



Customer Story

HERITAGE PARTS CENTRE

Implementation of
Kefron AP to streamline
the Invoicing Process



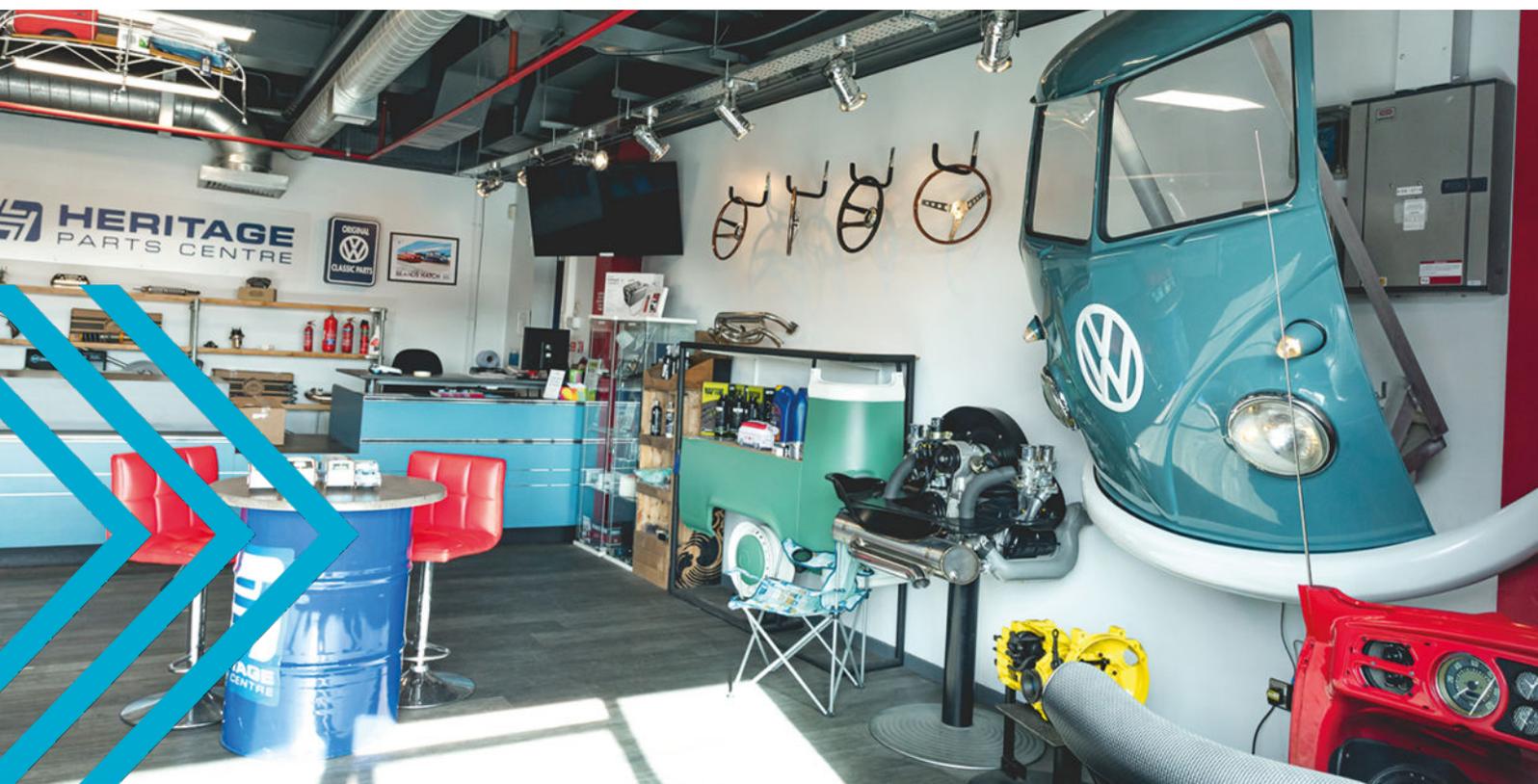
Customer Background

Heritage Parts Centre is a classic and custom Volkswagen automotive parts specialist, based in West Sussex.

Having started as a "one-man" operation back in 1986 by David Ward, the company has continued to grow exponentially over the last 3 decades and now employs 80 people in its modern 45,000 sq. ft warehouse, where customers have access to more than 40,000 discontinued spare parts.

Operating as the 'Amazon' of the car parts industry, the company delivers high quality car parts to its dedicated customer base of motor enthusiasts through their website, helping them get their prized early VW models and modern classics back on the road.

Heritage is passionate about vintage cars, as seen by its slogan "Heritage Parts Centre: Run by enthusiasts, for enthusiasts".



Customer Situation

The company has enjoyed continued growth and success over its 33-year history, evolving from VW Heritage to Heritage Parts Centre and expanding its product range to include parts for Porsche vehicles.

However, while the company continues to expand, now offering customers online channels to purchase parts and communicate with the company, its accounts payable process remained relatively unchanged, with the finance team manually processing the incoming invoices.

The Sage logo is displayed in a bright green, lowercase, sans-serif font.

“The process in place was very time consuming. For each invoice received, we would have to manually input the date, the invoice number, the reference, the narrative and the GL code into our Sage 200 accounting software.

We have a team of 3 in place to deal with the 300-500 invoices received on a monthly basis and this manual input of information takes up the majority of our time, which is not ideal.

But more than that it was the process around authorising invoices that was difficult. With our team receiving invoices through a number of channels, including by email or in the post, it would be difficult to track everything. As a result, we wouldn't necessarily see a particular invoice and then we'd be chased for it at the end of the month and have no knowledge of it.”

Fran Hole, Finance Manager at Heritage

This process would not be sustainable in the long run and Heritage realised they needed a fundamental change in how they operated their AP process.

Kefron approached Heritage and conducted a free consultation process, during which they evaluated the invoicing process that Heritage had in place. Following this consultation, Kefron presented their suggestion of adopting Kefron AP, an automated accounts payable solution that would help Heritage streamline the processing of their purchase ledger (PL) invoices, which makes up 50% of the overall invoices received on a monthly basis.

Following a successful demo of the product, Heritage was satisfied that Kefron was the company to help them lead their digital transformation.

“Right from the outset, my aim was to deliver positive results for Fran and her team. Kefron has over 30 years’ experience in helping organisations to manage their information more efficiently, so we knew that we could deliver a perfect solution for Heritage.

By automating Heritage’s accounts payable function, we would be able to streamline their supplier invoicing process which importantly would lower the processing cost per invoice. Furthermore, the accuracy of the data within Heritage’s finance system, Sage, would also increase.”

James Smith, Head of Sales, Kefron



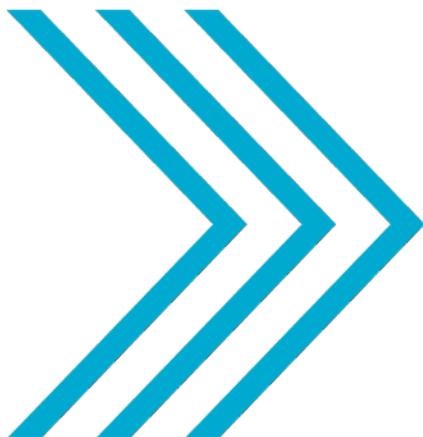
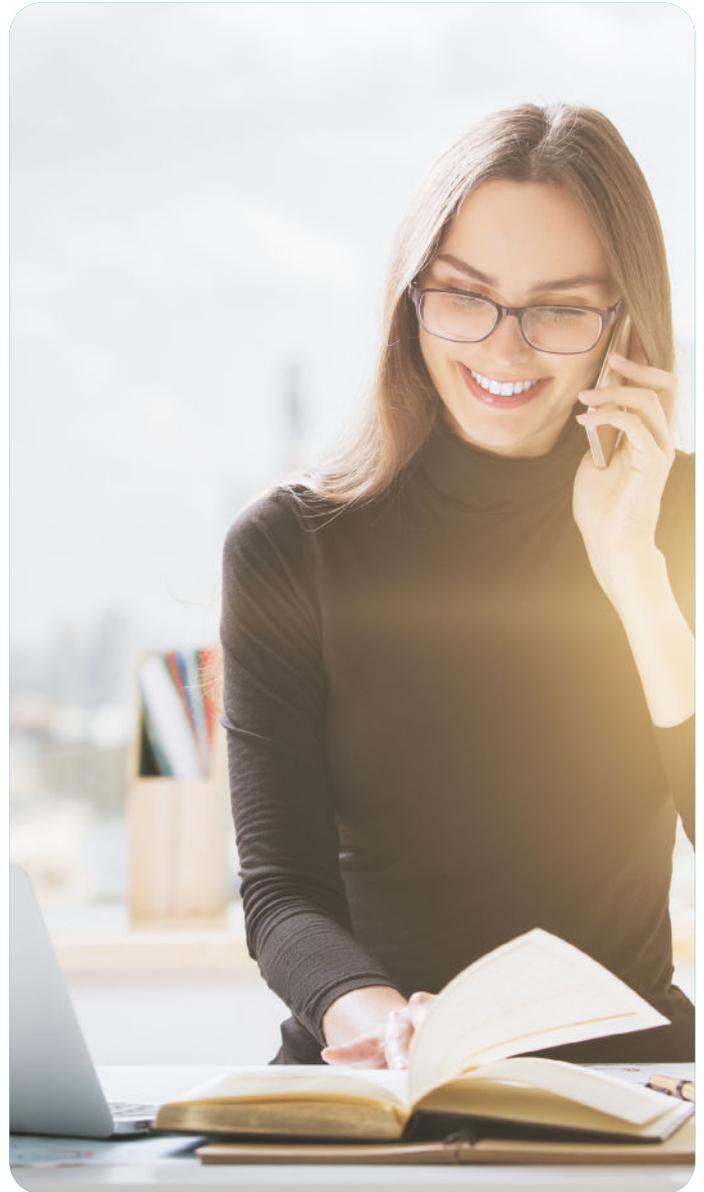
Accounts Payable Automation Solution

The project began with the Kefron team visiting the Heritage site, where a discovery meeting was held between Kefron and the Finance and IT teams from Heritage, to outline overall project goals and map workflows. The Kefron team consisted of James Smith and Sukhpreet Bawa, Project Manager.

HOW IT WORKS

Under their old processing system, the Heritage finance team received Purchase Ledger invoices through a number of channels, including email and post, in both physical and digital formats. Paper invoices were received on-site and scanned to create a digital copy. This time-consuming process caused a significant build-up of physical documents within the office, which in turn increased the risk of human errors and the chances of lost or misplaced invoices.

Through Kefron AP, all documentation is sent to the same portal, no matter what channel it originates from. Electronic invoices are routed to the system through email or pdf upload while paper invoices are scanned and uploaded on-site by a member of the Heritage team. Users also have the capacity to upload invoices directly to Kefron AP through the drag and drop and upload functions on their desktop.



“As PM for the project, I was involved in the current process mapping, detailed requirements gathering and day to day project management to meet the project go-live timelines. Organising these tasks early in the process ensured a successful, risk-free and tested implementation of the Kefron AP solution.”

Sukhpreet Bawa, Project Manager, Kefron

Kefron AP then picks up available invoices from the email account and begins processing automatically. Once invoices have been successfully scanned and uploaded, Kefron AP automatically reads and extracts the required invoice fields specified by the Heritage team. The fields include Supplier Name, Invoice Date, Net, VAT & Gross Amounts and apply analysis codes for invoice coding.

All invoice images are stored in the system for future reference and can be accessed at any time by the Heritage staff through a web-based user interface using secure log-ins for verification purposes. On completion of the data extraction process, a check of all mandatory data is conducted. If the system detects a mandatory field which is not populated or has invalid data, the document will pass for exception handling.

The system also vets for duplicate invoices and removes them if the same invoice has been previously presented from the same supplier. When members of the team log into the system they can view the documents that require verification and input the data that was either missing, incorrect or invalid.

On completion of data entry/validation, the user hits the verify button and the document is submitted for verification.

As Kefron AP has the ability to sync with any accounting software, the exchange of captured information from the PL invoices to Heritage's Sage 200 system was seamless, eliminating the need to rekey information.

“All projects have their own challenges and usually, the most challenging part is the exchange of data between the client and Kefron. However, both the team in Kefron and in Heritage Parts Centre were well experienced in dealing with these issues, making this challenge less painful and far easier to overcome.”

Sukhpreet Bawa, Project Manager, Kefron



The Key Benefits

Since the implementation of the Kefron AP solution, Fran has identified a number of positive changes to their invoicing process, with the instant visibility of the entire invoicing process being a huge improvement.

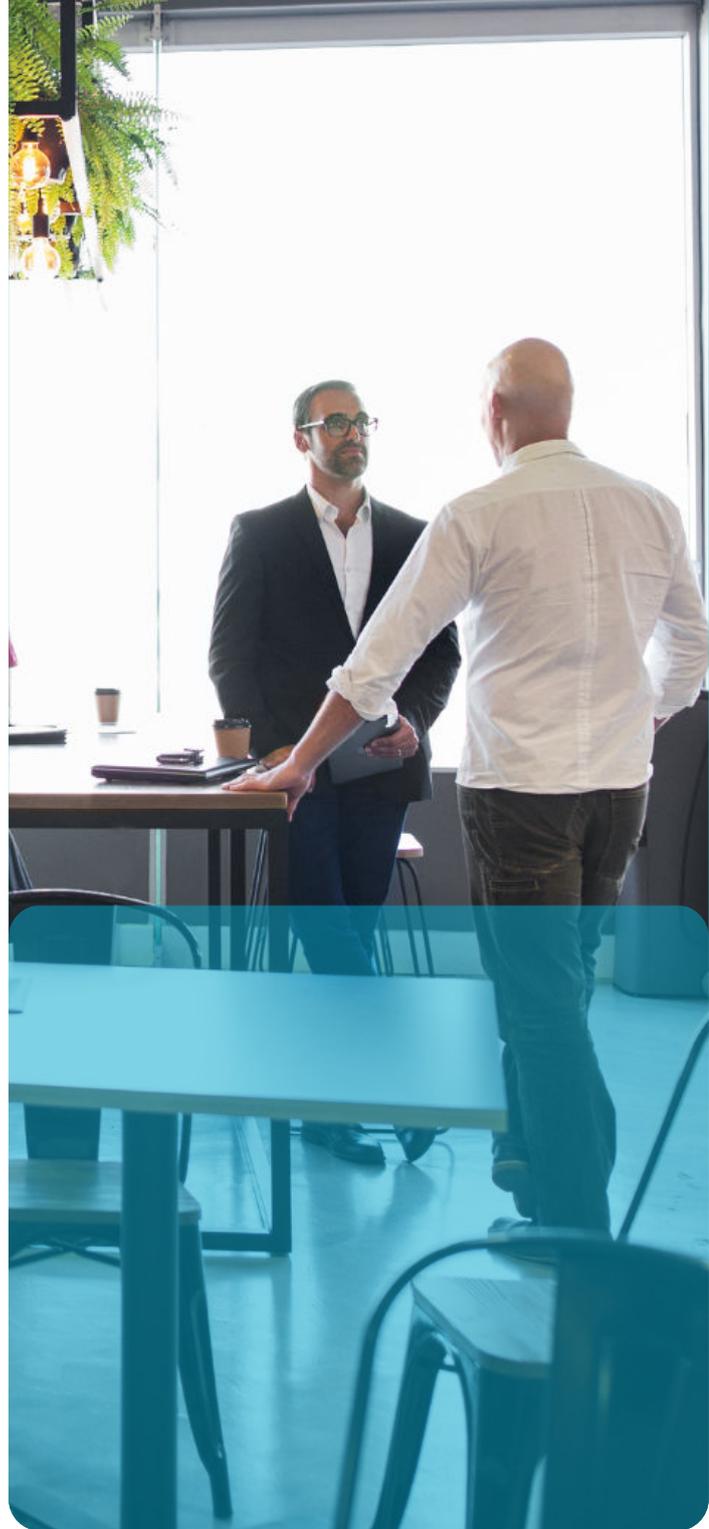


Certainly, from my perspective, it is so much easier to manage the Purchase Ledger invoices when someone is absent.

If a colleague is not in the office, I can take over their role in the invoicing process very quickly and easily. I know exactly which invoices are in the process, rather than going through a pile of papers and then following up with people, going through emails on her PC to see if she had already followed up with people herself.

With Kefron AP, the history of the document is easily accessible, and you can see exactly what has been done with it so far to date, giving us greater control over the complete invoicing process."

Fran Hole, Finance Manager at Heritage



Since enabling the Kefron AP service, up to 90% of invoices processed by the Heritage Finance team are now completely touch-free.

DECREASE IN DUPLICATES

The faster processing time also eradicated duplicates, as suppliers were satisfied with the response time and did not feel the need to resubmit invoices.

INCREASED VISIBILITY

Data capture automation eliminates manual keying of information from the process and in doing so significantly decreases errors associated with human touch points. Improved accuracy leads to improved reports which allows for better decision making for the company.

FASTER APPROVAL

Kefron AP automated the approval process for Heritage, meaning invoices can be approved quickly and are now available for payment in a timely manner or within the credit terms of the suppliers.

ELIMINATE HUMAN ERROR

The automatic upload of accurate and clear information to their ERP system eliminated the need for manual input, therefore eliminating the risk of potential human errors.

CAN BE USED ANYWHERE

Kefron AP has also made the processed invoices instantly accessible as users can access the system through their phones and tablets as well as their computers. This is invaluable as the Heritage team can monitor invoices even when they're away from their desks.

Copies of invoices are now readily available to the team at the simple touch of a button, freeing up their time significantly.



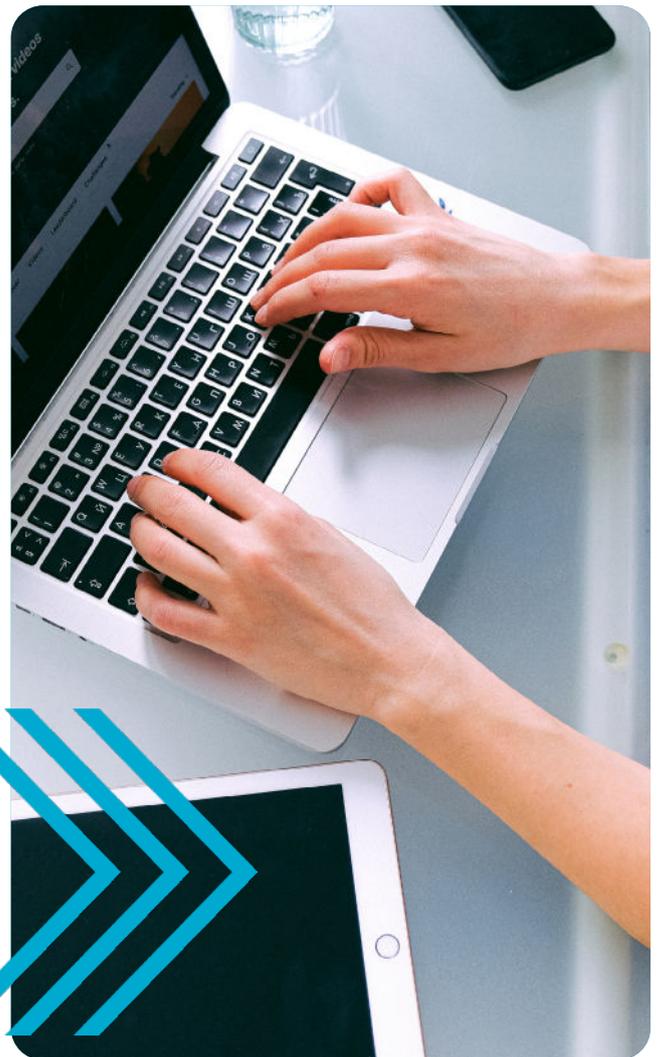
Future

Having a streamlined invoicing process has significantly freed up the Heritage Finance teams' time, giving them peace of mind when it comes to their AP process and allowing them to focus on other areas of the business.

“It has been a really positive experience working with Kefron, we have really enjoyed it.

Suhkpreet would have weekly telephone calls with us just to see where we were with the process, how we were getting on, what the next steps were and who would manage these. I think this was really useful as it stopped the project from being put on the backburner. Obviously both companies are very busy with other projects or work elsewhere, so these weekly follow up calls were important to ensure everything was kept on track and it was much appreciated.”

Fran Hole, Finance Manager at Heritage



Having now proved the solution by automating all purchase invoices relating to company overheads, we're now planning for the second phase of the project. This will involve the automating of Heritage's stock and supply chain orders with the aim, as with phase one, to automate as many invoices touch free. When the solution has been expanded, the Purchasing team would only need to manage orders with irregularities or discrepancies.

“It was a pleasure to see this initiative through from the beginning right to the very end. I'm completely confident that we have delivered a very successful platform and have ultimately improved how Heritage Parts Centre operates and therefore services their customers. I look forward to continuing this relationship in the future.”

James Smith, Head of Sales, Kefron



kefron



kefron



www.kefron.com
info@kefron.com