Accelerating AP Invoice Processing Through Automation

Ardente Companies

Background

With a rich heritage as a leader in plumbing and heating supplies, the Ardente family contributes over 70 years' experience to homeowners, contractors, designers, architects, and engineers in planning bath, kitchen, heating, cooling, and plumbing systems in the New England area. Ardente boasts enhanced product offerings, service and expertise and provides exemplary customer care and service which sets them apart from their competitors.

Ardente prioritizes customer service and wanted to focus their staff efforts on delivering value to their business, not processing invoices received from suppliers manually.

Ardente uses Epicor Eclipse as their enterprise resource planning system. Epicor offers users of their platform a user support group providing information on new solutions to maximize their use of the ERP. The Epicor User Group featured Conexiom in a webinar and Ardente identified that Conexiom solves a key problem they were experiencing. Of interest for Ardente was Conexiom's ability to process invoices in any format they arrived in and the level of complexity related to the line items found on the invoice.

Challenge

One of the biggest challenges Ardente was experiencing was reconciling invoices at the item detail level. Ardente processes invoices from 50 or more vendors that send them through in a combination of both EDI and email. The challenge was the considerable time spent in some cases matching and referencing the item numbers and matching them with the original purchase order. Ardente had two full time staff devoted to manually handling and processing accounts payable invoices and the effort was overwhelming.

Key Benefits

- Freed up hours each day for accounting staff
- Delivers EDI 810s directly into Epicor Eclipse for easy review
- Seamless onboarding & training
- More EDI for less cost and effort

The Solution

Implementing Conexiom freed up considerable hours each day for staff processing AP invoices. When an accounts payable invoice arrived to Ardente via the preferred method by the vendor—email or EDI, the invoice could be matched within a day because Conexiom immediately delivers it into Epicor Eclipse. The streamlined process allows Ardente staff to identify invoices that were error free and they could proceed to pay, or subsequently review invoices they needed to reconcile with the vendor.

When it comes to reconciling AP invoices, when an invoice doesn't match, staff has no choice but to resolve the problem one by one, one on one with the vendor. Mark Ardente, President at Ardente shared, "The reason the Conexiom solution became so valuable to Ardente is that it freed up so much time for staff to focus on more important items, such as pursuing payments from vendors that owe us money."

Conexiom Delivers More EDI

"After discovering Conexiom, we did not look to explore other solutions as Conexiom gave us more EDI," said Mark. Converting the emailed file into EDI 810s and into Ardente's Epicor Eclipse system made processing of the invoice as fast as if the vendor was using EDI with us. As Conexiom has so much experience with other Eclipse users who are already using Conexiom to automate manual processing, the onboarding process was seamless."

conexiom®
Invoice Automation

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Mark Ardente, President, Ardente Companies

"There was a short training process, but this took no time at all. Once Conexiom was implemented, it was smooth and painless," added Mark.

Conexiom Support

A common challenge that needs to be addressed is when vendors change their invoice format. As Mark explains, "There is no rhyme or reason for why a vendor changes their invoice format but when that occurs, the new invoice pauses our processing briefly. The Conexiom team resolves the issue almost immediately and the invoices are back in the queue for processing." Conexiom has allowed for processing AP Invoices to be near lights-out as they can be matched immediately. Ultimately for Ardente, Mark confirms, "We are much more efficient at doing what we need to grow our business and service our vendors."

About Conexiom

Conexiom® allows manufacturers and distributors to focus on serving customers and managing supplier relationships instead of entering data. The patent-pending Conexiom solution was created by ecmarket, a cloud solutions developer. Conexiom revolutionizes critical sales and accounting business practices by automating manual entry with 100% accuracy. Conexiom effortlessly converts emailed and printed customer purchase orders and supplier invoices into automated sales orders and invoices, enabling companies to focus on driving growth. Conexiom helps organizations across the globe maintain a competitive edge. **For more information visit www.conexiom.com**