CASE STUDY: INVOICE TRANSPARENCY

How CINTAP achieved end-to-end clarity for invoicing.

THE NEED

One of CINTAP's Direct Partner is a global enterprise with business and trading partners across a variety of industries, including transportation, retail, agriculture, petrochemical, healthcare, and others.

This manufacturer relies extensively on EDI (Electronic Data Interchange) communication. Unfortunately, they were experiencing consistent issues with invoices. Over 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 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.

*ANONYMOUS

CINTAP PARTNER

FOUNDED

1873

HEADQUARTERS

Atlanta, Georgia

REVENUE

$495.2M

COMPANY SIZE

400+

INDUSTRY

Manufacturing

SOLUTION

Creating CINTAP Cloud's Order-to-Cash Module
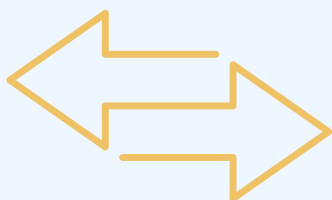
$56k
recovered

100%
RESOLVED
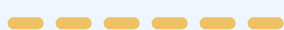
IMPROVED
TRADE
RELATIONSHIPS

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.