



# ONETA COMPANY SUCCESS STORY

## DIGITALLY TRANSFORMING INVOICE DELIVERY, PAYMENT & COLLECTIONS

### BACKGROUND

The Oneta Company is a leading food and beverage distributor headquartered in Corpus Christi, Texas. With business roots dating back over 150 years, Oneta understands what it takes to build and sustain a successful enterprise. Most recently, this included identifying areas of improvement within the company's accounts receivable (AR) operation.

Several of Oneta's critical AR processes were previously managed via manual methods. This included:

- **Invoice delivery:** Sending invoices to customers involved employees having to go to the file cabinet, pull the desired invoice, make a copy, fax or email it to the customer, and scan the document in.
- **Payment:** One day per month, employees spent 4-5 hours manually entering every customer's credit card number to charge the correct amount. After, the receipts would have to be emailed, faxed or scanned back to the customer.
- **Collections management:** Dealing with past-due customers involved statements (approximately 5,000 each month) being manually prepared for mailing. This tedious process would take roughly three days and often involved borrowing employees from other departments to help fold, stuff, stamp, etc.



**WE'RE VERY EXCITED ABOUT WHAT ESKER HAS HELPED US ACCOMPLISH IN TERMS OF AR EXCELLENCE. WE DON'T HAVE AN IT STAFF SO IT WAS REALLY IMPORTANT WE FOUND A SOLUTION THAT WAS **NOT ONLY EASY TO USE BUT COULD DO EVERYTHING WE NEEDED IT TO.****

JAMIE FLORES | ACCOUNTS RECEIVABLE MANAGER

"It was clear we needed to make our AR department more efficient," said Jamie Flores, Accounts Receivable Manager. "There were so many things that we wanted to accomplish beyond what we were already doing, but we simply didn't have time for them in a manual environment."

### ABOUT ONETA COMPANY

**Industry:** Food & Beverage

**ERP:** VIP

**Solution:** Accounts Receivable

Founded in 1862 in Wapakoneta, Ohio, the Koch Beverage Company (now the Oneta Company) featured an original product line that included beer, artesian water, soft drinks and ice. Today, Oneta sells over 2.5 million items annually around the country and represents Pepsi Cola, Everest Water and Sunrise Vending.

### BENEFITS AT A GLANCE

- 95%** **reduction** in time spent retrieving invoices
- 50%** **faster** customer invoice processing time
- 83%** **of customers** signed up for e-invoicing









## SOLUTION

With Esker's Accounts Receivable solution, Oneta now has a sustainable, cost-effective and 100% cloud-based way to manage its most critical AR processes. Integrating with the company's ERP software system, Esker has enabled Oneta to transform its previously manual operation.

- **Invoice delivery:** Instead of physically preparing invoices for mailing, employees can now email them directly from Esker at the click of a button without any scanning or even having to leave their desks.
- **Payment:** Thanks to Esker, customers can now make their payments on their own directly from the portal without any additional manual work from Oneta's AR employees. Customers also have the option to sign up for auto-pay.
- **Collections management:** Esker's solution stores all notes and collections activity electronically, instantly letting employees know who's past due, who needs to be contacted, etc.

## BENEFITS

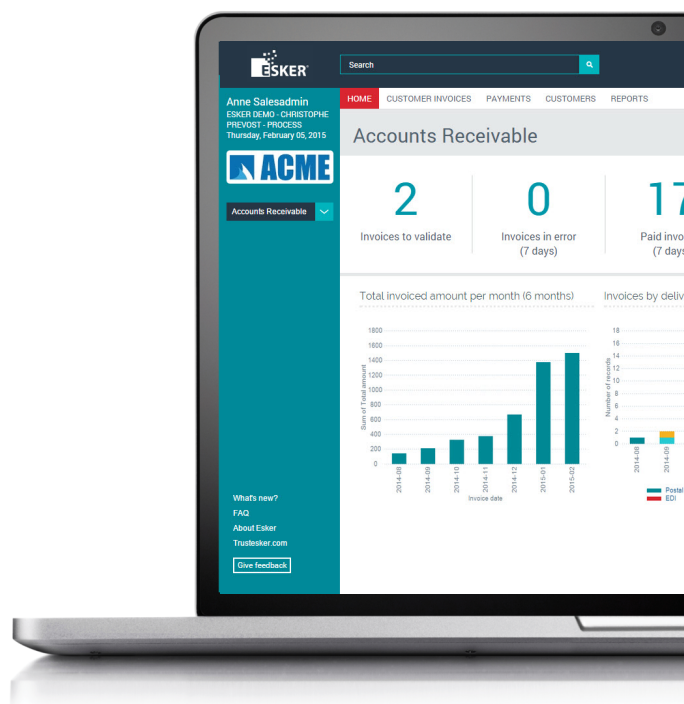
Implemented in January 2019, Esker's Accounts Receivable has already helped Oneta achieve a number of significant business benefits, including:

-  **DECREASED PAST-DUE PAYMENTS** by 15% thanks to a faster & more strategic collections strategy
-  **FREED UP EMPLOYEES** to focus more attention on late-paying customers & larger accounts
-  **ACCELERATED INVOICE PROCESSING** by 50% through automated invoice delivery
-  **IMPROVED INSIGHT** into employee performance (e.g., calls made each month, amount collected, etc.)
-  **REDUCED TIME SPENT RETRIEVING INVOICES** from customers' AP portals by 95% (from 3 hours daily to 10 minutes)
-  **FEWER DISPUTES** thanks to self-service payment & easy electronic access to invoice copies



**ESKER HAS BEEN A HUGE BENEFIT TO ME AS AN AR MANAGER. NOT ONLY IS MY TEAM FAR LESS STRESSED AND OVERWHELMED, I'M NO LONGER WORKING 11-12 HOUR DAYS AND HAVE MORE TIME TO FOCUS ON LARGER SCALE PROJECTS THAT IMPACT THE COMPANY.**

JAMIE FLORES | ACCOUNTS RECEIVABLE MANAGER



**83% e-invoicing adoption:** Another significant accomplishment since implementing Esker is that Oneta has been able to get 83% of its customers signed up for e-invoicing. Much of this can be attributed to the hard work carried out on the company's end. "We sent out flyers promoting e-invoicing attached to statements the first four months post-implementation and had drivers give flyers to customers when orders were delivered," said Edward Reyna, Office Manager. "Another dedicated staff member called customers for a week to collect email addresses. The whole process took about six months, but the results speak for themselves."

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