

TSP – Houston, Texas

Texas Screw Products is one of the oldest and largest specialty fastener distributors on the Texas Gulf Coast. Founded in 1938, they currently operate in the U.S., Canada, Mexico, Scotland, Germany, and Singapore. TSP has seen this growth because of their tremendous vision and willingness to meet the changing needs of their customers.

TSP is ISO9002 and A2LA Certified. They attribute the maintenance of their high standard of quality in part to MaxRecall's Integrated Document Management System.

In addition to using MaxRecall for managing Purchasing, Accounts Payable, Sales, and Accounts Receivable documents, TSP relies heavily on MaxRecall in the production of their customized products. Customer drawings are scanned into the MaxRecall Integrated Document Management System and linked to that Product or Customer Order. This allows them to be retrieved by the appropriate personnel during the production process. Because 60% of their sales are customized products, using MaxRecall to manage these drawings is a tremendous tool for expediting production and filling orders in a more efficient and expedient manner.

"The Security in MaxRecall far exceeds that of our old document management system. In the old system, either everyone had access to all documents or none at all, which greatly limited our use. With MaxRecall, we can assign certain documents to certain users, which has allowed us to use the software for many varied purposes. Even the top executives in our company are now scanning confidential information with the confidence that they are secure."

"Working with the staff of MaxRecall has been a very positive experience. Their willingness to support our use of their product and customize it to fit our needs has been commendable. We have actually made suggestions as to how the software could better meet our needs and they were in the next release!"

Randy Boatright
Director of Information Technology
TSP

Accounts Payable: Through MaxRecall, the Accounts Payable Staff now has immediate access to:

- Purchase Orders
- Receiving Documents
- Vendor Invoices
- Vendor Statements
- AP Checks
- Reports

Sales Order Folders: Because *Customer Purchase Orders*, *Pick Tickets* and signed *Packing Slips* are all stored in MaxRecall, Sales Associates have the ability to track their customer's orders from any location at any time. They also have immediate access to the Customer's Folder including:

- Credit Application
- D & B Report
- Proposals
- Job Specs
- Tax Exemption Certificate
- Account Activity Reports
- Pricing Information
- Correspondence
- Product Drawings

Accounts Receivable: With MaxRecall's ability to link related documents, it is possible to retrieve *Statements*, 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 Texas Screw Products 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

Scanned documents include:

- Customer Purchase Orders
- Signed Packing Slips
- Customer Checks