



CONSENTIA
MAKING KNOWLEDGE WORK.

Accounts Payable Success Story



FRESON BROS. BACKGROUND

Established in 1955, Freson Bros. has a long history of serving the Alberta market and operates 16 stores throughout the province.

The original partners embraced the vision of Frank Lovsin to build a strong foundation and respond to the need for growth. The company has shown success by adapting to the changing competitive marketplace. Frank's adage, "The only constant is change," is as true today as it was over sixty years ago. Hard work, creative grit, and integrity have been guiding principles for Freson Bros. since the beginning. Connecting with family and the comfort of home, supporting communities, and celebrating our heritage have, and will continue to be, the soul of the company.

THE CHALLENGE

"Expansion of accounts payable volumes...increased overhead costs lead to increased paperwork..."



The grocery business is very competitive and requires a constant focus on efficiencies to maintain or improve profit margins. Freson Bros. was fortunate enough to successfully grow their business organically; however, with that organic growth success came the natural expansion of accounts payable volumes and the increased overhead costs of dealing with the increased paperwork and number of transactions.

As part of their process of seeking business improvements, Freson Bros. identified their Accounts Payable process as a potential opportunity to improve overall business efficiencies and resulting net profit.

Each store has at least twelve departments, each with its own manager, and many different vendors – large, small, national, and local. Each vendor has their own unique invoicing process, document type, and way of presenting information. The Freson Accounts Payable process was paper based and approvals were centralized in head office. Each store would collect invoices, gather local approvals, and send them via courier to head office for processing. This was a slow process and prone to errors.



SOLUTION DESCRIPTION



Freson Bros. wanted a solution that met the following requirements:

- Must be easy to use at the stores
- Would eliminate the courier and associated costs
- Would allow for faster processing times
- Could be implemented and tested at a few stores before rolling out to all stores
- Must be easily scalable to accommodate adding more stores as the company grows
- Integrates easily with financial system
- Built in ability to handle new circumstances or challenging invoices with ease
- Reduced cost for processing invoices.

Consentia built on their existing AP Solution to provide a solution customized to meet the needs of Freson Bros.

The new process starts with scanning of paper invoices at the stores by Freson Bros. personnel. Consentia provided software to make it very simple for store staff to upload the scanned images to a secure SFTP site. Consentia then downloads the invoice images to their business process outsourcing center for handling. Using automated data capture software many of the data values are pulled from the invoices without the need for manual data entry, which saves time and reduces errors. Missing or suspect data is flagged for review by the business process outsourcing team. If the team is unable to resolve the problem the invoice is flagged as an “exception” to the normal process.

Through the use of Consentia’s proprietary AP Web Portal, exception documents are made available to Freson Bros. staff for review and problem resolution. They can see the scanned image, the data that has been captured and entered, and the exact nature of the problem. This allows them to complete missing data fields or take other corrective action.

The final step in the process is the transfer of electronic document files and the invoice data files to Freson Bros. via the SFTP site. The documents are filed in their document management system and invoice data goes to the financial systems. Another feature of the solution is the integration of the Accounts Payable Solution with the vendor master information from Freson Bros. financial system. Also, the Web Portal provides reports on the volume of invoices processed for each store.

BENEFITS & SUMMARY

- ➔ **All Goals Were Achieved**
- ➔ **Re-Allocation of Accounts Payable Staff**
- ➔ **Elimination of Courier Costs**
- ➔ **Easy Lookup & Retrieval of Documents & Data**
- ➔ **Zero Paper Storage Costs**
- ➔ **Easily Scalable**

Freson Bros. has achieved all of the goals established at the outset of the project. The new solution is easy for the store staff to use, and has provided significant cost savings by allowing for staff redeployment and elimination of courier costs.

The solution has proven to scale up easily as Freson Bros. has continued to add stores and has reduced the time it takes to process invoices after they are received.

Freson Bros. loves the web portal as it provides them with a quick and easy way to deal with exceptions when they come up.



ABOUT CONSENTIA

Consentia has been helping businesses and government departments go paperless since 1971. As one of the largest scanning services providers in Western Canada we use best practices for the scanning of documents, and know the importance of security in handling both paper documents and electronic images. We take great pride in the quality of our work and in our ability to provide turnkey solutions for document management, scanning, data entry, and transcription.

We have provided our products and services to:

- Municipal and Provincial Governments
- Universities and Research Companies
- Energy Utility Companies
- Oilfield Supply Companies
- Oil and Gas Producers
- Pipeline Companies
- Medical Professionals
- Professional Associations

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