

R S InfoCon Inc.

- White Paper -

**Efficiency Optimization By One
Truck One Invoice Model**



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Overview

The overall objective in this opportunity was to allow our client to market and sell products to distributors, customers utilizing one sales order, one truck, and one invoice per order. It gives a customer an incentive to order more as customer can take advantage of price breaks by ordering truck load and in turn sales increase which brings in additional revenue for each legal entity. It was the intention of our client to introduce capability to service customers utilizing a “One Truck One Invoice” concept. This is a departure from how our client used to interface with their customers, which required separate customer numbers per brand and has separate sales order, shipment and invoice.

Opportunity / Issue / Feature

The main barriers to delivering this capability were:

- Separate Legal Entities
- Sales Credit – ERP is currently configured to drive sales to the P&L according to customer assignment (i.e., Particular business unit owns the customer, so they get all of the sales).

Recommendation / Conclusion

The planned implementation required several key changes to ERP system and other related IT applications. They included, but were not limited to:

1. SKU's assignment by business unit
2. Configuration to drive revenue by SKU
3. Establishment of custom price tables for the different classes of customers
4. Assignment of customers to price tables
5. Sales Order detail lines transmission to the correct warehouse (client was using 3rd party logistic)

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6. Ship confirm transmission from the warehouse to ERP System
7. Development of sales reporting to support the new structure
8. Internal documentation and training for customer service personnel

Summary

RSI delivered a very robust, cost effective and efficient solution which helped client to sell more by reducing operating cost and increasing operating margins.

The overall objective was to allow our client to market and sell products to distributor customers utilizing one sales order, one truck, and one invoice per order. The project was considered as a key aspect of the Pricing Excellence initiative. When the new capability was marketed, it drove additional revenue opportunities for the division. In addition it minimized the impact of distributor churn as the client moved towards more punitive weight breaks, allowing customers to combine weight across several different brands.

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