**MCCALLUMS GROUP**
CLEAN AND SIMPLE

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Paul Harrington,
Group Sales and
Marketing Manager,
McCallums Group

# McCallums tames their AP process to save time and money and improve productivity.

**Using ABM Billfeeds, powered by Xtracta, McCallums Group (McCallums) now has touchless data capture of accounts payable (AP) invoices into their accounting software. The result has been greater control over their accounts payable invoice processing, streamlined processes and improved efficiency and accuracy.**

McCallums is a highly successful commercial laundry and drycleaning company based in New Zealand and has been operating since 1927. It is also a franchise member of both Apparelmaster New Zealand and Linenmaster with presence throughout the country. McCallums have been using Advanced Business Manager (ABM) accounting software for over a decade and are now benefiting from the efficiencies resulting from also using ABM Billfeeds, powered by Xtracta.

ABM Billfeeds automatically extracts and processes data from business documents into ABM software. Documents such as supplier invoices, customer orders and remittances are scanned and uploaded or emailed directly to the system. Once a document is uploaded or emailed into ABM, its data is read and available for review and approval within ABM in seconds, with a copy of the original document attached.

## Lack of control and lost in transit

The largest problem faced by McCallums was the lack of control they had over their AP invoices and the time it took to process these. "Invoices would be received into our head office and we would hope like anything that there was a person's name attached to the invoice," says Paul Harrington, Group Sales and Marketing Manager for McCallums Group. "Once all that information was collected and collated, hard copies would be dispersed for approval. Then these invoices would have to be coded, signed and the physical document would have to be returned to Head Office. Finally, administration staff would have to enter that information into ABM. This whole process would take numerous days."

Another problem was that invoices would get lost in transit. "Some invoices wouldn't even be returned, and we had no way of monitoring this." Now using the built-in approval processes within ABM Billfeeds, McCallums can assign invoices to individual or multiple approvers for quick and easy approval and also see what invoices are still pending approval at any moment in time.

## Streamlined processes with Xtracta

Harrington also notes that AMB Billfeeds has rationalised their administrative processes. "We operate the company from multiple sites, therefore we needed to streamline our systems so that invoices could go straight from head office to three other locations. We knew if this process could then be signed off and approved at the start, we would no longer need to worry about chasing any further paperwork." ABM Billfeeds automatically stores the electronic copy of the actual invoice, reducing the cost and space needed to store hard copy records. This means any site needing access to an invoice can readily retrieve that information with just a few clicks of the mouse.

## Saving time and increased productivity

The most noticeable benefit for McCallums has been the increase in productivity and efficiencies. Harrington says, "ABM Billfeeds has saved us significant time and money in processing and following up invoices. I can see valid performance indicators much earlier now we are processing our invoices through ABM Billfeeds."

He also comments on the amount of time McCallums has saved. "I was overhearing phone calls within the office and it was obvious we were spending far too much time processing each invoice." He continues, "You can imagine if an invoice is lost then you have to ring the supplier and have them send it back to you. One invoice incorrectly processed in the system can lead to 4 or 5 phone calls, those calls cumulatively taking up to one hour."

McCallums reduced the total number of people deployed on invoice processing. "We have reduced the number of staff members processing invoices from two employees down to one and we are saving 90 hours per month." He continues, "A lot of invoices don't have to leave the site now. We have more knowledge about the invoices, so we can enter them in ABM without having to go to someone else for approval. Standard bills are month to month costs and these can now be processed straight away, whereas before they used to go around the countryside."

## Improved accuracy

Another major benefit for McCallums is the minimisation of human error. "We are now more precise in how we code invoices as these codes flow through to the management accounts. We have streamlined this process and narrowed down the range, reducing the chance of something being coded incorrectly or inconsistently."

Harrington is adamant he would never go back to their old processes. "Data extraction processes were always something that I wanted to introduce into McCallums, as I knew this would result in increased efficiency and reduced admin costs. We have taken on ABM Billfeeds and have gained confidence. I wouldn't want to go backwards and return to the old system."

Xtracta
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