



Leading Home Improvement Retailer Achieves 300% ROI in Year One

Innovative solutions from Direct Commerce help resolve supplier disputes and deliver millions of dollars in savings through dynamic discounts.

A major national retailer had an efficient electronic process in place for invoicing, but was falling short when it came to supplier dispute resolutions and discounts.

The company's approach to supplier dispute resolution was tedious, manual, and paper-intensive—the retailer was processing 5 million pieces of paper per year. What's more, millions of dollars were being left on the table in neglected supplier discounts.

Direct Commerce implemented a comprehensive solution that delivered a 300% ROI in the first year.

From day one, the home improvement retailer started realizing valuable benefits from the Direct Commerce solution, which provided a fully automated and secure platform for reducing errors and cutting invoice processing costs.

Through the Direct Commerce Supplier Portal, suppliers gained 24/7 visibility into invoices and payment status, and the retailer had a better way to validate invoices, match them to purchase orders, and electronically deliver them into their payment system without touching any paper at all.

Customer Profile

Client:

Major Home Improvement Retailer

National Reach:

Stores in all 50 states

Annual Revenue:

\$78 Billion

Suppliers:

9,710

Monthly Invoices:

9,678

Direct Commerce Solution Highlights

- Eliminated 100% of the paperwork involved in dispute resolution
- Reduced headcount by 40%
- Cut help desk calls by 60%
- Delivered millions of dollars per year in savings through supplier discounts
- Onboarded 100% of suppliers in three months
- No cost to suppliers



Dealing with Disputes More Efficiently

While the retailer was dealing with thousands of supplier disputes every year, many could have easily been settled by quickly verifying a few pieces of information.

When the retailer announced the Direct Commerce dispute resolution solution at a supplier meeting, it received a round of applause.

Thanks to Direct Commerce, dispute-related questions can be answered online before a dispute is even filed, saving time and money and avoiding phone calls, emails, and faxes.

Suppliers have 24/7 visibility into the status of disputes and the steps needed to resolve them, and appropriate documentation can be sent with no paperwork required.

Dynamic Discounting Makes Everyone Happier

Many suppliers are willing to offer discounts for early payment, but buyers have to drive the process in an organized manner in order to gain significant savings.

With Direct Commerce's dynamic discounting solution, the retailer's suppliers use a portal to select from a calendar of available discount opportunities. In just a few seconds, they can choose the right discount option for each invoice.



To learn more about how Direct Commerce solutions can transform your source-to-pay (S2P) processes,

email sales@directcommerce.com or call 415-288-9700.