

NorthStar Auto Group Drives Profits with Accounts Payable Automation



Industry: Automotive

Location: Alberta, CA

Employees: 350+

Invoices: 1,500/month

ERP: CDK Global

NorthStar Ford, part of the NorthStar Auto Group family, is committed to keeping customers on the road and helping them make the most of every drive. As a trusted Ford dealership in Alberta, NorthStar Ford offers a wide selection of new and pre-owned vehicles, competitive financing options, and expert service and parts support.

The team's strong focus on customer satisfaction and dedication to top-tier service have earned them recognition from both industry peers and the business community. Every day, they uphold this commitment to excellence, striving to build lasting relationships with their valued customers.

"Prepping my folders this year, I realized – just for the parts department alone - filing is now just a couple of pages instead of endless stacks of invoices."

Melissa Head, Accounts Payable Clerk

⊗ Previous Pain Points

Duplicate Data Entry

Approval Bottlenecks

Inefficient Invoice Process

Limited visibility and tracking

✓ The Yooz Solution

Multi-channel invoice scanning with OCR and **AI-powered** data extraction, recognition, and verification.

Highly flexible, easily scalable platform with unlimited users and locations.

Unlimited customizable workflows with tailored approval levels.

Centralized, cloud-based data storage with 24/7 remote access.

⊗ The Challenge

Before implementing Yooz, the company struggled with a paper-based AP process that caused inefficiencies, errors, and delays. For example, invoices were mailed between five locations for approval, often taking weeks to process. *"We had no way to track our invoices. Everything was on paper, filed in a storage room, and if someone needed an invoice, they had to physically search for it. It was a nightmare trying to find things quickly,"* explained Tamara Pacchiano, the Corporate Controller.

These challenges led to lost or duplicate invoices, frustrating vendors and increasing the AP team's workload. *"We were missing invoices, dealing with duplicates. It was a waste of time. Sometimes vendors would call asking about a payment, and we wouldn't even know if we had received the invoice yet,"* Tamara added. The lack of visibility into invoice statuses also made managing cash flow and month-end reconciliations a difficult and time-consuming task.

"If a change is needed, we make it happen instantly. Comments flow back and forth, and updates are made in real time - seamless, immediate, and effortless."

Melissa Head, Accounts Payable Clerk

✓ The Solution

Tamara knew it was time for change. *"We were stuck in the Ice Age - paper-based, slow, and inefficient. We needed automation and real-time invoice visibility."*

Determined to modernize, she explored AP solutions. *"At a conference, I evaluated three companies. Yooz stood out - not just for its expertise, but for its seamless CDK integration. Many struggle with CDK, but Yooz handled it effortlessly. That as a game-changer,"* she said.

Another key factor was Yooz's AI-powered automation. *"It reads invoices, recognizes vendors, and codes transactions instantly, eliminating manual entry,"* Tamara added.

In 2024, the company implemented Yooz, transforming its AP process with efficiency, automation, and real-time control.

"As soon as invoices hit AP, they're uploaded into Yooz, making it easier and faster for my team to stay organized. Even our approvers - spread across multiple locations - have everything at their fingertips in the system. It was a huge change for us."

Tamara Pacchiano, Corporate Controller



The Impact

Since adopting Yooz, North Star Ford has transformed its AP process. *"Invoice processing is 50% faster. I used to spend hours on manual entry and approvals. Now, I'm ahead of my work and even help other locations,"* said Melissa Head, AP Specialist.

Approvals, once slow and paper-based, are now instant. *"We used to wait weeks for approvals. Now, it's just a click, and it's done,"* she added. A new 48-hour approval rule ensures managers act promptly. *"Automated reminders keep them accountable,"* said Tamara.

Efficiency gains have also eliminated the need for extra AP staff. *"We had two clerks in Fort McMurray. Now, Melissa handles everything. Without Yooz, we'd need another hire,"* Tamara confirmed.

By automating AP, NorthStar Ford has improved visibility, efficiency, and control - proving that the right technology can transform a business.