

Lise Charmel improves document processing with Esker solutions



Lise Charmel chose Esker on Demand to automate document management processes. Following a very successful invoice automation project, Lise Charmel has extended the use of Esker on Demand to three document processing areas including customer reminders, account statements, and pay slips.

www.lisecharmel.com

Retail & Textiles Industry

Configuration

- ERP: Cegid Orliweb

 For customers to pay their invoices, the first prerequisite is that they receive them correctly and as quickly as possible! Esker on Demand offers confidence, security and accuracy guaranteeing that every invoice is traceable and rapidly delivered. 

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III – equipped for growth

Working with Cegid Orliweb as their ERP solution, Lise Charmel was generating and sending more than 5,000 invoices per month.

Invoice sending was managed in-house: invoice printing and stocking was handled by one person from the Administrative department. Following printing the invoices would be sent once a week to the Lise Charmel logistics center at another site where each invoice was placed in an envelope stamped and handed off to the postal service.

The whole process was manual and extremely tedious involving a defective folding machine, a delay of 5 days between creation of an invoice and its delivery, and traceability ...

This slow and cumbersome process could not ensure optimal delivery of customer invoices and had a heavy impact on customer payments.

In order to optimise the customer invoicing process and improve working capital requirements, Lise Charmel decided it was necessary to reorganise its customer credit process.

The automated route

Following an extensive search of the market for a solution well-adapted, Lise Charmel decided to go with Esker on Demand to automate sending of 5,000 invoices per month.

Esker on Demand is well suited to take over the task, grabbing the invoices directly from Cegid Orliweb and securely transmitting them directly over to the Esker production centre where they are printed, folded, stamped and handed off to the postal service.

Ready for the future

By using Esker on Demand services to automate document processes, Lise Charmel has been able to reorganise several productivity areas to achieve the following benefits:

A 50% reduction in time spent sending invoices

The person who was originally in charge of sending the invoices no longer needs to manually print and stock envelopes for over 5,000 invoices gaining 50% more time for other projects.

Today, she only has to send certain documents that require special treatment, representing only 10% of her past workload.

Customer accounts settled 20% faster

Lise Charmel reduced the time required to send invoices and eliminated the need to transport invoices between internal processing sites. The invoicing process is significantly faster which has lowered customer account settlement from 120 days to 100 days.

Traceability and security gained

The transition from a manual process to an automated process guarantees total traceability of all sent documents. Document can be tracked at every step during processing through delivery.