

The Customer  
*Advantage*



# SOUTH FORK COFFEE CO.



## IMPROVED COMMUNICATION

*"We are still getting used to not writing 'post-it' notes as a way to relay customer needs and messages. The handheld is a much better way to communicate issues."*

South Fork Coffee and Water Company is a locally owned in Eugene, OR. Their focus is to provide great service and products with a personal touch. The company goal is to make their customers - "happy when it comes to their breakroom needs." South Fork is the only locally owned company in the area that provides coffee, water services, paper products and breakroom supplies.

As South Fork's business has grown, so has their operational needs. Company president Justin Allensworth became aware of Advantage Route Systems through an ad in the NWBWA handbook. Justin's goal was to find a system that would streamline their invoicing process and had the capability to grow with his booming business. Route Manager Advanced proved to be the answer that they were looking for.

### GOING LIVE

South Fork implemented RMA and the associated handheld computers on January 2, 2008. Since that time, they have saved an average of nine man-hours per day. These savings are realized by the elimination of drivers having to hand-write invoices and then the office staff having to manually enter them in at the end of the day. Month-end closing has also been reduced from many tedious hours to just minutes.

Justin reports, "We are still getting used to not writing 'post-it' notes as a way to relay customer needs and messages. The handheld is a much better way to communicate issues. Also load sheets make loading the trucks everyday a breeze."

### ADVANCES

South Fork has made many advances with RMA, including route planning for all deliveries, printing invoices from the handhelds on-site, daily uploads of route information, equipment tracking, accurate accounts receivables, and a greatly simplified month-end closing.

South Fork reports, "ARS did a great job of getting us trained and up and running. Now we see and enjoy the payback everyday!"

**We do it all for you. Call 888.294.7688 to schedule a demo or visit [www.AdvantageRoute.com](http://www.AdvantageRoute.com)**

**WHO IS ARS?**

Advantage Route Systems of Turlock, CA, USA is a global distributor of route-automation solutions. Since 1994, ARS has been the leader in route accounting, handhelds, GPS and other applied technologies for bottled water, water treatment, ice, propane, oil recycling, coffee, and many more industries. With an installed base of over 6,000 routes in 45 countries, ARS consistently brings quality products to the market for progressive companies. Our 24x7 world-wide customer service center is second to none.



## COMPANY PROFILE

### INDUSTRY:

Office Coffee Delivery  
Bottled Water Delivery

### LOCATION:

Eugene, OR

### SYSTEM:

Route Manager Series 7

### CUSTOMER SINCE:

2008