DIRECT COMMERCE

SUPPLIER SUCCESS STORY

Getting paid early pays for itself.

Supplier: PS&S PEABODY SALES & SERVICE

Customer: THE HOME DEPOT

OVERVIEW

Cheryl Cormier has spent the better part of two decades on the Home Depot side of Peabody Sales & Service's business. As Finance Manager, she manages collections, chargebacks, and invoice exceptions on a relationship that now moves roughly $30 million a year.

BEFORE →

- × Manually logging into other portals just to download a remittance
- × Cash sitting unpaid while financing costs quietly add up
- × A portal relationship (Lowe's) that just never worked out

→ AFTER

- ✓ Remittances and payment status, searchable by PO or invoice
- ✓ Pay Me Early: paid ahead of terms for a small fee
- ✓ 20 years in, and the portal keeps getting better

> **Direct Commerce's dynamic discounting tool lets us get paid faster at a lower fee than other buyers charge. It works out for us tremendously.**
>
> **CHERYL CORMIER**
> Finance Manager, Peabody Sales & Service

CHALLENGE

At that volume, deductions are constant. A return can trigger a credit on Home Depot's side up to two months before the matching paperwork makes it back to Cheryl's desk, leaving her to track down and tie out every one by hand. It's the kind of workload that exposes a weak portal fast, and Cheryl has seen the alternative firsthand: other retailer relationships that never worked out, and portals that still can't email her a remittance automatically.

> **"The Direct Commerce platform is very user friendly. It's always treated me well, disputes get resolved quickly."**

SOLUTION

Home Depot's supplier portal, powered by Direct Commerce, gives Cheryl a place to search any invoice by PO or invoice number, save a submission mid-draft, and log a ticket that gets answered fast. The standout, though, is Pay Me Early: an option to get paid ahead of terms for a small fee instead of letting cash sit.

- Search on demand. Find any invoice by PO or invoice number in seconds.
- Fast answers. Support responds within 24 hours, often the same day.
- Pay Me Early. Get paid ahead of terms for a fraction of what waiting costs.

RESULT

PS&S finances its branch operations internally, so every day cash sits unpaid has a real cost. Cheryl puts that internal financing charge at around 14% a year. Pay Me Early flips that math: a fee of less than 1% to get paid ahead of terms. On a relationship worth roughly $30 million a year, that gap adds up fast, and it's a big part of why, twenty years in, Cheryl still calls the experience a good one.

Direct Commerce powers the invoice and payment experience suppliers rely on every day, turning a decades-long relationship into one that keeps getting better.

> **"The support you get when you log a ticket is almost immediate. Within 24 hours, they're getting back to you."**