Kelsan, Inc. – Knoxville, Tennessee

Since 1950, Kelsan has supplied floor and packaging equipment, equipment service, janitorial/sanitary supplies and packaging products to virtually every type of business, including: hotels, motels, hospitals, nursing homes, schools, restaurants, industrial accounts, manufacturers, cleaning contractors, offices, churches, day care centers, automobile dealerships, and food processors. Kelsan's goal is to be the most innovative and reliable distributor of equipment, packaging, and sanitary products. They are dedicated to delivering solutions to cleaning and packaging needs on a timely basis, at the agreed upon price, and in a manner that is easy and convenient for their customers. Using the MaxRecall Document Management System has helped them attain this goal and exceed the expectations of their customers.

"The MaxRecall system is leaps and bounds over our old document scanning system. A big advantage is the ability to scan bar codes and read the data on the fly."

"The document retrieval is a hit with all of our Users, with the ability to email, fax, print and view all from the same window."

"MaxRecall support is one of the best I have seen, they are quick to jump on any problem or questions you may have, A+++."

"Overall MaxRecall has to be one of the best products on the market today for document scanning and retrieval."

Matt Johnston
Network Engineer
MCSE/ MCSA/ MCP
Kelsan, Inc

Sales Order documents pertaining to customers are now accessible through the MaxRecall Document Management System on Kelsan's network in a Citrix environment.

Through the *Folders Search,* office personnel and their nearly 70 sales representatives retrieve documents associated with a customer, product, or sale in seconds from any of their regional or national offices, regardless of where the documents are located.

Accounts Receivable: With MaxRecall's ability to link related documents, it is now possible to retrieve S*tatements* as well as supporting documents such as *Invoices*, *Signed Receiving Documents*, *Credit Memos,* and the original *Customer Purchase Order*. Once these documents are retrieved, they can be sent by fax or email enabling Kelsan to respond to disputes immediately, reducing the turn around time for receivables.

The following documents are captured through ERM (Enterprise Report Management) directly from their Infor ERP:

- Order Acknowledgement
- Packing Slip
- Invoice
- Statement
- Credit Memos

As the signed proof of delivery documents are scanned, MaxRecall reads the bar coded order number on the document. It then queries the Infor ERP database and automatically populates the keywords needed to index the documents, eliminating manual data entry for the following documents:

- Signed Delivery Slip
- Bill of Lading

Sales Orders: Customer inquiries can be answered instantly. Product information can be faxed or emailed in seconds to customers, regardless of where they are located. The Sales order folder allows one search to retrieve any of documents related to the transaction:

- Spec Sheets
- Photograph

MaxRecall Technologies, Inc.
Integrated Document Management

8300 Dunwoody Place, Suite 140 - Atlanta, GA 30350
770-998-1400 - www.maxrecall.com

INFOR
distribution essentials