



## REAP™ ~ Renewable Energy Agricultural Processing Customer Success Story

*The following company has graciously volunteered their experiences regarding REAP & Encore Business Solutions.*

### United Wisconsin Grain Producers (UWGP)

*Updated customer success story ~ June 2008*

*United Wisconsin Grain Producers (UWGP) is an ethanol production facility located in Friesland, WI. To help build, improve and retain efficiencies, UWGP recognized the need for a fully integrated financial software solution specific to their industry. As a result, UWGP consulted with Encore Business Solutions and implemented REAP™ ~ a flexible, agile and scalable software solution to improve their business processes and streamline workflow. Since implementing REAP, UWGP has been able to achieve **3.01 gallons of ethanol** all within 48 hours per batch and has also reduced their **operating costs by 10%**. Additionally, UWGP has been able to produce highly sought after higher quality Dried Distillers Grain (DDG) thereby increasing their revenue and growth opportunities in different markets.*

### Realizing Efficiencies with Integrated Software Solutions

*Improve customer relations. Track plant performance. Eliminate use of multiple spreadsheets.*

UWGP has been using REAP since spring 2005. Currently, UWGP is using REAP 2.0 (the current release) and since implementation this ethanol plant has been able to successfully manage commodity procurement, investors, inventory, accounting, business intelligence and preventative maintenance. While REAP is primarily used to manage corn purchase contracts and ethanol sales contracts, UWGP also finds value in the reporting and analysis functionality available within this application.

“For the most part we rely on REAP to create and manage our corn purchase and ethanol sales contracts,” comments Barb Bontrager, CFO, UWGP. “The reporting and analysis functionality is ‘state of the art’ and really stands out. With REAP we can easily retrieve information from our system, slice and dice data, and deliver on-demand reports to the right person at the right time and place allowing us to quickly respond to customer inquiries. REAP has helped us to better evaluate the performance of our facility and improve customer satisfaction.”

In addition to generating purchase and sales contracts, UWGP also uses the contract management, product receipts and shipments, and integrated inventory functionality to help build, improve and retain efficiencies across the entire facility.

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“REAP’s direct interface with Microsoft Dynamics™ GP has eliminated the need for and use of separate Microsoft® Office Excel® spreadsheets to accurately track our business,” states Bontrager. “Using one system to manage all contracts and track product shipments and receipts continues to improve our internal processes and efficiency on a daily basis. Since the production of ethanol is a fairly new industry, there isn’t any other software on the market that can meet our needs and expectations to the extent that REAP can. REAP is a user-friendly product and definitely allows users to learn and master the application quickly.”

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*Eliminate unnecessary steps. Improve data accuracy. Save time. Improve communication flow.*

Originally REAP was used for UWGP’s grain accounting and inventory system.

*The industry average for gallons of ethanol produced is 2.8. Since implementing REAP, UWGP has been able to achieve 2.9 gallons of ethanol and their best month yet gave them an average of 3.01 all within 48 hours per batch. UWGP has also reduced their plant’s cost by 10% and has also been able to produce a higher quality DDG with a lighter color, lower sugar content and less caking thereby, making them an attractive supplier to Asian countries like Japan and China. UWGP credits REAP for these efficiencies gained and further business opportunities.*

Over the past few years, UWGP has added other modules to manage finished product shipping, inventory, and invoicing. Using a fully integrated software solution has helped UWGP eliminate duplicate efforts including the time-consuming task of re-entering data. This efficiency has improved the data accuracy while improving customer satisfaction and reducing the amount of time required to complete tasks.

“With REAP, we only have to enter data into our system once,” remarks Jeff Robertson, CEO, UWGP. “No more tedious, multiple, entries and the human errors that go along with them. REAP immediately captures our data and flows it into a versatile data base, from which it can be retrieved by a variety of automated processes, such as invoicing, receipt confirmation and contract settlement. Financial transactions are promptly completed in our accounting and finance software to which REAP is tightly integrated. Consequently, we reduced our error rate to nearly zero, sped up our processes and made our customers happy.”

Since using REAP, UWGP has been able to easily access and share real-time information across the entire organization. This efficiency has enabled UWGP to improve the flow of communication within their facility.

“We’ve definitely seen an improvement in our ability to access and share data back and forth between different departments since using REAP,” comments Robertson. “At anytime we have ready-access to data stored in our system. This has helped to create a streamlined flow of information sharing and communicating across the entire facility thanks to REAP.”



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*~ Jeff Robertson, CEO, UWGP*

In addition to eliminating duplicate efforts, improving data accuracy, accessibility and sharing of information across the entire plant, REAP has enabled UWGP to automate and streamline their business processes resulting in improved productivity while utilizing fewer resources.

“REAP really lends itself well to completing daily tasks without the usual amount of manpower,” remarks Robertson. “For instance on average we ship 35 trucks of finished ethanol in one day. With REAP, there’s no need to interface with truck drivers, nor do we have to manage the process logistics. We set up individual load numbers for the appropriate number of trucks to complete a sale. The trucking company distributes these numbers to their drivers. Drivers simply come to our facility

(which is open to them 24-7) park at the pump, enter the number to record the transaction and start the pump. That transaction is tracked in the system by the load number, to a contract, to a shipper, to a destination and any other information field we want to use. The typical transactions that automatically follow are invoicing, contract balances, freight costs for later matching to a vendors invoice, etc. When the load is completed the driver gets his signed bill of lading, product certification, and any other instructions that we wish to issue directly from our printer at the load out station. We’ve improved our plant’s efficiency and freed up administrative and operational staff resources.”

Implementing a fully integrated software solution to help manage, streamline and improve daily operations is critical to the success and longevity of any new or existing ethanol plant. To UWGP it’s important to think beyond their current business needs and take a closer look at their long term business plan. For this reason, UWGP plans to implement the Lab Information Management Solution (specifically for the biofuels industry) provided by Encore to not only improve their bottom line but to also realize a substantial return on every dollar invested in their technology system.

*“Encore has provided outstanding customer support and professional service right from the beginning. They’ve been professional in their delivery and proactive in continuing the further development of REAP to wow it’s users like us.”*

*~ Barb Brontrager, CFO, UWGP*

“We had Encore integrate a software product for our lab,” remarks Robertson. “We are, however; aiming at replacing this with the new solution being developed for REAP given the added value this application will bring to our facility today and beyond.”

### **Partner with a Team of Professionals Who Invest in Your Success**

UWGP began with REAP in its infancy stages. Right from the beginning Encore provided excellent customer service and support to ensure UWGP realized a return on their technology investment and received the most benefit and efficiencies from REAP.

“Encore has provided outstanding customer support and personal service right from the beginning,” states Bontrager. “The Encore team has also been professional in their delivery and proactive in continuing the further development of REAP to ‘wow’ it’s users like us.”

