

ATLANTA-BASED MANUFACTURER ACHIEVED END-TO-END CLARITY FOR THEIR INVOICING

*Our client was losing
visibility for their invoices-
CINTAP stepped in to help
them get paid*

INTRODUCTION

CINTAP is proudly partnered with a global leader in high-quality, customizable security seals, tapes, labels, and other security devices.

For over a century, this manufacturer has produced security seals and is committed to leading the way in design and manufacturing on a global scale.

They have business and trading partners across a variety of industries, including transportation, retail, agriculture, petrochemical, pharmaceuticals, healthcare, commercial airlines, manufacturing, and others.

CINTAP provides an integration platform as a service (iPaaS), specializing in custom-built solutions for A2A and B2B integrations, and EDI communications.



Founded

1873

Headquarters

Atlanta, Georgia

Revenue

\$495.2M

Company Size

400+ employees

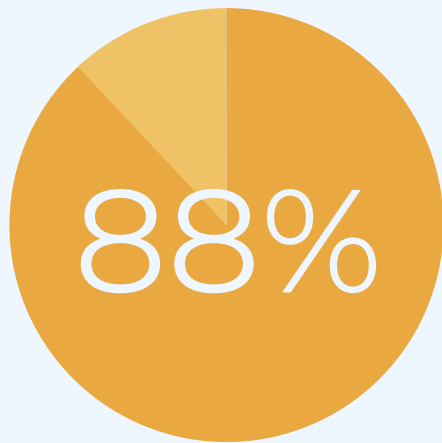
Industry

Manufacturing

Solution

End-to-end Invoice visibility
with EDI 846

4 months of
**NON-STOP
BUGS**



of invoices
**REJECTED
or
FAILED**

**\$56k
missing**



THE NEED

As a far-reaching enterprise with several trading partners, this manufacturer relies extensively on EDI (Electronic Data Interchange) communication. Unfortunately, they were experiencing consistent issues with invoices.

Over the course of four months, the client sent out 340 total invoices, and 300 were rejected or failed, without immediately apparent cause.

The client's EDI team would send out an invoice to their partner's Accounts Payable (AP) Team. After receiving confirmation from their trade partner that the invoice was delivered, CINTAP's client lost all visibility- and had no further communication from trading partners.

Since all the data available to this manufacturer showed a successful invoice, CINTAP's client was at a loss- as well as missing \$56,782.19 worth of invoicing. Since there was such a high failure rate, they had no choice but to suspend business operations with their trade partners.



THE SOLUTION

This client needed complete end-to-end visibility in their invoicing process. CINTAP is dedicated to building flexible solutions for our integration partners, so we were prepared to spring into action!

CINTAP recognized that visibility was lost after the invoice was submitted to their partner's Accounts Payable (AP) Team. The client's EDI team would submit the invoice, and in response would receive ACK 997 (EDI 997- Functional Acknowledgement), but there would be no response from the trade partner.

To achieve further clarity for the process after the invoice was submitted, CINTAP implemented EDI 864, which prompted a text message with further details. When the client received EDI 864, they were now immediately notified if an invoice failed or was rejected.

Since collaborating on this solution with CINTAP, the client's business relationships are restored and they have had 100% success rates with invoicing; even if an invoice is failed or is rejected at first, they are notified of it almost immediately and can correct, amend, or resubmit invoices.

100%

RESOLVED

IMPROVED

TRADE

RELATIONSHIPS

“

"CINTAP has basically two qualities I'd recommend to someone considering signing on- attitude, and support."

Enterprise
Applications Manager
CINTAP Partner

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