



**Customer**

Moen

**Industry**

Manufacturing

**Size**

#1 faucet brand in North America

**Location**

North Olmsted, OH

**Integrations**

SAP

**Departments**

- Accounts Payable
- Accounts Receivable
- Human Resources
- Corporate Finance
- Transportation
- Customer Service

**“We chose OnBase because of its tight connection with SAP and how easy it is to use and manage.”**

– Wendy Cambarare,  
Accounts Payable manager, Moen

Case Study | Accounting and Finance | Moen

## Faucet maker plugs accounting leaks, saves \$8k per month

### The Challenge

Moen implemented SAP® to improve its ability to manage the company’s money and resources. Although the system improved access to accounting data and information, accounts payable (AP) associates had little visibility into document-based tasks like invoice processing.

Moen also still needed to manually match and track paper invoices, packing slips and purchase orders. Lost and misplaced invoices not only increased work for managers and associates, but also frustrated vendors who were awaiting payment. As one of the world’s largest manufacturers of plumbing supplies, faucets and sinks, Moen knew it had to improve its ability to manage AP documents and information.

Not a problem for OnBase.

### The Solution

Moen’s AP associates rely on SAP to process more than 500 invoices every day, so leaders wanted a solution with a tight integration to the application. Before OnBase, associates kept track of invoice data in SAP, but still needed to manually verify invoice line-items with associated packing slips and purchase orders.

### Integrating systems moves invoice processing forward, increases efficiency

Before integrating SAP with OnBase, if associates encountered a problem processing an invoice, they attached an orange form to the document and sent it via inter-office mail to the person who initiated the purchase. Relying on paper often added weeks to payment processing. It was also difficult to track and monitor, clouding visibility into finances.

Now, Moen captures images of invoices and supporting documentation electronically – no matter the invoice type – and stores everything in OnBase. AP associates instantly view the documents and supporting information while still working in SAP. If an associate encounters

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an issue, he or she simply clicks a button to generate an email that automatically populates the necessary information and notifies the responsible person, making exception handling quick and easy.

OnBase workflow tracks and monitors the entire process, giving managers more visibility than paper ever could.

### Using workflow to plug paper leaks

With invoice documentation captured electronically, workflow automatically routes it through processes, notifying stakeholders as it does. For Cambarare and her team, the invoice processing improvement was immediate.

“We don’t have piles of paper sitting on our desks anymore,” she said. “We know at any given time what each person has in his or her queue, what problems they may have and what might not be getting done.”

OnBase also lowers Moen’s hard costs. By reducing paper, manual processing and storage costs, the manufacturer saves more than \$8,000 each month.

### Improving vendor relationships and capturing payment terms

Answering vendor questions is easier with OnBase, too. Before implementing the system, there was no timely way to track down a paper invoice if a vendor called with a question. Now, AP associates have instant access to the invoice and all supporting information. Vendor issues are resolved faster and Moen increases its chances to capture favorable payment terms.

### The Difference

**Reduces costs:** By reducing paper, manual processing and storage costs, Moen saves more than \$8,000 each month. The increased accountability also means decreased processing times.

**Increases invoice processing speed:** Capturing invoices electronically and automatically routing them through the AP process means employees are more efficient and productive.

**Improves vendor relationships:** With instant access to real-time information, Moen gives immediate and accurate answers to vendor questions.

**Drives days sales outstanding (DSO) down in accounts receivable:** “We have a days payable outstanding (DPO) that’s higher than our DSO,” says Cambarare. “This is huge for us and we couldn’t do it without OnBase.”

For more information about Hyland’s solutions, please visit [OnBase.com/Accounting&Finance >>](https://www.onbase.com/Accounting&Finance)

