AIM Computer Solutions Automates Orders from Non-EDI Partners for Automotive Supplier

Highlights

- Paumac Tubing used manual data entry processes to key in non-EDI orders from faxes and emails
- AIM Computer Solutions automated the information extraction process to eliminate tedious and error-prone manual entry, cutting the processing time by two-thirds
- Order details appear automatically in the AIM Orders module of the AIM Vision® ERP solution
- By automating document capture and data extraction from emails and faxes, Paumac Tubing gained full visibility into its non-EDI order process in real time

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" Our order entry/customer service reps are the best, but manual data entry processes are just asking for trouble with potential errors and typos. By automating the data extraction from emails and PDFs, we've gained a much better view of our non-EDI orders."

Julie Kozak, *CUSTOMER SERVICE*, Paumac Tubing LLC

The Challenge

Looking to add efficiency and reduce or eliminate manual errors, Paumac Tubing, LLC sought an improved process to automate the entry of non-EDI emailed or faxed orders.

When the company received faxed or emailed orders from customers not using an EDI solution, an order entry staff member had to manually key each order into the AIM Orders module of its AIM Vision ERP solution. Keying the requirements for each order took between 10 and 15 minutes . Paumac received, on average, 75 non-EDI orders per month making manual entry a time-consuming and error-prone process. In addition, other staff fluent in the manual process were required as backup, to make sure order entry didn't fall behind schedule.

About Paumac Tube, LLC

Paumac Tubing, LLC is an automotive supplier of large and small diameter tubes, delivering bending, flaring, end-forming, cutting, welding and expansion services to OEMs and aftermarket distribution centers. The company's product line includes: air inlet tubes, commercial tubes, exhaust tubes, dipstick tubes, radiator tubes and related structural components. Paumac Tubing is headquartered in Marysville, Michigan and has two manufacturing plants in Michigan and North Carolina for metal fabrication, tube forming, robotic welding, assemblies, and powder coat painting. Since 2004, the award-winning company has manufactured high quality products with innovative solutions. Paumac Tubing is ISO 9001:2015 certified.

The Challenge (continued)

No matter how skilled the order entry staff members are, manual processes are tedious, rife with opportunities for keying and entry errors, and costly in time and resources. Double and triple checking manual entries takes up more valuable time.

The entire order entry process lacked visibility until the non-EDI orders were fully entered.

The Solution

AIM Computer Solutions created a process to automatically extract order information from an email or PDF document and upload it into the AIM Orders module. The process removed the manual steps of creating the order and entering the requirement quantities, dates, and additional order information. Now each faxed or emailed order is processed through a third-party document parser and downloaded in an Excel spreadsheet. A pre-defined formula is used to convert the Excel file into a standard X.12 830 Material Release format. Paumac then performs a Manual Request in AIM Vision to process the flat file as if it was electronically received.

AIM guided Paumac to a solution that saved time, resources, and headaches from manual errors. Orders are now secure and accurate with automated document capture and data extraction. Order details now appear in the AIM Orders module in real time.

AIM's solution to the problem was implemented over the course of one day, requiring only 1-2 hours of training for staff users.

The Results

Now Paumac processes non-EDI orders received in faxes and emails electronically in the AIM Orders module in one-third the time it takes to enter manually. Paumac Tubing has gained full visibility into its non-EDI orders in real time. The information and requirements from orders coming in by fax or email appear automatically in the AIM Orders module. The solution was implemented quickly, with minimal training.

> "We're saving time and money – now we can process non-EDI orders faster and they're 100 percent reliable."

Julie Kozak,
CUSTOMER SERVICE,
Paumac Tubing LLC

About AIM

AIM Computer Solutions, Inc. provides business software solutions for manufacturers with three distinct solutions to meet specific ERP needs. The AIM Vision® ERP solution is designed for small to mid-size repetitive automotive suppliers. AutoCOR is an ERP solution for mid-size to large automotive suppliers. AIM is an Epicor Silver Partner and provides Epicor ERP solutions and implementation assistance for project based manufacturing. For the latest news and updates, connect with AIM on LinkedIn, Facebook and follow @aimcomERPnews on Twitter. For more information go to www.aimcom.com.

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