



Full Service Supplier Streamlines Delivery and Ensures Order Accuracy with REIMAGE™ Carbonless Laser Paper

Part of the Win Group of companies, Carmel Winwater Works is a full service distributor of waterworks, utility, municipality, landscape, and general contractor supplies, collaborating with customers from plan inception to quoting to delivery. Carmel Winwater Works is located in Putnam County, N.Y., and serves customers in the greater southeast New York area and Connecticut.

As Carmel Winwater Work's sales are booked, sales orders are printed, deliveries are scheduled, and trucks are loaded from a single location. In the early 2000s, sales orders were printed in triplicate using dot matrix printers, but with the company's transition to laser printers, orders were printed on three sheets of traditional white laser paper. "Of the three copies that were printed, one would stay in the office and two would go with the driver; the customer would sign one of those and then keep the other copy for their records," explains Cathleen Cassidy, office manager at Carmel Winwater Works. "Unfortunately, if some aspect of the delivery changed, such as an item wasn't on the truck or was backordered or returned, it was up to the driver to make sure all copies were accurate, and important information noted on the first sheet wasn't always captured on the other pages of the sales order. There were issues if a customer was charged for an item they didn't receive."

At A Glance:

Customer

Carmel Winwater Works

Industry

Distribution

Relyco Product

REIMAGE Carbonless Laser Paper

Website

www.carmelwinwater.com

“With REIMAGE, we can ensure that any changes a driver has to make are mirrored on all forms. If the pink and white copies don’t match, we can find out why, for better quality control. Most importantly, the process is seamless and we have far fewer issues with discrepancies between the customer copy and the version we keep in the office. Plus, it is much easier for our drivers.”

Cathleen Cassidy
Office Manager
Carmel Winwater Works

Certain that there must be a better way of ensuring quality and simplifying the delivery process for drivers and customers, Cassidy and her colleagues began to search for some sort of carbonless solution. Cassidy knew that using carbon paper wouldn’t be a viable option and began researching alternate solutions provided by a number of vendors, including some recommended by Carmel Winwater Work’s parent company. “First, we wanted a solution that was easy to use and could reflect changes across three copies, in three colors to make the process easier for our drivers,” she notes. “Second, we wanted a solution that was cost effective; many options we saw were prohibitively expensive. REIMAGE carbonless laser paper from Relyco offered everything we needed.”

Before the first order, the team from Relyco sent Cassidy three-color samples she could test in the printer Carmel Winwater Works used to print sales orders, and the printer accommodated the paper perfectly. Today, sales orders are printed in white, yellow, and pink; the pink remains in the office and the white and yellow copies are stapled and sent with the driver once an order is ready for delivery. A customer signs for each order upon delivery and retains the yellow copy while the white copy is returned to the office to be compared with the pink for final quality control.

“With REIMAGE, we can ensure that any changes a driver has to make are mirrored on all forms. If the pink and white copies don’t match, we can find out why, for better quality control,” Cassidy says. “Most importantly, the process is seamless and we have far fewer issues with discrepancies between the customer copy and the version we keep in the office. Plus, it is much easier for our drivers.”

For Cassidy, the relationship she has with the team at Relyco is a great bonus. “We’ve been working with Relyco for a long time and have always had excellent service. I just send an email when we need a new supply,” she concludes. “In fact, I’ve been trying to encourage other Win companies to use REIMAGE and Relyco as well.”

About Relyco: For 30 years, Relyco has been the premier supplier of unique and innovative paper products. Our products are great for thousands of uses, which enables you to get the most value out of your printer investment. Understanding and meeting our clients’ needs is always our first priority.