

Solution overview

Order Management Automation in the Chemical Industry

Today's chemical companies face several unique industry challenges – regulatory compliance, hazard analysis, quality control, lack of inventory visibility, etc. – making timely, accurate and transparent order taking a necessity. Esker Order Management helps chemical companies address the bottlenecks common to manual processes by enabling orders to be digitally processed and tracked, in any channel or format, through one AI-powered, cloud interface.

How do chemical companies benefit?



Simplify omni-channel order pains
& handling ancillary documents (BoL, order confirmation, MSDS, COAs, etc.)



Free up CSRs from repetitive tasks
such as manual order data entry to perform logistics planning, inventory checks, etc.



Easily handle change orders
from both external & internal customers to ensure "on time, in full" orders



Achieve end-to-end visibility
over the entire order flow, enabling users to track, monitor & improve KPIs



Avoid wasteful product returns
by addressing the root cause of order processing & logistic errors



Improve customer experience through faster fulfillment, improved communication & self-service options

How Esker Order Management works

Order reception & triage

- Data is read, extracted, and verified from structured and unstructured order formats and routed for further processing.
- When corrections are made, machine-learning algorithms take these into account for the next time.
- Anomaly detection features point out when order amounts or item numbers are out of the ordinary for return customers.

Automatic ERP creation & delivery confirmation

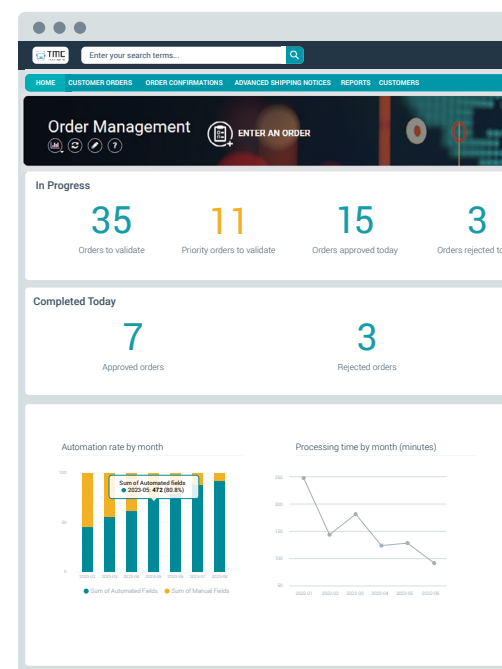
- The order is simultaneously created in the ERP and archived for the specified time, leaving a full audit trail.
- Order confirmations and advance shipping notices can be sent back to customers in their reception preference (email, portal, EDI, etc.).

Change orders

- Identifying the change request with the original order is done automatically, saving CSRs the hassle of reading through each individual line to determine the change.

Suitable responses

- When questions about the order arise or clarifications are needed (price mismatches, unusual quantities, product unavailability, etc.), CSRs can easily reach out to the customer directly to verify the order and provide visibility – all of which will be included in the audit trail.



Technologies working behind the scenes

Esker's extensive experience and dedication to product development is key to our continued innovation. Here are some of the standout technologies and capabilities powering Esker Order Management:



Order triage

Using AI-powered classification and routing, CSRs can easily triage orders from customer emails received in the Customer Service shared inbox.



Web & mobile ordering

Customers can easily place and track orders while in the office or on the go directly from their e-procurement app through Esker's e-commerce website.



ERP integration

Esker Order Management supports any ERP and has standard connectors for SAP® and Oracle® EBS — even providing simultaneous integration with multi-ERPs.



AI & RPA technology

Thanks to AI- and RPA-driven data recognition, chemical companies can eliminate incorrect shipments and pulling orders from customer portals.



EDI order management

Because the same business rules apply to all orders, EDI exceptions can be handled without IT hassle, while setup of EDI connections is simplified.



Communication tools

Orders can be clarified prior to fulfillment via tracked conversations on the order. What's more, customers and other employees can be looped in!

Customer testimonials



"With Esker, we've created **KPIs that measure our adherence** to commitments on a regular basis. It's all **very visible and easy to see** how we're performing that day, week or month."

Customer Solutions Manager,
FUCHS LUBRICANTS CO.



"With Esker, you **reduce the risk of order entry errors**, so you **improve your accuracy**. When you're doing everything manually, there's just a higher, inherent risk of human error."

Manager of North American Customer Service,
H.B. Fuller

About Esker

Esker is a global cloud platform built to unlock strategic value for Finance, Procurement and Customer Service professionals, and strengthen collaboration between companies by automating the cash conversion cycle. Founded in 1985, Esker operates in North America, Latin America, Europe and Asia Pacific with global headquarters in Lyon, France, and U.S. headquarters in Madison, Wisconsin. Our customers use our AI-driven cloud solutions to increase the efficiency, productivity and visibility of their Source-to-Pay (S2P) and Order-to-Cash (O2C) processes.

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