



Ice River Springs Implements EDI Remittance Advice (820)

Executive Summary

Ice River Springs is a private-label bottled water producer for retailers and food service operators and manufacturer of the Ice River Green brand of bottled water. The company runs a plastics recycling operation that takes bottles collected by municipalities and produces food grade recycled PET.

Ice River Springs engaged CONTAX to implement the EDI Remittance Advice in order to streamline their order-to-cash process and reduce costs.

Background

Ice River Springs, Canada's largest private label bottling company, has seen steady growth since inception. As they continue to grow they are faced with new challenges in their high-volume transaction processing environment. While they have been live with EDI transactions for many years, they needed to further streamline their order-to-cash process through automation. Ice River Springs accomplished this with the EDI Remittance Advice (820), resulting in better accuracy in receivables management and a dramatic reduction in the effort and cost of reconciling payments.

Ice River Springs has partnered with CONTAX since 2011, beginning with their SAP implementation project. Since then CONTAX and Ice River Springs have been working together on various enhancement projects and on-going support for SAP and EDI.

Improving Operations and Meeting Customer Needs

The decision to implement the EDI Remittance Advice was driven primarily by customer needs, and ultimately by a specific requirement from one of Ice River Springs' largest customers.

They needed to ensure that their accounting system was accurate and payments were being applied in a timely manner. Many customers have remittance advices that contain hundreds of invoices each, which all must be reconciled, the possibility of manual error is high and as Ice River Springs continues to grow the problem becomes incrementally larger.

“It is very important to us that we are able to meet and exceed our customer’s expectations,” said Greg Weland, Vice President of Strategic Planning for Ice River Springs Water Company, Inc. “It is also important to us that we support and enable our employees to perform successfully as well as allowing the company as a whole to strive towards our goals.”

Why Use the Remittance Advice?

Having already implemented the EDI Purchase Order (850/875), and EDI Invoice (810/880), EDI Advanced Shipping Notice (856); the cash application process was the last piece of the puzzle that was lacking automation. Implementing the EDI Remittance Advice completes that process and provides the efficiencies, accuracy improvements and environmental benefits desired.

Ice River Springs runs a lean internal IT group, therefore they wanted to take advantage of the relationship and expert knowledge of CONTAX. Having implemented the EDI Remittance Advice for other customers, CONTAX was able to implement the solution within weeks.

The solution had an immediate impact and the return on investment was easily justified. The solution had paid for itself through cost savings within the first few months.

Why CONTAX?

EDI is at the heart of CONTAX’s capabilities. CONTAX is one of the few implementation partners that has extensive experience in both EDI and SAP.

Having seen benefits with other customers, and knowing that Ice River Springs’ largest customer requested new EDI remittance capabilities, CONTAX recommended that they make the move to completely automate. However, it was not without challenges.

“The whole way our system operates required tweaks and changes,” said Weland. “CONTAX has had so many standout moments working with us along the way. We feel that there would be no issue that we could come up against that CONTAX wouldn’t be able to help us resolve.”

Benefits of Using the EDI Remittance Advice

After implementation of the EDI Remittance Advice, Ice River Springs is ready to drive more efficiencies through increased accuracies, decreased workloads and a faster time to payment.

The manual labor required for the checking and matching of invoices to payments has been greatly decreased. Front-line users have cut hours per day from their workloads.

Less back-and-forth communication with the customer improves not only saves time and money for Ice River Springs, but for their customers as well.

More Benefits on Deck

Ice River Springs continues to work with moving more customers to the EDI Remittance Advice. This increases accuracy, decreases response times, and reduces costs of the remittance



- 2 -

893 Yonge Street
Toronto, Ontario
M4W 2H2 Canada



info@contax.com



www.contax.com



+1 (416) 927.1913

reconciliation process. Also, faster payment times will create a positive effect on company cash flow.

“We believe this initiative will perpetually benefit Ice River Springs in the years to come,” said Weland. “As we continue to grow and take on more customers the 820 transaction process will already be in place to meet those needs, and CONTAX will be there to help us configure any new requirements. We will also continue to fight to reduce waste and minimize our environmental impact through the elimination of paper use in our current and future transactions.”

About CONTAX

CONTAX, Inc. is an SAP Gold Partner located in Chicago, IL and Toronto, Canada. With nine office locations in USA, Canada, Australia and Netherlands and over 100 professional services staff, CONTAX has a global presence in the SAP partner ecosystem. CONTAX is an SAP reseller and channel partner, authorized to sell and support SAP cloud and on-premise software in multiple countries. CONTAX also holds quality accreditation by SAP Active Quality Management organization for demonstrating clear quality standards and processes. For more information please visit <http://www.contax.com>



- 3 -

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