



CASE STUDY

# Plumbing/ HVAC distributor

Saves time and money  
by removing outdated  
in-house AR processes

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**83% match rate** achieved for line items

**20% increase** in cash receipts

**60% match rate** achieved for envelope

**24/7 invoice access** implemented



## The Challenge

This organization is one of the largest distributors of plumbing supplies and industrial and HVAC/R products across the United States. Over six decades, they've expanded with 1,500 locations and over 25,000+ associates nationwide supporting a multi-billion dollar business. Their associates provide expert advice on a range of products and services to customers across all 50 states, the Caribbean, Puerto Rico and Mexico.

Prior to partnering with Billtrust, this organization's AR team was handling all of their invoicing and cash application processes in-house. As their business grew, these internal processes began to weigh heavily on their credit operations and accounts receivable (AR) teams, and they needed to find a third-party solution.

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**“With Billtrust, my team no longer has to focus on manual processes and can dedicate their time to relationship building as we continue to grow!”**

**Regional Credit Operations Manager  
Plumbing/HVAC distributor**

### **The Solution**

Since it was no longer efficient to handle their AR processes in-house, this company decided to partner with Billtrust to tackle several aspects of their order-to-cash process. With solutions that focus on invoicing, payments and cash application, Billtrust was able to help them streamline their in-house processes to be more automated and scalable for both internal teams and customers.

### **The Results**

With Billtrust’s invoicing solutions, this organization’s customers can utilize the portal’s self-service model to access invoices 24/7 while the AR team can easily track invoice delivery. Since implementing Billtrust Cash Application, cash receipts have increased 20%, and they’ve achieved match rates of over 60% by envelope and 83% for line items. This has helped internal teams save time and resources. Billtrust’s dunning letter solution has also automated payment reminders, meeting audit requirements and significantly reduced manual labor.



Learn more at [billtrust.com](https://www.billtrust.com).

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