CASE STUDY: ORDER-TO-CASH MODULE

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

THE NEED

CINTAP was presented with a 3-pronged challenge. 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.

Firstly, the client's sales team was required to painstakingly log in, review each transaction individually, and confirm whether orders were successfully delivered to customers. This meticulous review resulted in bottlenecks and delayed order processing.

Moreover, the absence of real-time information for inventory levels limited their ability to make informed decisions regarding restocking and production scheduling, leading to either overstocking or stockouts.

Finally, the client regularly dealt with complex EDI files that occasionally contained multiple transactions within a single document. This complexity made it even more challenging to provide the required transparency to their customers.

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

CiNTAP

AUTOMATED SYSTEMS

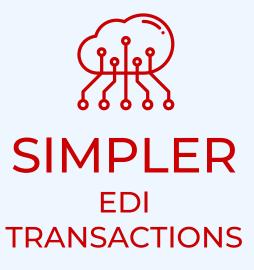- - - - - -

RELIABLE
EDI
TRACKING

- - - - - -

SIMPLER
EDI TRANSACTIONS

THE SOLUTION

CINTAP sprang into action to build a more efficient 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 improve their entire operation. This solution is CINTAP Cloud's OTC Module.

The heart of this solution is an email notification system that automatically sends an email after each transaction. These emails contain a basic order summary and a link to the transaction details hosted on CINTAP Cloud. Additionally, the email includes the attachment of a PDF file, convenient for the sales team to access and share comprehensive order details with colleagues and customers alike.

For EDI files with multiple transactions, an EDI Splitter was developed on CINTAP Cloud. The EDI Splitter automatically scans the incoming EDI files and identifies multiple transactions, splitting them into individual segments. These segments, available in PDF and history logs, ensure complete transparency and provide users with a sophisticated system for managing intricate transactions easily. 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.