

SUPPLIER SUCCESS STORY

A clear place to log a dispute beats going around in circles.

Supplier



Customer



OVERVIEW

Vu Tran is Controller at TNT Foods International, a supplier to Gordon Food Service. His assistant Maria handles most of the day-to-day portal work, logging disputes and tracking payment status, but Vu stays close to it since cash flow is critical for a business their size.

BEFORE →

- ✗ No clear contact, looping in a salesperson just to reach AP
- ✗ Disputes logged elsewhere that sit for weeks with no follow-up
- ✗ A one to four day gap between due date and actual payment

→ AFTER

- ✓ A portal built for logging and tracking disputes directly
- ✓ Someone actually reviews the dispute and follows up
- ✓ Uploaded documentation that helps speed resolution up

"With other AP platforms we've used with other customers, it's very frustrating because you don't know where to go or who to reach out to. Sometimes we have to ask a salesperson to contact the buyer, and it just goes around and around. With Direct Commerce, we always know who to reach out to."

CHALLENGE

Standard terms with Gordon Food Service run 45 days, and even then there's usually a one to four day gap between the due date and when payment actually lands. When there's a short pay or a dispute, resolution can take days or weeks. Vu has seen the alternative elsewhere: no clear point of contact, and having to loop in a salesperson just to reach someone in AP.

With GFS, at least you're able to dispute whatever you want in that portal, and upload your information so it can help speed things up faster.

VU TRAN
Controller, TNT Foods International

SOLUTION

The Gordon Food Service portal, powered by Direct Commerce, gives Vu's team a direct way to log a dispute, attach documentation, and get a response, instead of chasing down a contact through email or a salesperson.

- **Disputes logged directly.** No going through a salesperson to reach AP.
- **Documentation uploads.** Attach what's needed to help speed resolution up.
- **Real follow-up.** Someone reviews the dispute and gets back to you.

RESULT

The one thing that makes things easier, Vu says, is being able to log into the portal and know somebody is going to look at a dispute and get back to you. Compared to customers where a logged dispute can sit for weeks or months with no follow-up, that difference matters for a business where staying on top of cash flow isn't optional.

Direct Commerce powers the invoice and payment experience suppliers rely on every day, turning a dispute process suppliers dread into one they can actually track.

"For GFS, for the most part, it's actually easier. There are drop-down arrows you can pick from, where some other customers make it a lot harder to figure out where to even log your dispute."