



## CASE STUDY

# Pierce Pacific *<transforms>* accounts payable with CPX automation



### COMPANY:

Pierce Pacific

### LOCATION:

Portland, Ore.

### INDUSTRY:

Manufacturing

*(attachments and machine conversions for hydraulic excavators)*

### ERP PROVIDER:



### SOLUTION IMPLEMENTED:

Priority's CPX

*(Accounts Payable Automation)*

### IMPLEMENTATION YEAR:

2022

### BACKGROUND

Pierce Pacific, a nearly century-old manufacturing company, had long relied on traditional methods for vendor payments, primarily mailing checks. This process was not only cumbersome but also prone to delays and inefficiencies.

### THE CHALLENGE

Pierce Pacific faced several challenges with its manual accounts payable (AP) process:

- **Manual Check Payments:** The company had to physically mail checks, which required tracking down individuals to sign them, leading to delays.
- **Remote Work Complications:** The necessity of in-person check signings conflicted with remote work practices, further complicating the payment process.
- **Inefficiencies and Errors:** Manual processes were time-consuming and susceptible to human error, causing payment delays and strained supplier relationships.
- **Resource Allocation:** A significant amount of time and resources were spent on AP tasks, detracting from other valuable activities.

## SOLUTION

# CPX Electronic Payment System

In 2022, Pierce Pacific adopted Priority's CPX, facilitated through their ERP provider, SYSPRO. CPX offered an automated, digitized payment system that seamlessly integrated with their existing ERP infrastructure.

## IMPLEMENTATION PROCESS

**Shari Schneider, Pierce Pacific's VP of Finance**, highlights the key steps and benefits of the CPX implementation:

1. **Integration with ERP:** The integration of CPX with SYSPRO allowed for a smooth transition without the need for additional training or new system logins for the AP team.
2. **Automation of Payments:** CPX automated the entire payment process, converting manual check payments to electronic methods such as virtual cards and ACH (Automated Clearing House).
3. **Rebates and Efficiency Gains:** The switch to virtual card payments not only streamlined the process but also generated rebates, which funded further automation projects like an AP robot program.
4. **Customized Reporting:** Priority's CPX team developed daily custom reports for cash reconciliation, greatly enhancing financial oversight.



## RESULTS

The implementation of CPX led to significant improvements in Pierce Pacific's accounts payable process:

- **Elimination of Physical Checks:** All payments are now electronic, eliminating the need for physical checks and associated delays.
- **Time Savings:** Payment runs that previously took 1-2 hours now take less than 15 minutes.
- **Resource Optimization:** The company reduced a part-time accounting position, reallocating resources to more strategic tasks.
- **Supplier Satisfaction:** Faster, more reliable payments resulted in fewer calls from suppliers inquiring about payment status.
- **Enhanced Efficiency:** The AP team can now focus on higher-value tasks, with overall efficiency improving drastically.
- **Revenue Generation:** The rebates earned from virtual card transactions helped fund additional automation initiatives without extra costs.

## TESTIMONIALS

### Shari Schneider, VP of Finance, Pierce Pacific:

"We love it. We are so happy with the results. I recommend CPX for other companies looking for efficiency. CPX has helped us leaps and bounds toward our automation goals. The Priority team went above and beyond to make the implementation successful, taking as little time as possible from our team. And they didn't stop with the implementation. They really listened to our suggestions and created reports that simplify our daily cash management."



## INDUSTRY PERSPECTIVE

Steve Tackett, EVP of Priority's B2B division, and Sanjay Ejantkar, VP of Alliances for SYSPRO Americas, provide insights on the broader impact of CPX:

- **Steve Tackett:** "CPX allows companies to outsource supplier payments and turn Accounts Payable from a cost center into a profit center. Our CPX supplier enablement team transitions check payments to electronic methods, enhancing efficiency and generating revenue."
- **Sanjay Ejantkar:** "Manual systems are expensive and error-prone. Our partnership with Priority automates the AP process, speeding up payments and improving accuracy, while offering vendors flexible payment options and potential rebates for manufacturers."





## CONCLUSION

The adoption of Priority's CPX by Pierce Pacific showcases the transformative impact of accounts payable automation. The seamless integration with SYSPRO, substantial efficiency gains, and positive financial outcomes underline CPX as a vital solution for modernizing AP processes and achieving operational excellence.

*For more information on how CPX can benefit your business, contact Priority today.*



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