

*Aviation fuel distributor automates workflow, reduces billing time by six days and improves cash flow.*



**Rob Lovejoy, Chief Information Officer,  
Mercury Air Group, Los Angeles, CA**

“Utilizing a digital solution that is flexible and customizable allows us to continue to find more efficiencies. It just makes sense.”



<b>Location:</b>	USA
<b>Industry sector:</b>	Distribution
<b>Deployment:</b>	On-Premises
<b>Department:</b>	Finance
<b>Integration:</b>	ABBYY, MAS 500, Solar

**Mercury Air Group's MercFuel is their Los Angeles-based division that provides jet fuel, air cargo services, transportation and support services for international and US commercial airlines, general aviation and the US government.**

MercFuel integrated DocuWare with two of its accounting systems, creating a mission-critical solution for accounting information and documentation. The company reduced billing time by six days while also benefitting from improved cash flows and workflows.

The company purchases and resells over 400 million gallons of jet fuel annually for planes and airport gas stations. With a network of over 1,000 third-party fuel suppliers, the organization processes upwards of 12,000 invoices per month. The decision to move to a digital system stemmed from the need for more streamlined core business processes.

Accounting transactions can become very complex - for example, one fuel ticket can generate multiple payable and receivable invoices between multiple vendors. MercFuel may have to wait to get invoices from all its vendors before it can invoice its own customers. The value DocuWare brings to their process is that it not only stores all types

of documents received at various stages of the billing cycle, but it also integrates seamlessly with MercFuel's existing accounting software, MAS 500, as well as Solar, their in-house fuel sales processing software.

Fueling transaction details such as location, number of gallons and date, are electronically transmitted from airport gas stations directly into the company's accounting program through Solar. To help the accounting team quickly answer questions about these invoices, the data is also electronically printed to PDF files and automatically stored in DocuWare.

### **Strong system integration speeds workflow exponentially**

Other payable invoices are scanned when received and the index terms are automatically "read" by ABBYY software. DocuWare and MAS 500 are also tightly integrated so information, so updates made in MAS 500 are automatically reflected in the DocuWare index fields, keeping the systems in sync.

"We integrated DocuWare with our existing accounting systems. The integrated solution mimics our physical workflows and has made keeping up with our growing accounting workload much easier," Rob Lovejoy, Chief Information Officer at Mercury Air Group says.

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*"DocuWare's scalability really works well for us."*

**Coordination between multiple offices improves cash flow**

With DocuWare in place and supporting documentation available within seconds, MercFuel is now able to bill their customers six days faster, increasing cash flow. Whether an invoice is a receivable or payable or if it originated in the California, Nevada or Texas office, any staff member can look up the status in seconds. Accounts payable invoices are approved using DocuWare's electronic stamp feature, ensuring nothing is lost or delayed. With hundreds of users in multiple locations, the system became crucial to the staff after just two weeks of use because of the new efficiencies in document retrieval and approval processes.

DocuWare use has expanded from their Los Angeles location to Houston and Atlanta and has also expanded to six other divisions. Additionally, MercFuel's DocuWare solution quickly expanded to the Human Resource department where confidential personnel files were digitized, indexed and stored in DocuWare.

*"With the efficiencies we've gained we can do a lot more work without more human resources."*

"DocuWare's scalability really works well for us. With the efficiencies we've gained we can do a lot more work without more human resources," says Rob Lovejoy, Chief Information Officer at Mercury Air Group

According to Lovejoy, "Utilizing a digital solution that is flexible and customizable allows us to continue to find more efficiencies. It just makes sense."



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