

ORDER-TO-CASH AUTOMATION

With logistics documents matching

Company: E-Boda

Industry: B&W Manufacturing

Services: DxInvoice, DxOrder,

DxLogistics

70%

Decrease in order processing costs

3-5

Seconds to process orders

0.1%

Document error rate

"When you have the customer service representative entering the order by hand, they often enter the wrong ship keys.

They may also enter in wrong product code numbers or the wrong quantities.

It's very easy to make mistakes yet now, this has been eliminated. The DocProcess solution for order automation and Accounts Receivable helped us speed the sales cycle and reduce the number of invoices overdue."

Marius Ungureanu
Key Account Manager
E-Boda

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BACKGROUND

Before automating, E-Boda's employees captured and processed orders manually. These arrived in a variety of formats and channels: paper, pdf files, email, xls and had to be introduced manually in the ERP. For just a single retailer, E-Boda averaged 500 orders per month, each with several SKUs. What made matters worse was that buyers requested orders per store department (essentially per product categories) and location. This generated massive amounts of data, that were handled manually.

Copy-pasting the data from the orders to the ERP took several minutes per order and several phone calls. On the invoicing side, E-Boda had to wait for days before knowing whether an invoice was correct and accepted by the buyer.

MAIN ISSUES

- Large number of invoices, from different channels and in different formats
- Large number of SKUs, with different delivery stores and departments
- ERP data had to be handled and verified manually
- Waiting for an invoice status would often take days
- Errors were common and delayed both ordering and invoicing processes

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APPROACH

1. Assessment. DocProcess starts an O2C project with a full assessment of the processes, tasks and documents exchanged between vendors and buyers. Our consultants mapped the "as is" process and held interviews with finance, logistics and sales departments about their pain points and desired situation.

2. Streamline. The next step is streamlining the O2C process, removing non-value added steps. Consultants also map out the business rules that all incoming and outgoing documents must comply with. For example, if there are buyers who only have access to a subset of the product portfolio or have a minimum order quantity requirement, we can configure our robots to check for them.

3. Verification & Matching. Received documents (orders, receipt advices) are audited in terms of type (paper, pdf, xls, xml etc.), format and incoming channel – then mapped to the desired format for the vendor's ERP. This way, neither party needs to alter their processes or their technology.

4. E-Invoicing Module. An e-invoicing module is added in order to achieve the final goals of an O2C automation project: reduce DSO (Days Sales Outstanding) and receivables processing cost.

RESULTS

- 70%** decrease in accounts receivable costs
- 3-5** seconds to process an order, as opposed to several minutes
- 0.1%** invoice and order error rate
- 100%** improvement in buyer relationships
- 0%** clarification calls and e-mails.