

My biggest accomplishment here was in 1998 when I converted a fax driven, time consuming operation to an email system and saved two hours a day, which enabled me to take on more duties.

- I was tasked with letting all our clients know, on daily basis, which of their clients' debit orders had bounced. This was done on an excel spreadsheet that had almost 1000 clients. The spreadsheet had the clients' details, fax number, yes fax number! And a list of the clients' details, and the amount that bounced. The more debit order clients we took on, the more bounces there were and the more information I had to input.
- The challenge came when I had to print out, and manually fax every single page (all those trees). Pages jam, fax machines run out of paper, fax numbers are out of order or engaged. During a quiet time in the day, I played around, and around, and around some more until I figured out how to email an individual sheet in a workbook containing almost 1000 worksheets. I tested and tested and tested some more until I got it right.
- I called a client who I knew had an email address, ask them if I could test it sending an email to them. They agreed. I sent the email. They loved it! No more paper.
- Remembering this was in 1998 and not every client had an email address (and therefore no fax to email), I called every single client and managed to get about 60% of the addresses in a week.
- I separated my work into two workbooks (one for fax and one for email) and started emailing the clients as soon as I had their email addresses. I put a big bold reminder on the fax clients to let me know, by email, when they had an email address. Within a month, I had an email address for every client and had eliminated faxing and freed up the printer for the rest of the staff.
- I also secured a filing cabinet for my office and got our driver to help me remove all the debit order files from the main filing cabinets so that they were all in one place – my office.