



Case Study – Speciality Food Manufacturer



THE CLIENT

Client:

Mid-sized company in the Mid-West. One of the largest distributors of hot dogs and related foods. In business for more than 100 years

Processes:

- Accounts Payable
- Cash Application
- Chargeback/Deduction Management
- Invoice receivable management

Team Size: 5 FTE

Delivery Location:

Offsite Minacs support team - Mumbai, India

Onsite PSGI Manager – at client location

KEY CHALLENGES/BUSINESS REQUIREMENTS

- Lack of formal Chargeback/Deduction management process
- Chargebacks/Deductions issues unresolved for extended periods of time - significant aging
- Invoice collection issues
- Need to improve the AP invoice approval process and reduce costs
- The need to bring in efficiencies in the processes - High Turnaround Time
- Information not easily available - Paper intensive process – missing files
- Manual process - low level of automation

THE PSGI / MINACS/SOLUTION

- Optimized process flow . Information flow streamlined and centralized. As an example, common Email ID setup to receive vendor invoices as well as information on chargebacks
- Within 3 months of Transition, 80% Vendors converted from Paper Invoice to Electronic Mode
- Introduced a formal Chargeback/Deduction management process, as well as standardized deal sheets and templates to calculate Chargebacks
- Accounts Payable process streamlined
- Dashboards created for better control for the AP Process as well as enhanced management of Chargebacks and Deductions

MAJOR BENEFITS

- Reduced turnaround time for managing Chargebacks and Deductions by two months
- Client benefits from our deep rooted expertise managing Chargebacks and Deductions and experience dealing with major distributors/big box stores
- Reduction of client's team size resulting in 47% back office cost reduction
- Significant dollar recovery of aged Chargebacks and Deductions on behalf of client
- Improving TAT of the Accounts Payable process from seven days to one day.
- Cash Application TAT improved from 10 hours to 6 hours on daily basis.
- Transitioned Cash Application and Accounts Payable process in 3 weeks time
- Achieved 100% SLA delivery and 99.98% SLA- quality in the first 6 months of engagement