

MerchSource, with an entire staff, was unable to match all their remittance advice notes with their EDI Invoices in NetSuite. B2BGateway.Net provided an automated solution.



Customer Profile

Based in Foothill Ranch, California, MerchSource LLC markets and distributes consumer products to the retail sector and consumers. The company offers multiple product categories such as electronic goods, toys, pet products, household accessories, and gift items. Its clientele include CVS, JCPenney, Macy's, Kohls, Rite Aid, Mervyns, Target, Overstock.com, etc.

Business Challenge

When MerchSource sends an invoice to a customer, the customer will send back a payment that must be entered into NetSuite and applied against the open invoice. MerchSource receives checks valued at multiple millions of dollars per month that must be applied against thousands of specific invoices. This is very time consuming when handled manually due to restrictions within the NetSuite user interface. MerchSource had to hire temporary staff and borrow staff from other departments to help accounting enter and apply these checks. It is a nightmare for the organization and takes up valuable days every month

Solution

MerchSource contacted B2BGateway.Net, their NetSuite EDI Partner, looking for a solution to their ongoing payment remittance advice needs. B2BGateway.Net was able to create a web-services integration that took a spreadsheet listing the various open invoices, the amounts to apply, the check number from the customer and various other relevant fields to automate this entire process. B2BGateway.Net can now import the customer payment transactions and automatically apply these payments to the invoices MerchSource specifies. This has saved MerchSource many days worth of manual labor and saved them from having to hire temporary staff specifically for this task.

Business Benefits

The solution saved MerchSource LLC a huge amount of manual entry and freed up much needed company resources and time. It also eliminated costly errors associated with the re-keying of data.

B2BGateway.Net, NetSuite's EDI Solution Partner since 2001, have provided an easy, fully integrated and automated cash/remittance advice solution for MerchSource.

For More Information

For more information about B2BGateway.Net call 1 (401) 491 9595

To access information using the World Wide Web, go to:

<http://www.B2BGateway.Net>

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Solution Overview

Customer

MerchSource, LLC

Location

California, USA

Industry

Markets and distributes consumer products to the Retail Sector.

Business Challenge

Needed to automate the matching of remittance advice notes to invoices in NetSuite.

Solution

B2BGateway.Net developed a cash/remittance advice application to automate the entire process for MerchSource

Benefits

The solution saved MerchSource LLC a huge amount of time, company resources and eliminated costly errors associated with the re-keying of data.

"This has been huge for us. Taking the manual cash application process out not only saved us a lot of time and energy, it also eliminates any manual errors.

Steve and his team were able to write scripts to work around NetSuite's limitations and they have done really well so far. Overall, we are HUGE Fans of the cash application program."

Paul Sunny, MerchSource LLC.

