CASE STUDY:

Dollar General Corporation

Ranked #139 on the Fortune 500 list, with over 13,000 retail locations, Dollar General is one of the fastest growing retail outlets in the United States.

THE PROBLEM

Dollar General continues to expand rapidly, opening about 800 new stores each year. While the company continues to grow, this growth has brought a new wave of associated paper work, which can be difficult to efficiently process and manage. This is exactly what happened when Dollar General experienced significant increase in Proof of Delivery Receipts. Proof of Delivery Receipts (POD's) are used by Dollar General to track their delivery accuracy and payments, for the products that are processed in their 13 distribution centers across the United States. Dollar General processes an estimated 2,000,000 POD's annually and they are essential to company operations. Therefore, Dollar General needed a solution that would handle a high volume of documents, that are distributed across the nation. The company was also seeking a timely solution, as they didn't want to hire new employees or increase overtime.

2 million PODs annually

THE SOLUTION

InStream partnered with Dollar General to customize a BPO solution that would accommodate the company's increasing document inflow. After taking a look at Dollar General's existing process, InStream determined that Dollar General would need a BPO solution equipped to process over 750,000 PODs a year from their 14 Distribution Centers. InStream's custom BPO solution allows for PODs to be directly routed to Dollar General headquarters. Additionally, each POD can be scanned directly into Dollar General's content management system, allowing them to be easily accessed by the AP department. This solution streamlines Dollar General's document management, ensuring that designated employees have easy access to documents. In the end, InStream was able to successfully streamline POD delivery, all while working with Dollar General's existing processes.

Saved 20% on direct labor costs

THE RESULTS

InStream was ultimately able to bring Dollar General revamped efficiency, along with substantial cost-savings. Roughly one-third of Dollar General's distribution centers now ship their PODs directly to InStream. InStream then preps, scans, and indexes each page in accordance with Dollar General's Secure File Transfer Protocol. From there, InStream delivers the images to Dollar General on a regular, scheduled basis. In working with InStream, Dollar General was able to save 20% on direct labor costs. Dollar General employees are now free to redirect their focus towards more important projects. This freed-up time fosters company-wide innovation, allowing Dollar General to continue to grow as one of America's most successful retailers.

More time for company-wide innovation