



NetSuite Invoice Processing for a Medical Manufacturing Company

Optimizing the Billing Process Using ERP Systems

A medical manufacturing company was looking to streamline their invoice processing to an outsourcing partner experienced in NetSuite. Each month, thousands of orders are being processed which has created a higher demand in the accounts payable department. Every order is supported by a set of documents used to create a record file for each customer which is then used for invoicing. As a result, this company was looking for an outsourcing company to improve efficiency and shorten cycle times.

Building the Customer Invoicing Database

The challenge that this medical manufacturing company faced was due to the two-step process: a customer record file must be created before an invoice can be built. Once an order has been made, each customer has a set of supporting documents to build the customer record file and invoice. With rapid growth, the current in-house team was not able to keep up with demand creating a backlog in the process.

ARDEM proposed a multi-step plan of action to streamline the creation of each customer record and invoice. The first phase consisted of thorough training to fully understand and execute the entire billing process.

Key Benefits

- Experienced NetSuite analysts
- Scalability and Flexibility of staff
- Shorter payment cycles with faster processing

What Are the Challenges of Invoice Processing?

- ⇒ High volumes of invoices— as your business grows, so does the volume
- ⇒ Long cycle times— businesses rely on sending invoices in a timely manner
- ⇒ Manual data entry—this process takes the most time from your team.

Using a test environment, the ARDEM team was able to learn the process and get hands-on experience under expert supervision. The goal was to ramp up efficiency and accuracy before completely taking over the billing process.

The final phase put ARDEM into full production – the ARDEM team would log into NetSuite, check for duplicate customer records or create and update customer records as needed. Once the customer record has been completed, an invoice can be created detailing the appropriate products and codes. Supporting documents are uploaded onto a secure cloud-server and are used to create an invoice for each customer. Because specific fields are mandatory, if there is missing information the invoice will be flagged and a request for more information will be made to expedite the process.

Adding Scalability and Value to Invoicing

This medical manufacturing company saw immediate value in how ARDEM was able to increase productivity and efficiency. Starting with a team of three, ARDEM was able to create an efficient workflow to mimic the current process and steadily improve over time. One of the benefits that ARDEM's team was able to bring was having a dedicated team handling the billing process. Backup analysts would always be available on the bench in case someone was sick to ensure continuous productivity. Currently, the company plans on increasing the ARDEM team and allow the in-house team to focus on core competencies.



ARDEM builds teams based on the needs of your current process. Each analyst is experienced in NetSuite and is college-educated with a strong financial background to shorten the ramp up of full production.

About ARDEM Incorporated

ARDEM Incorporated delivers success companies looking to efficiently streamline their processes and improve ROI. We implement the world's most sophisticated Technology platform combining human interaction with advance technologies to automate business processes and lower operational costs.

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