



Messer France

Messer France Sales Administration automates delivery of over 10,000 invoices by mail



Messer France, a leader in on the market of industrial gases, has chosen Esker to automate and optimize delivery of customer invoices, reminder letters and daily business mail accounting for over 125,000 pieces per year. A solution that has enabled Sales Administration to optimize its billing processes and improve accounts receivable management.

The Company – Messer

The name Messer has been associated with expertise in industrial gases for more than 100 years. Messer Group manufacture and supply oxygen, nitrogen, argon, carbon dioxide, hydrogen, helium, inert welding gases, special gases, gases for medicinal use and a wide variety of gas mixtures.

As broad as the spectrum of gases available is the variety of industries that utilize them and benefit from the application-specific know-how of Messer's personnel. These include steel and metals industries, chemicals, food and pharmaceuticals, the automobile and electronics industries, medicine, research and environmental technology.

Growing mail pressure

With SAP, the Messer France sales administration team sends more than 10,000 invoices each month by postal mail. In addition to invoices they send out numerous business critical documents on a daily basis including satisfaction surveys, product information packets, marketing mail, etc... totaling 400 extra items per month.

For several years Messer France has managed to send these documents via internal means using a mail room equipped with a folding machine and several printers. To process and send 10,000 customer invoices was taking one person away from sales administration for 3 to 4 days each month. In addition to the complex logistical organization, the process to send invoices each month incurred numerous problems including machine problems, printing issues, maintenance, and volume limitations.

Eliminating mail room issues

Messer France decided it was time to put an end to these invoice mailing issues by choosing a solution that could automate mail preparation and sending of customer

invoices. This became an essential goal for the company, with an objective to:

- **Guarantee quality and traceability** of all outgoing invoices
- **Reduce time and internal resources** spent on mail preparation and sending
- **Consolidate multiple invoices** going to the same customer in a single envelope
- **Ensure reliable mail return tracking** for undeliverables in order to update the customer database

Expertise and reliability

After researching the solutions available on the market, Messer France quickly chose Esker due to the quickness to respond, its solution perfectly adapted to the needs of the company, as well as its expertise in the SAP environment.

A 50 document mailing was executed to demonstrate the solution. Following the demonstration Esker offered Messer France a month long evaluation fully integrating a customized Esker solution into their SAP system to meet their business needs.

“Invoicing is a critical process for companies but sending invoices on a daily basis is difficult and resource-heavy. That is why we chose Esker to automate our processes. Their solution provides the performance and reliability we need. They also offer an unrivaled expertise in the SAP environment as a partner, and the rapid response from their teams demonstrated their commitment to us.”

Dominique Bonnet ▪ Sales Administration Manager
▪ Messer France

“Thanks to Esker sending customer invoices is a breeze leaving me totally relaxed. At the end of the month, all I have to do is press a button to send 10,000 customer invoices and within a few minutes I am notified of any anomalies allowing me to quickly correct and improve our customer database. Esker on Demand has helped us improve our billing process and reduce our DSO.”

Dominique Bonnet ▪ Sales Administration Manager ▪ Messer France

Today, the Esker on Demand solution is used daily by the sales administration team automating more than 10,000 customer invoices sent by mail per month. In addition it is used by the debt collection team to send out customer reminder letters.

Around 10 people between the two departments are sending mail directly from SAP without having to lift a finger to print, fold, stuff, stamp, and hand each piece off to the postal service.

Managing undeliverable mail

Esker on Demand makes it easy for Messer France to optimize management of undeliverable mail. The sales administration manager receives notification of undeliverable mail and transfers the information to the person in charge of the customer concerned.

Consolidation of invoices

Esker on Demand manages multiple invoices being sent to a single customer by automatically consolidating them into a single envelope. Prior to Esker on Demand Messer France had to send a single invoice per envelope even if they were going to the same customer. Invoice consolidation allows Messer France to achieve significant cost savings on postage and gain credibility in the customer's eyes.

Benefits

Mail automation has significantly improved Messer France's accounts receivable management.

Time and costs savings

Esker on Demand enables the sales administration and debt collection teams to eliminate all manual processes associated with mail preparation and delivery. These processes are now fully automated and integrated directly into their SAP system leaving both teams more time to focus on their core activities. The person who used to devote 3 to 4 days per month to mail preparation now dedicates his time to activities that are more business critical.

Mail tracking and quality

Customer invoices are now easily tracked as they are processed and sent with Esker on Demand. Due to accurate traceability, Messer France can quickly respond to customer inquiries on sent invoices and if a legal dispute should arise, immediate proof of sending is available to remedy the situation.

As a result of the successful implementation of Esker on Demand, Messer plans to continue on a course of document process automation. The company would like to extend the use of Esker on Demand to other applications such as sending transfer notices for accounts payable, archiving, and electronic invoicing.

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