

Yooz Fuels Multi-Location Invoice Processing



Industry: Trucking

Location: Edmonton, AB, Canada

Employees: 150

Invoices: 2,000/month

ERP: Karmak

Introducing Truck Zone, the powerhouse behind on-time and secure deliveries for Western Canada's truckers since 2002. Specializing in serving the oil and gas industry, the company has earned a reputation as the premier heavy-duty truck, tank, and trailer service provider in the region, a top supplier of parts and services, and stands out as a leading heavy-duty repair shop across all Canada.

The company boasts 95+ dedicated team members across 5 strategic locations, offering 24/7 mobile roadside assistance.

This underscores their commitment to fostering strong teams and nurturing customer relations as the foundation for excellence.

"Technology isn't a replacement for employees but freedom from routine, boring tasks, paving the way for more meaningful ones."

Christina Chomyk,
Director of Finance & Business Systems

⊗ Previous Pain Points

Paper invoicing & manual data entry

Limited staff resources

Multi-location document access

Efficient tracking system

Time-consuming approvals

⊙ The Yooz Solution

Multi-channel electronic invoice scanning with AI-powered 3-way verification

Fully digitalized invoice workflow that reduces time-consuming manual tasks

24/7 remote access, from anywhere, anytime

Completely transparent process with real-time visibility

Streamlined workflow with customized approval alerts for timely payments

⊗ The Challenge

The existing invoice system encountered significant hurdles due to a manual workflow, heavy reliance on a single part-time Accounts Payable (AP) Specialist, and the intricacies involved in managing separate invoicing across various locations. These challenges resulted in delays in General Ledger (GL) closure and a lack of transparency regarding outstanding invoices.

The manual process also lacked an efficient tracking system and robust approval mechanisms, requiring time-consuming email correspondence and follow-up. Finally, the absence of a straightforward way to promptly access documents further compounded the inefficiencies.

The part-time AP Specialist's availability constraints, the remote work structure, existing inefficiencies, and the desire to minimize employee data entry all prompted a strategic shift towards automation to optimize the AP workflow.

"I would rather [the AP Specialist's] focus not be so much on the processing aspect, but to be able to respond to vendor questions and inquiries more of the relationship between our vendors and Truck Zone rather than just being bogged down in paperwork."

Christina Chomyk
Director of Finance & Business Systems

✓ The Solution

Christina Chomyk, Truck Zone's Director of Finance and Business Operations, was introduced to Yooz during the Karmak Conference upon a recommendation from Truck Zone's President. The distinctive look and feel of Yooz set it apart from other providers, playing a key part in the decision-making process.

Following the selection of Yooz, Truck Zone was pleasantly surprised by the platform's efficiency and user-friendly interface. Chomyk shared her positive experience, stating, *"The transition was anything but the cumbersome process that one might dread. Instead, we found ourselves looking forward to the weekly updates and embracing the opportunities linked with the new workflows and processes."*

"We don't have to ask for copies of invoices from our AP Specialist when she's not available in the afternoon, nor do we really need to reach out to a vendor because we have it all in Yooz."

Christina Chomyk
Director of Finance & Business Systems



The Impact

Yooz effectively addressed process gaps by implementing a streamlined workflow with AI capabilities. The platform's automation seamlessly adapted to the part-time AP Specialist's schedule, reducing data entry and repetitive tasks while allowing more time for strategic functions. Chomyk underscored the significance of this shift towards vendor interaction over paperwork.

Furthermore, the platform digitized and centralized all invoices, reducing reliance on physical storage and broadening access to individuals previously uninvolved in the AP process. This led to improved communications efficiency, decreased manual interventions, and reduced workflow delays. Truck Zone was able to increase processing to over 2,000 invoices, improving access to comprehensive financial data and fostering stronger vendor relationships. As a result, the Yooz integration not only revolutionized the workflow but empowered the entire team.