



MECPEC TRADING CO PTE LTD

INCREASING BILLING PROCESS EFFICIENCY THANKS TO ACCOUNTS RECEIVABLE AUTOMATION

BACKGROUND

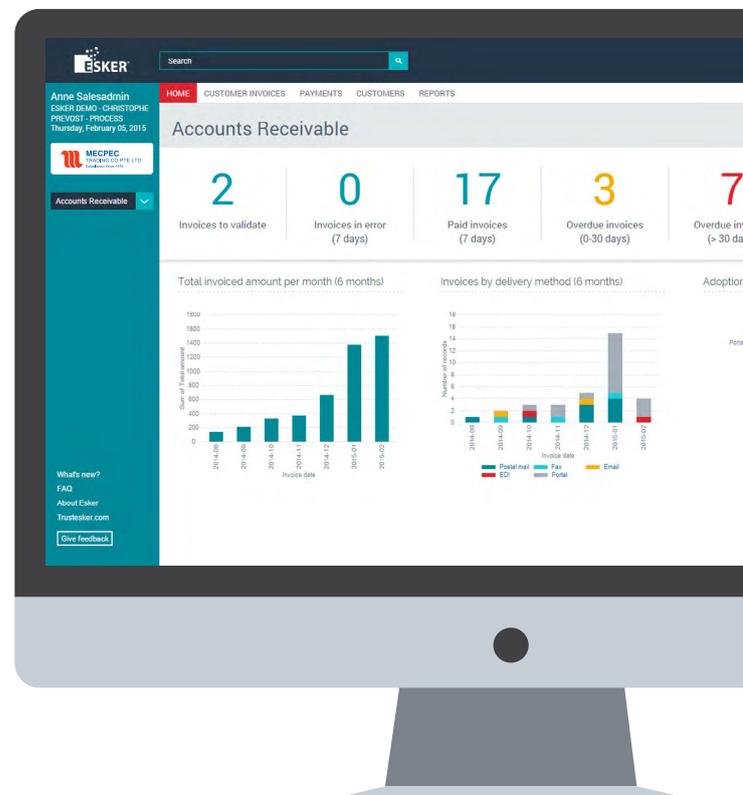
Mecpec, a Singapore-based supplier of diesel, lubricants and other petroleum-related products, was facing a number of inefficiencies resulting from its manual customer invoice processing methods. These included: lengthy invoice preparation time, expensive equipment, an inability to customise invoice delivery for different customer needs, and difficulty handling increasing invoice volumes. The company knew it had to replace this process in order to improve the delivery of both paper and e-invoices.

THE SOLUTION

In order to address the various constraints on its accounting department, Mecpec selected Esker's Accounts Receivable solution to automate customer invoice delivery. Today, Mecpec automates the processing and delivery of 3,000 monthly invoices (predominantly e-invoices, via email or web portal) and expects this number to continue to grow over the next few months. The company went from a 100% manual process (attaching PDFs to emails, printing invoices and delivering them to the post office) to a fully automated one. The solution was quickly deployed in three increments based on Esker's Agile methodology, and seamlessly integrates with Mecpec's SAP® application.

Esker was by far the most user friendly, customisable and cost-efficient solution Mecpec considered. They were particularly impressed with the ability to offer customers different invoice delivery methods (e.g., email, web portal, postal mail).

Customers can receive their invoices, track delivery status and access archived invoices on the portal. This significantly reduces the time Mecpec's accounting department spends on addressing invoice inquiries, unnecessary paper handling, emails and phone calls, and allows them to focus on more value-added tasks.



“We considered purchasing equipment to print, fold and stuff invoices into envelopes, but it wasn't cost effective and didn't suit the high level of customisation that our different customers required. Outsourcing the processing and delivery of our paper invoices to Esker's mail production facility was definitely the right decision.”

Dawn Oh | Director, Administration and Finance | Mecpec

"We are very pleased with the efficiency and the results of Esker's solution. Initially the team was a bit apprehensive about using a new solution, but they have since embraced the change and have immediately noticed the benefits of implementing Esker."

Dawn Oh | Director, Administration and Finance | Mecpec

BENEFITS

After just five months post-implementation, Mecpec has seen a number of benefits, including:



Increased productivity, as invoices are processed and delivered **50% faster** (from four to two days).



Significant cost savings, as less manpower is required to produce an invoice.



Enhanced collaboration and communication thanks to a convenient, self-service web portal.



Improved payment patterns.



Improved invoice tracking and **fewer missing invoices.**



Higher staff job satisfaction with staff redeployed to more value-added tasks.



"Moving forward, we are also looking to integrate payment status into the system as well."

Dawn Oh | Director, Administration and Finance | Mecpec

ABOUT MECPEC TRADING CO PTE LTD

Mecpec started out as a sole proprietorship founded by our managing director Philip Oh in 1978. The company's core business at the time was the sale and distribution of special lubricants to Singapore's fledgling industries. It then converted into a private limited company in 1989 and achieved ISO certification in 1998. Since that significant milestone, Mecpec has grown and evolved to where its primary business is in the trading and delivery of petroleum and other related products. With close to 30 years' experience in the Singapore market, Mecpec is a trusted name for supplies of fuel products such as diesel and lubricants.

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