

# Efficiency pours out of faucet maker's AP team, saves \$8k per month

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— Wendy Cambarare, Accounts Payable Manager  
Moen

## The Challenges

- Integrate with SAP
- Improve visibility of invoice processing
- Enhance vendor relationships and payment terms

## The Results

- Increases invoice processing speed
- Faster problem resolution drives down DSO
- Immediate and accurate answers for vendor

## The Customer

Moen was born in Seattle in 1937. Company founder Al Moen was working in a garage to earn college tuition. When he went to wash his hands at a standard two-handle faucet, a sudden burst of hot water made him jump. Al went on to develop the single-handle faucet and create a company known for its elegant faucets, sinks and showers.

## The Challenges

Moen purchased SAP to improve its ability to manage the company's money and resources. Although the system improved access to accounting data and information, AP leaders had little visibility into document-based tasks like invoice processing. Paper invoices, packing slips and purchase orders had to be manually matched and tracked. Lost and misplaced invoices not only increased work for managers and associates but frustrated vendors awaiting payment.

## The Journey

The manufacturer first considered customizing an existing customer service system to support its AP needs. However, when leaders learned the EMC Documentum solution would be expensive and time consuming to customize, they turned their focus elsewhere.

## The Solution

Moen didn't have to look much farther than its backyard to find a solution. The manufacturer chose OnBase, a product from another Cleveland, OH, company, Hyland Software. "We chose OnBase, but not just because the company was close by," says Wendy Cambarare, Accounts Payable Manager. "We chose OnBase because of its tight connection to SAP and how easy it would be to use and manage."

## Tight SAP + OnBase integration keeps invoice processing moving

Moen's AP associates rely on SAP to process more than 500 invoices each day, so leaders wanted a solution with a tight integration to the application. Before OnBase, associates kept track of invoice data in SAP but still needed to perform a three-way match of information on paper invoices, packing slips and purchase orders.

If associates encountered a problem processing an invoice – and that happened more than 350 times each month – they attached an orange form to the documents and sent them via inter-office mail to the person who initiated the purchase. Even if that person responded, it often added weeks to the payment processing and was hard to track and monitor.

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Now, images of invoices and supporting documents are scanned and stored in OnBase. AP associates instantly view the documents while still working in SAP. If a problem is encountered, the associate automatically generates an e-mail that is sent to the person responsible. The process is automatically tracked and monitored via a workflow in OnBase.

#### **AP team slashes metrics, improves invoice processing visibility**

For Cambarare and her team, the invoice processing improvement was immediate. "We don't have piles of paper sitting on our desks anymore," she says. "We know at any given time what each person has in their queue, what the problems are and what isn't getting done."

The increased accountability also means decreased costs and processing times. Like most Accounting teams, Cambarare and her team are measured by how quickly it pays invoices, or its days sales outstanding (DSO). The lower the DSO and the higher the days payable outstanding (DPO), the more efficient the team is and the more money the company saves.

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The solution also lowers Moen's hard costs. By reducing paper, manual processing and storage costs, the manufacturer saves more than \$8,000 each month.

#### **Vendor payment terms, relationships improve**

Answering vendor questions is easier with OnBase, too. Before implementing the system, there was no timely way to track down a paper invoice if a vendor called with a question about it. Now, AP associates have instant access to the invoice and all supporting documents. Vendor issues are resolved faster and Moen increases its chances to increase favorable payment terms.

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### **Why OnBase?**

You've put a lot of time and money into your existing systems and you need to be able to get as much value as possible out of them. OnBase helps you connect data-driven applications like SAP with the documents that support them. The result is faster, more transparent processes at a lower cost.

- Connect documents with data for faster, more accurate processing
- Improve process transparency and enforce accountability across teams
- Keep users in their most familiar systems to increase adoption

### **time to make a difference.**

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That's effective document and process management.

That's the OnBase difference.

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