Microsoft Dynamics® SL. The company put into place 3 initiatives: improved distribution of AR invoices and statements, document imaging and Altec's Print2Mail solution for AP checks. "Altec helped us achieve each of these initiatives," says Dunnam.

Prior to implementing *doc-link*, the AR department processed invoices in the usual manner — printing to paper, copying, filing and manually stuffing the invoices into envelopes for mailing. With *doc-link*'s Output Manager, invoices are automatically captured, stored and electronically routed to each of their customers according to their preferred method of receipt. Output Manager preferences allow users to request the method of distribution (email, fax, file transfer), the format (CSV, XML, TIFF) as well as their preferred time schedule. "With document imaging, we have reduced our printing, labor and postage costs. And the invoices no longer take days to get into the customers' hands," says Dunnam.

For Linden's AP department, *doc-link* has brought greater financial control by eliminating the physical handling of documents. For example, *doc-link*'s Electronic Report Management (ERM) module seamlessly captures Linden Lumber's purchase order upon its creation and automatically stores it in *doc-link*. When the corresponding vendor invoice is received, it is scanned and routed through to the appropriate AP clerk for processing. From there, invoices are sent electronically to approvers. The approver can review all the supporting documents, such as the purchase order and the receiver, to assist with the approval process. Approvers electronically rubber stamp the invoice with their approval and the invoice is then sent back to AP for vouchering. With *doc-link*'s "side-by-side" viewing of the invoice to the voucher entry screen, *doc-link* has replicated their existing business process, but has taken the paper off of their desks by bringing documents to their screen. The check printing process has also been streamlined as checks are ERM captured, thus eliminating the need to manually copy and file. *doc-link* automatically links each check to all invoices paid by that check.

This entire process has made Linden Lumber's accounting department virtually paperless, alleviating their physical storage problem and dramatically increasing AP clerk productivity.



### Benefit

According to Dunnam, *doc-link* saves Linden Lumber \$10,000 per year on paper, envelopes and postage for AR invoices and \$20,000 per year in labor savings.

"I believe if a project pays for itself in 2 years, you do it," says Dunnam. "Our employees no longer have to physically go to a file cabinet to retrieve a document, return a phone call from a vendor or customer and then have to re-file that document. Our users give *doc-link* a good score. If it makes their job easier and faster, they are all for it. They are all very pleased with *doc-link*."

### Future Plans

Linden Lumber is currently bringing *doc-link* into customer service, with the goal to increase customer satisfaction by improving first call response time. They are also rolling out the solution to their human resources department to reduce the cost of paper in this typically paper-burdened department.

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Terry Dunham  
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Linden Lumber