

# Using Spool File and Forms Management Software with Infor XA

## Automating Paperless Report, and Document Email and Archiving



### APPLE & EVE

Apple & Eve is the leading independent branded juice company in the U.S. Founded in 1975 and headquartered in Port Washington, NY, the Company offers more than one hundred healthy and great tasting juice products sold under a broad portfolio of leading brands. Apple & Eve's products enjoy national distribution through a variety of channels including supermarkets, mass merchandisers, warehouse clubs, natural food stores, convenience and school food service.

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#### CHALLENGE

Reduce the amount of printed reports with automated email report distribution and archiving

Customize emails and invoices to reflect Apple & Eve branding

#### SOLUTION

SpoolFlex and FormFlex Paperless Report and Forms Management software

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#### About DRV TECH

For more than 12 years DRV has provided Infor customers with solutions to modernize output, increase productivity, and reduce operating costs.

Located in Atlanta, GA, USA DRV stands behind all of our solutions with a 100% satisfaction guarantee.

Five years ago, Apple and Eve Information Systems Manager Mike Fox was looking for a way to reduce paper reports and communications. He needed a solution that would work with the company's ERP solution, Infor XA. He found DRV's spool file solution SpoolFlex, and started seamlessly moving printed reports to paperless Excel and PDF files with automated emailing. His next priority was paperless invoicing. Fox estimates that 30 to 40 percent of customers have been moved to email delivery, with the rest going through EDI, and just a handful still receiving printed invoices via U.S. mail.

"For emailing invoices, I make sure the email address is somewhere on the spool page so that the DRV software can pinpoint the address it is going to. The email address does not have to be in the DRV address book unless I want the invoice to be emailed to several customers. In that case, the DRV address book can store multiple email addresses for each entry. It's a nice easy link between the Infor Invoice and DRV."

### ► Branding Company Communications

Customers are accustomed to seeing familiar branding on communications. Fox says he uses DRV's FormFlex solution to design overlays for invoices, purchase orders, and other communications.

"DRV has a very affordable service we used. We received a finished product in just a day or two. I'm happy with how it looks, and it works just fine with our Infor XA."

### ► Automation Streamlines Customer Follow-Up

Another way Fox uses his DRV software is to set sentries to trigger an email when a client order is put on hold for reaching a credit limit or for other reasons.

"Before when this happened, the message flashed up once on a customer service screen, but there was no email notification. Now our credit manager will get an email, ensuring better follow-up and monitoring."

### ► Support and ROI

Fox says DRV software was easy to install with support just a phone call or email away.

"DRV support works. The phone gets answered right away or you can send an email. They are on the ball. The product is reasonably priced and migrates with updates, unlike do-it-yourself patches that can keep companies from updating their software to new versions."