Case Study: Automated Pesticide Renewal Streamlines Workflows, Reduces Cost

eRENEWALS

The Need to Automate Pesticide Renewals

Every pesticide distributed or transported within South Carolina must be registered with the Clemson University Pesticide Regulation Department, and every registration must be renewed annually before September 1. Prior to adopting eRenewals, the department's paper-based processes were labor-intensive:

- Staff would print out renewal forms and mail them to registrants.

- As registrants returned the renewal forms, a receptionist would open each envelope and log the enclosed check.

- Every renewal required that a separate approval letter be mailed to the registrant – two mailings minimum per renewal.

- When registrants submitted labels, a receptionist passed them to the pesticide registration manager.

- The registration manager would review all labels and file upon approval, or mail a rejection with further instructions when not approved.

When Kelly Registration Systems demonstrated its eRenewals Software-as-a-Service solution to department personnel, they knew cost-effective work relief was at hand, and moved forward quickly with implementation.

Organization
Clemson University Department of Pesticide Regulation

Challenge
The Clemson University Department of Pesticide Regulation serves as South Carolina's enforcement and investigative authority for pesticide use, alleged pesticide misuse, substandard termite treatments, and the South Carolina Wood Infestation Report. Until recently, the renewals system was entirely paper-based.

Solution
In early 2013, Clemson deployed Kelly Registration Systems' eRenewals, which simplifies pesticide registration processes by enabling the electronic submission of data, labels, and funds directly to state databases.

Results
Just months after implementation, the Clemson pesticide renewal process is greatly streamlined. Renewals that used to take weeks can be processed in minutes, and the department estimates it saves approximately $5,000 per year on postage alone.

"eRenewals has eliminated mounds and mounds of paper, printing, and postage. Getting labels electronically through the system is simply fabulous." – Debbie Peek, pesticide registration manager, Clemson University Department of Pesticide Regulation.

A Quick and Confident Implementation

Because eRenewals delivers automation with a hosted platform, there is no on-site software implementation. The system is securely accessed via standard web browser from any location, and getting up-to-speed is merely a matter of familiarity. "I'm thankful that Kelly Registration Systems worked with me individually and over the phone when I logged into test mode, teaching me the whole system before we went live – the one-on-one went extremely well," says Debbie Peek, pesticide registration manager. "Even now that we're several months into it, Kelly Registration Systems is always available to answer any question when I call."

> eRenewals electronically captures customer renewal data for product registrations, licenses, certifications, and invoicing, storing it paperlessly for retrieval as needed. There is no infrastructure investment and the agency pays no credit-card charges.

The success of an electronic renewals program depends on usage by registrants, and Kelly Registration Systems provides assistance in this regard as well. "I asked them to help me tell our companies about eRenewals, and they created a type of brief e-newsletter," says Peek. "I sent it when we went live and send it monthly to non-users as a reminder. More and more of our companies are now renewing electronically."

Renewal Processing Time Reduced from Weeks to Minutes

The formerly cumbersome, paper-based renewals process at Clemson has been greatly streamlined thanks to eRenewals:

- Email notifications replaced the former printed and mailed paper notifications.

- Registrants click on a link in the email to renew online via credit card.

- Approvals are delivered automatically via email along with payment receipt.

- Registrants also send new labels electronically, with registration manager Peek reviewing, approving, and filing online.

The only renewal-related paper processing for Clemson addresses the remaining companies that prefer to submit registrations the old fashion way. "Some people want to keep doing what they've been doing, and we're at least now sending their renewal forms via email," says Peek. "That monthly reminder we send continues to convert them, slowly but surely."

The $5,000 per year Clemson saves in postage is joined by tremendous gains in productivity. "eRenewals is a great way to accomplish more without having to ask for more resources," concludes Peek. "I would advise anyone considering a system like this to go for it – be prepared to accept the change from paper to digital, and the rewards are plentiful."