

COMMISSION MANAGEMENT SYSTEM FOR LEADING SUPPLIER OF CONSUMER CENTRIC VALUE ADDED SERVICES COMPANY IN USA



Industry: Service

Customer Profile

The client is a leading supplier of consumer centric value added services like turning the change into cash, conveniently at a self-serving kiosk. Retail customers are at the fore-front of their business focus. They do business in about 140 countries.

Client Situation

- The client needed a system that executes some complex business logic to determine the commission to be paid to vendors
- The same system needs to determine how much each customer will have to pay for utilizing the services of the vendor
- They needed a mostly unattended batch process that determines the receivables and payables for each month
- Accounts receivables and payables need to integrate with the GL of the Microsoft Great Plains, their back office accounting system

Congruent's Solution

- Congruent built a custom .NET based windows application (called CMS) through which the customer could import the monthly route tickets collected from the vendors and customers
- CMS had the ability to batch process the available route tickets to determine the receivable and payables for each month
- CMS created the necessary invoices, payment vouchers, credit and debit memos that are needed to collect/pay the commission
- CMS created and posted those documents in the Microsoft Great Plains

Key Challenges

- Developing a very intuitive user interface that requires very minimal training
- Import module that has to deal with different forms of route ticket data
- Integrating the financial documents with the customer's back office ERP system

Benefits

- Congruent's custom solution effectively replaced the customer's legacy JD Edwards System, which was not exactly supporting the unique business scenarios
- The route ticket import process eliminated the monotonous, error prone manual data entry job
- The unattended batch process for determining the commission saved a lot of manual intervention at various states of the transactions that resulted in the staff being spared for more customer focused activities
- Improved customer confidence due to reduction in wrong reporting of commission and payments
- They were able to control the business processes in a much better manner using the custom reporting module

Technology Used

- .NET, C#, ASPX Web Services
- eConnect GP Integrator
- Microsoft SQL Server 2005 and SSRS
- Microsoft Great Plains

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