CASE STUDY
Vendor Compliance (VC)

Turning a manual, labor-intensive process into an automated & organized solution

THE COMPANY

West Marine is a domestic corporation with 200+ distribution centers/retail brick and mortar storefronts across the continental US. With thousands of employees and skews, West Marine had outgrown its manual system for remediating vendor damages/discrepancies. They understood vendor-mistakes were inevitable and the remediation process for those mistakes would need to be done as an automated solution for West Marine to replace its flawed RPF (Response Problem Form) system.

ACCU-IMAGE OVERVIEW

Where document management meets workflow automation. Accu-Image has provided solutions to Fortune 500 companies for over 30 years. In a one-size-fits-all workflow automation, document management or imaging solutions, we thrive in customized solutions.

CONTACT US
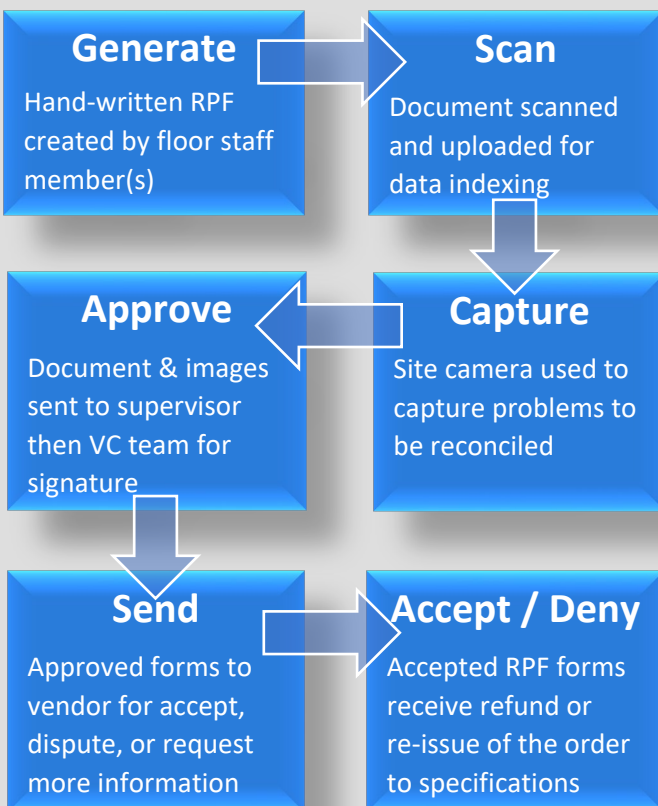
(408) 736-9066
330 Tennant Ave
Morgan Hill, CA 95037
www.accu-image.com
support@accuimagecorp.com

CURRENT PROCESS

Generate
Hand-written RPF created by floor staff member(s)

Scan
Document scanned and uploaded for data indexing

Capture
Site camera used to capture problems to be reconciled

Approve
Document & images sent to supervisor then VC team for signature

Send
Approved forms to vendor for accept, dispute, or request more information

Accept / Deny
Accepted RPF forms receive refund or re-issue of the order to specifications

THE IMPLEMENTATION PLAN

| #	
01	Accu-Image experts work with West Marine to receive all requirements for RPFs to be completed
02	West Marine works with Accu-Image to build an API into their ERP for data file of a list of POs for field-fill automation
03	Routing rules of approval established with SLAs and escalation clauses built-in to keep RPFs moving forward
04	Tablets and stickers with barcode numbers supplied to customer for data population
05	Sample size of RPFs completed using this new process to verify what changes may be needed
06	Accu-Image Vendor Compliance System live for 30-Day Free Trial prior to acceptance
07	West Marine approved and rolls out new system to entire DC using the Accu-Image Vendor Compliance

Problem	Description	Solution
Extensive List of Fields Manually Filled In	Fields needed to complete an RPF (40 fields long) make it difficult to find all necessary information on the warehouse floor	Previously researched data now auto-populates in form from data provided from PO search. Addition of drop-down lists to fields not auto populated for quicker field fill in by Distribution Center employees
Incomplete Sections of RPFs	Due to difficulty of finding all fields, a high volume of RPFs are rejected & require more research	If fields are missing, the system prevents RPFs from being submitted and is stored in an "incomplete" state requiring finalization steps
Completion Time	1hr 40 min average time to complete single RPF	Complete RPFs are virtually authorized by employee signature & pushed to supervisor. No document scanning or outside camera needed. Vendors can approve, deny, or request more information from an email and notify VC team
Guessing by Indexers	Bad handwriting can lead to guessing	Data table filled in on RPF portal eliminates input errors by the data entry team
Non-Interconnected Processes	Need for separate databases in the process result in elongated workflow or incomplete work	Only backup documentation needs to be scanned as automatic attachment to the RPF. No separate device to manually match the photos to an RPF
Unsuccessful Photo Process	Time for camera process with RPF & linking picture back to the RPF	The DC takes photos of damaged goods and uploads directly onto the RPF on the tablet
Handwriting Discrepancies	Poor handwriting sent to vendors makes West Marine look sloppy	The Vendor is provided a legible PDF which includes all Backup Information with photos
Extensive Review Time	Each picture request must be looked up on shared drive, uploaded to a separate system, & sent to the supplier by VC team	After validated and signed, RPFs are submitted to VC Team through the portal. The vendors can highlight text to import for questions on RPFs. Supervisors now have real-time insight into savings and rebates as a RPF is filled out

RESULTS

By increasing efficiencies and decreasing time needed to complete complex processes, West Marine was able to see drastic changes in their warehouse productivity.

Labor Hours ↓80%

Time Per RPF ↓90%

RPF Need Review ↓95%
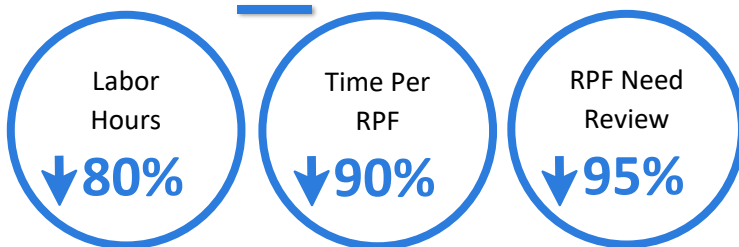
CONCLUSION

After successfully integrating Accu-Image Vendor Compliance, West Marine received raving reviews from its supplier for the professionalism of their new process. West Marine also obtained positive feedback from employees for its ease of use and the simple user-feel interface of the software. Continuing these software services with Accu-Image to maintain progress and continually improve, West Marine sees a bright future in this partnership for the years to come.

IMPACTS

- Audit traceability allowed supervisors to track employee progress and timeline progress at the click of a button
- Immediate document access resulted in quicker research into open RPF issues and view of the RPFs/associated images
- Distribution Center employees noted high praise for user friendly tablets
- Elimination of thousands of RPF papers helped to promote "Going Green" initiative

Example Labor Savings

Nearly 250 hours saved per month

Tasks	Paper RPF	Average RPFs	Hours Per Month	Tablet RPF	Average RPFs	Hours Per Month
Time Spent Researching to Properly Complete RPFs and Getting them into the System	15 minutes per RPF	600 (100%)	9000 minutes / 150 hours	5 minutes per RPF	600 (100%)	3000 minutes / 50 hours
Time Spent Taking Photos, Uploading them and Associating them to the RPF	10 minutes per RPF	200 (33%)	2000 minutes / 33 hours	3 minutes per RPF	200 (33%)	600 minutes / 10 hours
Time Spent Reviewing, Communicating and Correcting Mistakes on RPFs	30 minutes per RPF	120 (20%)	3600 minutes / 60 hours	30 minutes per RPF	6 (1%)	180 minutes / 3 hours
Time Spent Negotiating with Vendor Due to Unreadable or Missing Information from RPF	45 minutes per RPF	90 (15%)	4050 minutes / 67.5 hours	45 minutes per RPF	0 (0%)	0 minutes/ 0 hours
Totals			310.5 hours			63 hours

Don't Wait, Automate   accuimage