



SHOE
sensation

Shoe Sensation takes a
step in the right direction
with Medius AP Automation



Case study

The company

For over 40 years, Shoe Sensation has provided rural communities with quality shoes and apparel for the entire family. Today, the company remains true to its vision, operating mainly as a brick and mortar company with more than 240 locations in small towns across 23 states.

Over the years the product line has expanded and now includes apparel and accessories ranging from fashion to safety-focused items. Headquartered in Indiana, Shoe Sensation employs more than 2500 people and is currently owned by private equity firm, Prospect Hill Growth Partners.

The challenge

According to Assistant Controller, Katie Robinson, the biggest challenge for AP is the sheer volume of utility bills; electric, water, trash, and internet. Each of the 243 stores receives four utility bills every month, and some receive even more. This means processing more than 11,500 invoices every month for utilities alone.

With a manual system for receiving, coding, keying in, and approving, it wasn't uncommon for invoices to be lost or delayed, resulting in late fees and reconnect charges. AP recognized that the system was unsustainable, especially with the expectation for future growth and store openings. While other areas of AP are streamlined and efficient, this is an area Katie refers to as the Achilles heel.



The solution

Prior to selecting Medius, Shoe Sensation worked with two other companies, both promising fast and accurate OCR technology to solve the challenges. In the end, neither solution proved successful. The technology was insufficient and manual work was still required.

After spending a significant amount of time and effort on solutions that didn't perform, Shoe Sensation learned about Medius and began a thorough vetting process. Shoe Sensation performed rigorous testing of the APA solution and the results were impressive.

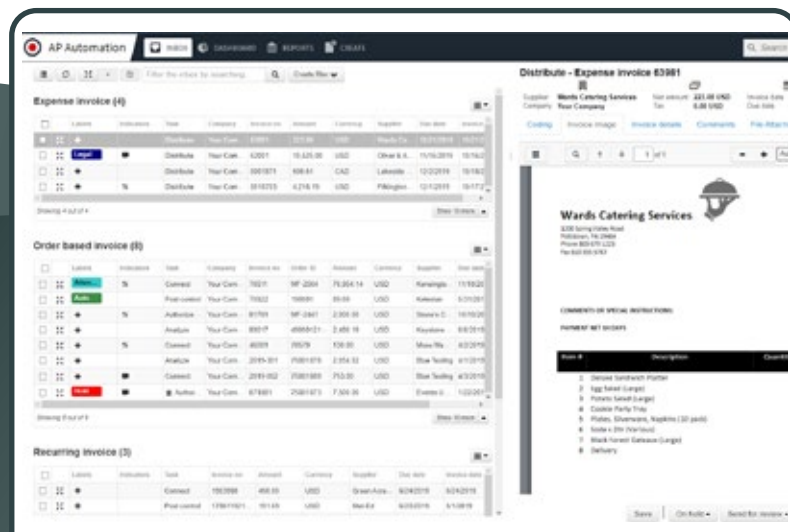


We gave Medius some of our most difficult invoices and it performed flawlessly. **We were sold!**

Katie Robinson, Assistant Controller

The product

Medius AP Automation transforms paper-based invoices into digital workflows so they can be managed and paid on time. Using sophisticated AI, ML, and OCR, the solution electronically captures, digitizes, and processes invoices, regardless of the complexity or format. It eliminates manual tasks that increase risk of fraud and prevent teams from getting work done.



Implementation

Implementation was completed earlier than expected and Shoe Sensation was able to enjoy immediate value. In fact, Shoe Sensation calls Medius their “gold standard” for future implementation projects.

“This is how implementations should go,” says Katie.
“The Medius implementation team was fantastic. They made a sincere effort to understand us as a company and the unique needs of our business.”



I feel like the Medius team got excited about what Shoe Sensation wanted to accomplish.

We have nothing but positive praise.

Katie Robinson, Assistant Controller

The results

Medius made a significant impact with immediate and tangible benefits in several areas.

Within Medius' contracts system Shoe Sensation's utility bills can be automatically matched to a corresponding contract. The system then provides coding and approval routes for faster, more accurate processing. Previously, each invoice had to be identified, matched, coded, and routed for approval by hand. Now, by successfully processing a large volume of invoices quickly and efficiently, payments are on time and service interruptions have been eliminated.

For vendors not required to charge sales tax it was challenging to ensure sales tax accruals were being made for these invoices. This created a lot of extra manual work, requiring the team to go back and review these invoices after they were processed. Medius helped Shoe Sensation establish routing rules for vendors and taxes are applied with the invoice which provides a strong audit trail. "It gives everyone reassurance to sleep well at night, knowing that we're paying taxes correctly."



Medius provides a great solution for tax accruals which **gives us peace-of-mind**, especially during tax audits.

Katie Robinson, Assistant Controller

Additional benefits

- Better visibility allows team members to identify unusual charges such as higher utility usage
- Time for accruals has been reduced from three days down to just one day
- Coding errors are corrected before invoices enter AP
- Other departments can approve invoices faster due to how simple the system makes it
- AP can address bottlenecks and delegate approval power when an approver is unavailable

Staff members are enthusiastic about the benefits of Medius. Tedious and time consuming tasks have been automated so there's less frustration and a higher level of satisfaction. Plus, the team now has time to expand their roles and take on more responsible and fulfilling tasks. "Perhaps best of all is the difference Medius made for store employees who no longer have to deal with utility bills," explains Katie. "Our retail team shouldn't have to worry about those... and now they don't."



Medius is easy to learn and easy to use. **Staff members love it.**

Katie Robinson, Assistant Controller

Conclusion

Prior to Medius the AP department was “operating in survival mode”, often working until 6 or 7pm. Month-end close, reclassifications, and correcting journal entries for coding errors required long hours, but Medius changed all of that.

“Medius provided a huge benefit for the entire AP process from start to finish, explains Katie. “It improved our lives substantially.”



The team had been operating in 'survival mode', but not anymore **thanks to Medius.**

Katie Robinson, Assistant Controller

About **Medius**

Medius AP management software replaces the work and worry of invoices with AI and automation. Medius goes far beyond basic automation by using artificial intelligence to do the work - so invoices get coded, approved and paid, and your business can trust your budgets and forecasts without the fear of potential fraud. And you won't have to worry about implementation and ongoing administration costs, because you'll start seeing the value immediately and the innovation won't stop. To learn more, visit medius.com.



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