



DAS LOGISTICS BILLING SOLUTION

Capture Invoice Data at the Source and Improve Efficiency and Customer Service.

Highlights

- Shorten time to cash receipt
- Reduce billing costs
- Capture historical pricing information
- Increase customer satisfaction

About DAS

Smart Solutions for Documented

Success. DAS is an award winning IBM Premier Business Partner, dedicated exclusively to the Enterprise Content Management (ECM) and Information Lifecycle Governance (ILG) marketplaces. By understanding clients' business needs and challenges, DAS delivers innovative technology solutions that help organizations manage their content, reduce costs, and mitigate risk.

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Overview

Your business is built on efficiently and accurately moving goods and products. Shouldn't your billing process be just as efficient and accurate? With DAS Logistics Billing, our customers have achieved significant cost savings and increased service satisfaction through greater first call resolution.

The Challenge

- You need accurate billing invoices and supporting documents, but your current system may be cumbersome.
 - Disparate accounting/billing and logistics systems may not work together as efficiently as possible.
 - Production systems may not store historical transaction pricing information.
- Current practices rely on paper and can be labor-intensive.
 - No matter where it lives—from the dock, to the warehouse, to the office—paper is everywhere, and keeping track of it can be challenging.
 - Manually matching invoices and backup documents can take valuable time and resources from your core business.
- More time spent generating, matching, distributing and mailing paper invoices and documentation can add days to your process and a longer time to receive the cash your business needs to thrive.
- Service can be impacted if systems aren't readily able to access supporting documentation to answer a customer's question.

The DAS Solution – Saving Time and Money to Improve Customer Satisfaction

- Capturing invoices and backup information early in the process eliminates the possibility of lost documents and makes them readily available for customer support calls.
- Electronically matching invoices and supporting documents saves time and money.

- Invoices and backup data are printed to separate PDF documents with metadata.
- PDFs are ingested to IBM FileNet P8 for storage and management.
- Automated QA processes ensure PDF contents and metadata are matched and complete, eliminating manual matching.
- Matched invoices and backup documents are checked for matching amounts, dates and customer number.
- Mismatches are automatically directed for investigation and resolution.
- Automating business processes *reduces costs and time to cash.*
 - Invoices not requiring backup documents are delivered to the customer immediately.
 - Reminders are sent to users if an invoice or the supporting documents wait too long without being matched.
 - The system checks the customer's invoice delivery preferences (hardcopy, fax, email, drop box) and automatically delivers electronic versions of the invoice and applicable supporting documents.

Solution Benefits

- Cost savings
 - Reduce file storage floor space by up to 300 square feet per 3,000 invoices monthly.
 - Reduce labor by up to 1 FTE per 3,000 invoices monthly.
- Collect cash up to four days sooner
- Increase customer satisfaction
 - Realize a 100% first call resolution increase.
 - Quickly fulfill customer requests for electronic delivery of invoices and backup.
- Make smarter decisions by capturing and analyzing historical pricing data.

Solution Components

The DAS Logistics Billing Solution leverages category-leading Enterprise Content Management tools from IBM including:

- IBM FileNet
 - Content Manager
 - Case Foundation
 - Case Manager
- IBM Datacap
- IBM Production Imaging Edition
- IBM Enterprise Records