Sustaining More Than Four Years of AP and AR Continuity Through a Managed Finance Workflow

For a U.S. industrial coatings manufacturer managing staff turnover, SYSPRO and SMBC workflows, vendor invoices, cash application, reconciliations, sales order holds, journal entries, and recurring close support.

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Case Study

ARDEM Incorporated
Success Delivered

Executive Summary

A U.S.-based industrial coatings manufacturer needed a more stable operating model across accounts payable and accounts receivable. Finance continuity mattered because vendor invoices, customer payments, bank activity, reconciliations, sales order holds, and period-end work all depended on consistent execution inside SYSPRO and the SMBC bank portal.

Frequent staff turnover forced repeated retraining across interconnected manual workflows. The finance team had to manage AP mailbox activity, vendor records, invoice posting, payment validation, daily bank statements, ACH and lockbox posting, credits and adjustments, journal entries, balancing, and close support, making continuity more important than simply adding task capacity.

ARDEM created a managed finance operations lane inside the existing systems, combining recurring AP and AR execution, validation, reconciliation, exception review, and bi-weekly governance while the client retained control over policies, approvals, payment decisions, and financial authority. The relationship continued for more than four years and expanded as ARDEM became a stable operating layer for recurring finance work.

4+ years	SYSPRO+ SMBC	AP + AR	Bi-weekly
Continuity and expansion	Existing-system execution	Integrated finance operations	Governance cadence

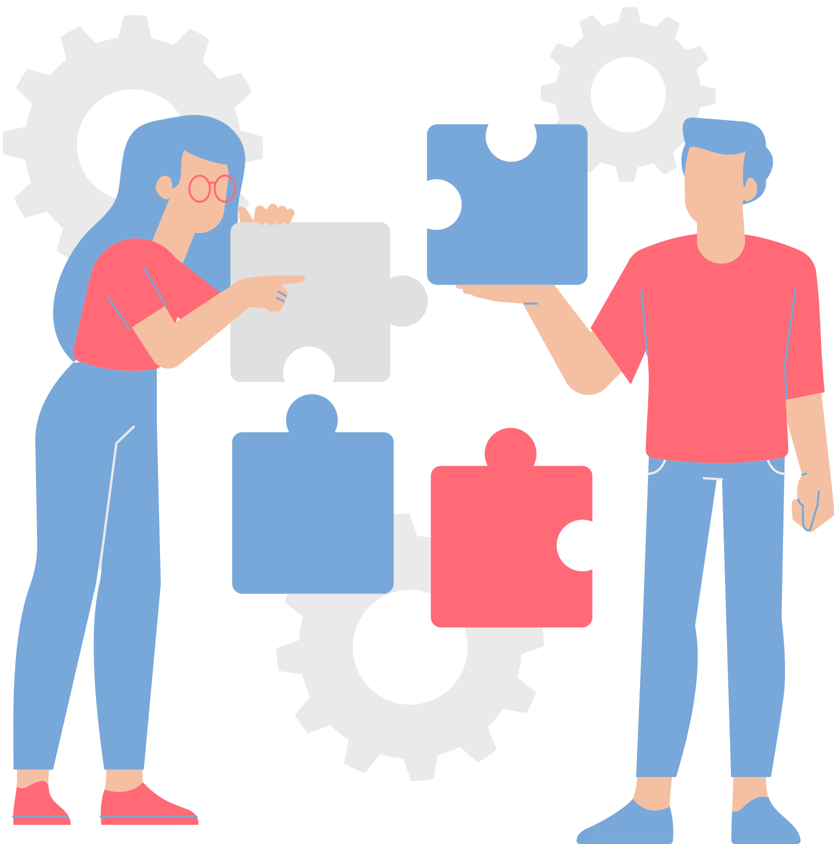
Client Situation

The client was a U.S.-based industrial coatings manufacturer producing resistant coatings for plastics, glass, and metals used across industrial and consumer applications.

As the company grew, frequent finance-team turnover made recurring AP and AR work harder to execute consistently. Each staffing change required retraining across systems, vendor workflows, payment routines, cash application, reconciliations, and period-end activities.

The operating environment included SYSPRO ERP, the SMBC bank portal, an AP mailbox, vendor setup and maintenance, invoice posting, payment validation, daily bank statements, ACH and lockbox posting, credits and adjustments, sales order holds, journal entries, balancing, and recurring reporting.

The client needed more than transactional capacity. It needed a repeatable finance operations model that could preserve process knowledge, stabilize recurring execution, support close discipline, and keep exceptions visible while the internal team retained financial control.



The Business Problem

The client needed control over finance workflows that crossed AP intake, vendor records, SYSPRO posting, bank portal activity, customer payment matching, reconciliations, sales order holds, and period-end support. The work was interconnected, so inconsistency in one step could create downstream pressure elsewhere.

Staff turnover amplified the risk. New employees had to learn system-specific routines, vendor and customer rules, payment workflows, posting logic, reconciliation steps, and accounting calendars before they could execute the work reliably.

Many activities were small individually but important collectively. Delayed invoice posting, unmatched customer payments, incomplete vendor records, unresolved credits, or late journal entries could affect payment readiness, customer balances, sales order release, and month-end review.

Without a managed operating lane, the client risked recurring retraining disruption, posting delays, reconciliation backlog, close pressure, payment-status uncertainty, and management time spent reconstructing workflow status.

Risk Area	Business Impact
Staff turnover and retraining	Finance workflow disruption
Manual ERP and bank portal steps	Posting and validation delays
ACH and lockbox cash application	Customer balance uncertainty
Reconciliations and journal entries	Period-end close pressure
Sales order hold review	Order release delays

Why the Old Approach Was Not Enough

Additional hiring would still leave the client with recurring onboarding and retraining across SYSPRO, the SMBC portal, vendor workflows, cash application, reconciliations, and close routines. More capacity alone would not create durable process ownership or continuity.

Basic outsourcing of disconnected tasks would also be incomplete. The client needed AP and AR work to operate as one governed finance lane with validation, balancing, exception handling, sales order coordination, and recurring review.

SYSPRO and SMBC were already in place, so the operating constraint was not a lack of software. The need was disciplined execution around invoice posting, payment matching, vendor maintenance, journal support, reconciliations, and period-end follow-through inside those systems.

The better approach was a managed AP and AR finance operations model.

ARDEM's Managed Operating Model

ARDEM managed the work as a controlled finance operations lane inside SYSPRO and the SMBC bank portal, connecting AP intake, vendor maintenance, invoice posting, payment-readiness support, bank activity, cash application, reconciliations, sales order coordination, close support, and governance.

Step	Operating Control	What ARDEM Managed	Why It Mattered
1	AP intake and vendor maintenance	Managed AP mailbox activity and supported vendor setup and record updates in SYSPRO.	Created a consistent starting point for vendor and invoice work.
2	Invoice posting and period control	Validated and posted vendor invoices, aligned activity to the correct period, and supported closed-period accruals.	Supported payment readiness and accounting-period discipline.
3	Payment validation and bank portal support	Identified payments due, validated payment information, and supported the client workflow in the SMBC bank portal.	Added review before payment execution while the client retained authority.
4	Daily bank statement retrieval	Downloaded daily SMBC bank statements for the client entities used in AR posting.	Created a dependable source for customer payment activity.
5	Cash application and adjustments	Posted ACH and lockbox payments, matched customer activity, and applied verified credits and adjustments in SYSPRO.	Kept customer balances and payment records more current.
6	Reconciliation and close support	Supported balancing, cashbook and WIP reconciliation, closed-period activity, and journal entries.	Strengthened recurring period-end readiness.
7	Sales order and finance support	Reviewed held orders and supported W-9 and W-8 reconciliation, bank charge analysis, and AR cash inflow tracking.	Connected finance status with downstream operations and reporting.
8	Exception review and governance	Used bi-weekly meetings to review open questions, exceptions, performance, and workflow changes.	Created recurring visibility and follow-through.

Controls, Documentation, and Governance

ARDEM created control by operating inside the client's existing systems with defined routines for validation, matching, balancing, documentation, exception review, and recurring client communication.

AP controls included mailbox management, vendor setup and update review, invoice validation, SYSPRO posting, payment-due identification, and period alignment. Open invoices were accrued when the relevant posting period had already closed.

AR controls included daily bank statement retrieval, ACH and lockbox posting, payment matching by invoice number, sales order number, or customer name, and application of verified credits and adjustments through SYSPRO.

Reconciliation and close support included monthly balancing, cashbook and WIP reconciliation, journal entries for transactions outside invoice processing, W-9 and W-8 reconciliation, AP bank charge analysis, and AR cash inflow tracking.

Bi-weekly meetings gave the client a recurring forum for exceptions, performance, workflow changes, and improvement opportunities. The client retained control over systems, policies, approvals, payment decisions, and accounting authority while ARDEM maintained the documented execution cadence.

Results and Operating Impact

ARDEM helped the client convert fragmented AP and AR work into a governed finance operations model with clearer ownership, stronger continuity, better documentation, and improved visibility across invoice posting, cash application, reconciliations, sales order holds, and period-end support.

Long-Term Finance Operations Continuity

The relationship continued for more than four years and expanded over time. This gave the client a stable operating layer for recurring finance work instead of repeatedly rebuilding process knowledge after internal staffing changes.

Reduced Retraining Dependency

ARDEM managed recurring AP and AR execution inside the client's existing environment. This reduced the operational disruption associated with retraining new internal resources across interconnected finance routines.

More Consistent AP Execution in SYSPRO

ARDEM supported AP mailbox activity, vendor setup and updates, invoice validation, SYSPRO posting, payment-due identification, and closed-period accrual handling. This created a more repeatable path from invoice receipt to payment readiness.

Stronger Cash Application and Customer Balance Visibility

Daily SMBC bank statements supported ACH and lockbox posting in SYSPRO. Payments were matched using invoice numbers, sales order numbers, or customer names, with verified credits and adjustments applied through the AR workflow.

Better Reconciliation and Period-End Support

ARDEM supported monthly balancing, cashbook and WIP reconciliation, journal entries, W-9 and W-8 reconciliation, AP bank charge analysis, and AR cash inflow tracking. This gave the finance team a more consistent operating foundation for recurring close activities.

Closer Coordination Between AR Status and Sales Order Release

ARDEM reviewed held sales orders and updated orders that met the client's release criteria in SYSPRO. This connected customer payment status with downstream order processing while preserving the client's policy and approval controls.

Recurring Exception and Governance Visibility

Bi-weekly meetings created a consistent cadence for reviewing open questions, exceptions, performance, workflow changes, and improvement opportunities. This replaced ad hoc status reconstruction with recurring operating visibility.

Operating Impact Summary

The client gained a more stable finance operations workflow built around AP intake, vendor maintenance, invoice posting, payment validation, daily bank activity, cash application, reconciliations, sales order coordination, journal support, and bi-weekly governance.

The value was not simply outsourced AP and AR task completion. ARDEM created continuity, process discipline, recurring validation, exception visibility, and a more dependable operating layer inside the systems the client already used.

Buyer Takeaway

For CFOs, Controllers, VP Finance leaders, AP leaders, AR leaders, accounting managers, shared services leaders, and finance operations executives, this case study shows why AP and AR should be managed as controlled finance workflows, not only as transactional work.

When these workflows depend on manual steps, staff-specific knowledge, bank portal activity, ERP updates, reconciliations, and close support, turnover can disrupt continuity and increase management burden.

ARDEM helps create the operating discipline needed around vendor and invoice processing, payment validation, cash application, reconciliations, sales order coordination, period-end support, and recurring governance. This model is most relevant for manufacturers and finance teams that need continuity inside existing ERP and banking environments.

Review Your AP, AR, and Finance Operations Workflow

ARDEM can help review where your finance operations may be losing visibility, consistency, or control across vendor and invoice processing, bank portal workflows, cash application, reconciliations, sales order holds, and period-end support. The goal is to identify where a managed operating model can reduce retraining burden, improve workflow visibility, strengthen exception handling, and support scalable finance execution.

FAQ Section

1. What workflow did ARDEM manage for the industrial coatings manufacturer?

ARDEM supported recurring finance operations across AP and AR. The workflow included AP mailbox management, vendor setup and updates, invoice posting in SYSPRO, payment validation through the SMBC bank portal, daily bank statement downloads, ACH and lockbox payment posting, credits and adjustments, journal entries, monthly balancing, reconciliations, sales order hold review, and bi-weekly client meetings.

2. What business problem did ARDEM help solve?

The client was dealing with staff turnover, manual finance workflows, inconsistent AP and AR execution, and recurring retraining burden. The deeper issue was finance operations continuity across ERP activity, vendor records, payment posting, reconciliations, month-end balancing, and close support.

3. Did ARDEM work inside the client's existing systems?

Yes. ARDEM worked inside the client's SYSPRO ERP and SMBC bank portal workflows. The client retained control over systems, approvals, policies, payment decisions, and financial authority while ARDEM supported recurring execution and process discipline.

4. How did ARDEM support AR payment posting and cash application?

ARDEM downloaded daily bank statements from the SMBC bank portal, posted ACH and lockbox payments in SYSPRO, matched payments using invoice numbers, sales order numbers, or customer names, and used the AR Payments and Adjustments module to post verified payments, apply credits, and support balanced records.

5. How did ARDEM support controls and governance?

ARDEM supported controls through invoice validation, vendor setup review, payment matching, monthly balancing, journal entry support, sales order hold review, reconciliations, W-9 and W-8 reconciliation, AP bank charge analysis, AR cash inflow tracking, and bi-weekly meetings to review exceptions and improvement opportunities.

FAQ Section

6. What measurable or verifiable impact did ARDEM deliver?

ARDEM supported a four-year relationship that expanded over time. The workflow reduced hiring, training, and administrative burden, improved traceability across payment postings, sales orders, and journal entries, supported near-perfect accuracy through dual validation and quality checks, and created a more stable AP and AR operating model inside SYSPRO and the SMBC bank portal.

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