



If you're not familiar with Fleet Feet Sports, you probably will be soon. The franchisor of locally owned and operated running stores continues to show steady growth - standing now at 142 U.S. locations. A large part of this running addict's success can be attributed to the

brand's strong commitment to the concept of a proper FIT in all aspects of life. It's no surprise that vowing to ensure every customer who walks into one of your stores is going to walk out with the assurance that they have been properly fitted, outfitted, and serviced is going to create happy customers. Oh, and did I mention the company is "run" by a group of leaders with enough determination and self-discipline to consider a marathon to be a fun activity?

## The Challenge

Growing this quickly creates opportunities to improve processes to better accommodate the increased workload. One of these opportunities developed for the two dozen (or so) stores Fleet Feet Sports corporately owns. Managing the day-to-day operations of these locations—which are spread across the country—came with a unique challenge. But one that we were able to tackle. The challenge was how to effectively handle the vendor invoice approval process. To give you an idea of what that means, take a look at their past workflow process:

1. Vendors printed and mailed paper invoices to individual Fleet Feet Sports stores
2. Fleet Feet Sports stores received invoices and either approved or rejected them, making notes on the invoice itself to communicate circumstances to corporate

3. Fleet Feet Sports stores packaged and mailed all invoices to corporate headquarters for payment or dispute reconciliation
4. Fleet Feet Sports corporate headquarters received invoices, and entered them into their billing system before making payment to the vendor

This manual process was causing headaches for Fleet Feet Sports at every step:

- Misplaced invoices and other files
- Increased time for vendors to receive payment
- Inefficient use of resources

Fleet Feet Sports needed a way to streamline this process. One that would add efficiency and maintain accuracy.

## Automating Accounts Payable (AP)

Armed with the determination to decrease the lead time, labor hours, and postage fees - and create accurate traceability within the system - Fleet Feet turned to Digital DocMan to automate their whole routine. Our VIA-Plus! service has moved this work flow to an electronic one. Now Fleet Feet Sports' process looks like this:

1. Vendors email invoices directly to Digital DocMan\* - where they are entered, sorted, and electronically delivered to the appropriate approvers
2. Approvers receive an email notification, log in to approve or reject the invoices, and make any necessary notes
3. A weekly file is generated containing all approved invoices, which is directly imported into Fleet Feet Sports' accounting system (eliminating manual entry)

\*The few vendors that do not email send invoices directly to Digital DocMan via snail mail

Using VIA-Plus! has taken Fleet Feet Sports' vendor invoice approval routine from 15-30+ days, to an average of 4 days. Now, the only chance for a longer turnaround would be due to the length of time it takes managers to approve their invoices.

In addition to decreasing lead time, labor hours, and postage fees, Fleet Feet Sports also wanted to create traceability. While their prior system presented multiple opportunities for invoices to become lost or delayed, the new system has removed these issues. It's also added the ability to create a slew of reports that can be generated instantly. Year-end close for Fleet Feet Sports is now the easiest it's ever been. With Digital DocMan's traceability tools, Fleet Feet Sports can pinpoint which invoices are in the field, and which phase of the process they are in. This allows Fleet Feet Sports to have a year-end close more accurate than would have ever been possible prior to Digital DocMan.



"Digital DocMan has completely revolutionized the way we handle our AP Process. I would highly recommend it to anybody looking to improve efficiency."

-David Staley, Fleet Feet Sports

## Invoices are paid 90% faster

