

Do any of these scenarios sound familiar?



Chad

in customer service

gets a call from a major retailer wondering why they got an invoice but no ASN. Chad quickly checks the ERP, but couldn't find the answer—he leaves a voicemail for the EDI coordinator. Unfortunately though, by the time he heard back, the retailer had already issued a charge back.



Carol

in accounting

is chasing down an outstanding 30-day invoice. Turns out the distributor got the invoice, but wouldn't pay since it didn't match the PO. Unfortunately, there were price mistakes that Carol didn't catch when it was shipped—now she must make the adjustment and re-issue the invoice.



Chuck

the EDI coordinator

is buried in work answering IT tickets, voicemails and emails from all over the organization, which leaves little time for him to finish any ERP or business automation projects. Since he's so busy putting out fires he has little time for the more important strategic priorities.

How do you solve these problems for Chad, Carol and Chuck to gain operational excellence?