

SUPPLIER SUCCESS STORY

Schedule-to-pay dates ended the daily chase for status updates.

Supplier

KraftHeinz

Customer

Gordon
FOOD SERVICE

OVERVIEW

Abhishek Bhardwaj works collections for Kraft Heinz's Gordon Food Service account, staffed through a third-party payroll partnership with Genpact. Every day, he tracks invoices moving through past-due buckets and the ones coming due in the next one to fifteen days, all inside the Gordon Food Service Direct Commerce portal.

BEFORE →

- ✗ Reaching out to Gordon Food Service's AP contacts by email or call for status
- ✗ A steep learning curve on other buyer portals like ServiceNow, Conagra, or Ariba
- ✗ Checking multiple statuses like PO depleted, in process, or delivered by hand

→ AFTER

- ✓ One-click lookup for every invoice status, no outreach required
- ✓ Schedule-to-pay dates visible seven to ten days out
- ✓ One easy-to-learn portal, used every single day

"Compared to ServiceNow, Conagra, or Ariba, which are tough to learn, Direct Commerce is very easy to handle."

CHALLENGE

Before checking the portal, the alternative was reaching out to Gordon Food Service's AP team directly for every invoice status question. Compared to other buyer systems in Abhishek's daily rotation, the learning curve was real: platforms like ServiceNow, Conagra, and Ariba take real time to master.

It's a great experience as a user to use the Direct Commerce portal. It's very easy to use, and it has all the options I need on a daily basis.

ABHISHEK BHARDWAJ

Sr. Administrator, Processor, Kraft Heinz

SOLUTION

The Gordon Food Service portal, powered by Direct Commerce, puts every invoice status option Abhishek needs in one place, from PO depleted to disputed, plus schedule-to-pay dates up to ten days before they land.

- **One-click invoice lookup.** Fetch any status without leaving the portal.
- **Schedule-to-pay visibility.** See payment dates seven to ten days out.
- **Fewer emails and calls.** Status lives in the portal, not in an inbox.

RESULT

Because schedule-to-pay dates already live in the portal, Abhishek doesn't have to reach out to Gordon Food Service's AP team just to ask when an invoice will be paid. He can track every past-due and upcoming invoice for the week or the month without leaving the screen, freeing him to focus on the exceptions that actually need his attention: pricing issues, shortages, and damaged shipments.

Direct Commerce powers the invoice and payment experience suppliers rely on every day, turning routine status checks into a single click.

"The easiest part of the portal is fetching all the invoices in one click. I can also check the schedule-to-pay dates on invoices coming due in the next seven to ten days."