



Using system tools and processes to properly capture exception instances for better cost allocation and management.

THE CLIENT

A U.S. based nonprofit medical practice and medical research group focused on specialty care.

THE CHALLENGE

The customer was wasting valuable time and resources reviewing and manually applying GL coding to all of their shipments. This inefficient use of time and resources resulted in delays in payments to carriers, as well as data inaccuracies due to manual data entry. On a weekly basis, over 5,000 exceptions required manual research and attention.

THE IA SOLUTION

Using proprietary system tools and processes, the IA team worked directly with the customer to understand their business rules and create a fully automated process that captured 100% of their exception instances. The GL coding rules included shipper account coding, address based coding, vendor matching for third party shipments, referenced based matching, and P.O. based logic.

THE RESULT



Proper alignment and allocation of costs using IA's proprietary software and tools



Significant reduction in exception count (less than **100 exceptions per week**) – all of which were categorized as “true exceptions”



Reallocation of two valuable, human resources to more appropriate roles and projects