

Miller Waste's AP process becomes future-ready thanks to Yooz and BAASS



Industry:	Waste Management
Location:	Canada & United States
Locations:	30
Invoices:	24,000/month
ERP:	Sage Intacct
Yooz Partner:	BAASS Business Solutions

Miller Waste is a Canadian waste-management company that provides collection, haulage, recycling, composting, and temporary bin rental services across municipalities, businesses, and institutions.

With over 1,200 vehicles and 2,000+ employees, they focus on diverting reusable materials from landfills and transforming organic and inorganic waste into renewable resources.

Family owned since the 1960s, Miller values safety, community stewardship, and environmental responsibility in its operations.

"Just on my part, it's been always great to work with the Yooz team. Very responsive. So high marks."

Joe Arnone, President at BAASS Business Solutions



BAASS Business Solutions a trusted Yooz business partner.

BAASS Business Solutions Inc. is a 30+ year old Canadian company specializing in the improvement of business process operations for small to mid-sized organizations throughout North American and the Caribbean.

They offer a comprehensive range of services and have a client base largely made up from referrals. They are ranked in the top 1% of Sage Business Partners in North American as well as work with Microsoft and Salesforce.

BAASS attributes much of their success to always having a customer-centric approach that ensures their solution is in complete alignment with the needs of client people, processes, and technology.

⊗ The Challenge

In an effort to offer better services to their customers Miller Waste Systems decided to streamline their operations and invest in their IT and other back office infrastructures to eliminate significant accounting and Accounts Payable issues. When asked about the existing scenario Michael Hayes, Manager of Data Analytics at Miller Waste, stated *"It was a nightmare. It was Excel based. Miller Waste has been around for a long time and there's people who have been there for 20+ years and they've never seen a PO approval system of any sort."* With no common processes or records, there was no easy way to track or get any information. To help resolve these issues, Miller Waste reached out to BAASS Business Solutions, a Canadian firm that specializes in the improvement of business process operations for small to mid-sized organizations, for assistance to modernize the company. BAASS recommended that Miller Waste implement Sage Intacct as their ERP solution.

While pleased with the software overall, the Miller Waste Purchasing Director found that not all the purchasing issues faced by the company were able to be addressed. They wanted to implement a more extensive, complex approval process. BAASS again had the solution; they suggested Sage Intacct partner Yooz.

"I can tell you from an administration perspective. We're probably saving time and money all over the place."

Michael Hayes, Manager of Data Analytics, at Miller Waste

✓ The Solution

"We were shown Yooz and it was an obvious choice from that point on." States Michael Hayes, Manager of Data Analytics at Miller Waste. The advanced Yooz automation platform was easily able to accommodate the extended needs of Miller Waste, including varying dollar limit requirements, different levels of valuation, and more. In addition, the seamless integration between Sage Intacct and Yooz meant there was now a single, centralized, cloud-based information depository. This was key for Hayes: *"even if (the employees) weren't with the company anymore, we would have the full history of their previous actions sitting in use."* No information lost and a complete audit trail in place.

When asked what features made Yooz stand out, Hayes replied that it was the workflows. *"Having it so there's the different approval levels and we can put more complex processes in place."* He also stated *"...OCR was a big one for us, document automation."* As far as Miller Waste was concerned, *"Those were the two big factors that we were looking at and Yooz just had them both sitting there."* Joe Arnone, President at BAASS Business Solutions, also added a *"...very important part is that Yooz works in Canada,"* emphasizing the ability of Yooz to work with different tax issues faced by Miller Waste's international operations.

"Once we saw Yooz, it was an obvious choice. With OCR, automated approvals, and full history of past actions, it made our processes much easier and more reliable."

Michael Hayes, Manager of Data Analytics, at Miller Waste



The Impact

After Miller Waste adopted Yooz, its accounts payable (AP) operations shifted from manual Excel-based workflows to an automated, cloud-based system with OCR invoice capture, configurable approval workflows, and integration with Sage Intacct.

This brought full audit trails and retained approval history, helping reduce errors, increase consistency, and improve visibility even amid staffing changes. Although specific savings (e.g. dollars or hours) were not disclosed in public materials, Miller cites significant time saved, fewer manual interventions, and smoother approvals as major outcomes.

The result is a more efficient, transparent, and reliable AP process.