CINTAP CLOUD'S OTC MODULE COMPLETELY AUTOMATES THE ORDER-TO-CASH PROCESS

How and why we developed a flexible order-to-cash solution in less than a day

INTRODUCTION

For the past 2 years, CINTAP has had the privilege of partnering with a renowned leader in the realm of high-quality, customizable security seals, tapes, labels, and other security devices. With a legacy spanning over 140 years, this company has continued to revolutionize the design and manufacturing of security seals on a global scale.

Today, CINTAP's partner stands as the preeminent force in the creation, production, and distribution of high-security and tamper-evident seals and devices worldwide.

While CINTAP has crafted custom solutions for this partner before, this particular case study delves into an EDI-specific challenge and the innovative solution CINTAP devised to address it.

*ANONYMOUS

CINTAP
PARTNER

Founded
1873

Headquarters
Atlanta, Georgia

Revenue
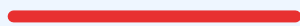$495.2M

Company Size
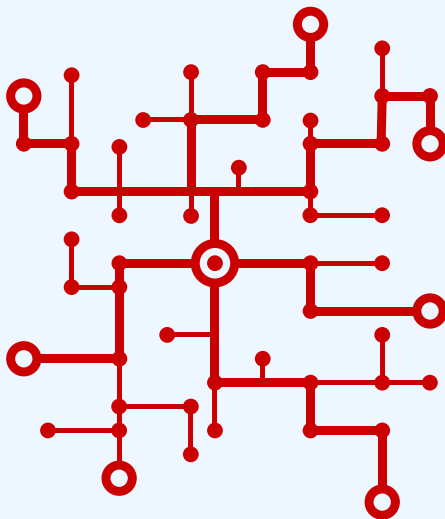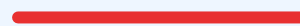400+ employees

Industry
Manufacturing

Solution
Develop a bespoke Order-to-Cash Module to facilitate communication between internal departments and trading partners alike.

MANUAL
ORDER PROCESSING SYSTEM

NO
RELIABLE TRACKING SYSTEM

COMPLEX
EDI TRANSACTIONS

THE NEED

CINTAP was presented with a 3-pronged challenge that required a creative approach. The client was limited by a manual order processing system, lacked a reliable tracking system for inventory and order fulfillment, and juggled multiple complex EDI transactions.

Every order transaction was handled in a labor-intensive manner. The client's sales team had to painstakingly log in, review each transaction individually, and confirm whether orders were successfully delivered to customers. Each transaction required meticulous review, creating bottlenecks and delaying the processing of orders.

Moreover, the client's sales team had to dedicate precious hours to confirming the delivery of orders manually. The absence of real-time information for inventory levels limited their ability to make informed decisions regarding restocking and production scheduling. Inadequate inventory management can lead to overstocking or stockouts, both of which can be costly and detrimental to a company's bottom line.

And finally, the client regularly dealt with complex EDI files that occasionally contained multiple transactions within a single document. This complexity added further layers of difficulty to their order processing system, making it even more challenging to provide the required transparency to their customers.

THE SOLUTION

CINTAP sprang into action to build a more efficient and streamlined order processing system. In just eight hours, CINTAP's CIO personally crafted an ingenious solution that would not only address the client's concerns but also significantly improve their operations across the board. This solution is CINTAP Cloud's OTC Module.

The heart of this solution was the creation of an email notification system that automatically sent out an email after each transaction. These emails contained a basic order summary, crucial for the sales team's immediate use, and a link to the transaction details hosted on CINTAP Cloud. Additionally, this groundbreaking solution included the attachment of a PDF file, making it incredibly convenient for the sales team to access and share comprehensive order details with colleagues and customers alike.

To address the challenge of EDI files with multiple transactions, CINTAP introduced an EDI Splitter within CINTAP Cloud. This innovative feature automatically scans the incoming EDI files and identifies multiple transactions, effectively splitting them into individual segments. These segments, now available in both PDF and history logs, ensure complete transparency and provide users with a sophisticated system for managing intricate transactions with ease. All transactions can also be viewed on the OTC Module dashboard within CINTAP Cloud, at every phase.

By the start of the next business day, CINTAP had implemented the OTC Module for this client (and every CINTAP partner). Since then, the OTC Module has consistently empowered this client (and several others) by freeing up countless hours, delivering more accurate data to work with, and facilitating more efficient operations than ever before.

NEW
AUTOMATED
SYSTEMS
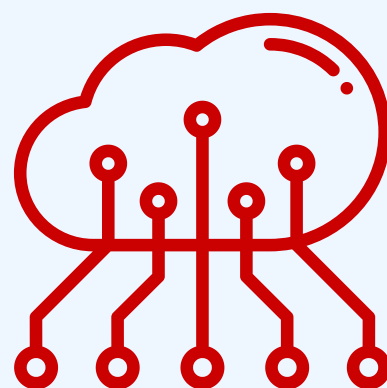
SIMPLER
EDI
TRANSACTIONS

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

Enterprise Applications Manager
CINTAP Partner