

Behler-Young Company

Distributor provides superior customer service with Billtrust Invoicing

BEHLER-YOUNG
C O M P A N Y

15-MINUTE DECREASE

In payment applications

IMPROVED

Customer satisfaction

24/7 INVOICE ACCESS

Implemented

AUTOMATED

Printed invoices

THE CHALLENGE

Founded in 1926, Behler-Young Company strives to provide their clients with superior customer service to help empower them in the HVAC/R market. They employ almost 200 associates across the Midwest, with a corporate office located in Grand Rapids, Mich., and 16 branches throughout Michigan and Northwest Ohio.

Behler-Young was handling all billing in house. Each invoice touched several employees before heading to the customer, increasing the preparation time and manual labor, as well as the amount of time it took for a customer to receive their invoice. Invoices took 3-5 business days to reach customers, plus additional time to resolve discrepancies in pricing, quantities and overall communications. They needed to provide electronic invoice options to provide flexibility and same day payment options.





THE SOLUTION

Behler-Young chose Billtrust's automated invoicing solution to improve their order-to-cash solution and streamline processes. With customer demand moving toward e-payments, Billtrust's single sign-on portal for invoice presentment and payment was a perfect solution for their business needs. It not only helps their customers see what invoices are open and closed, but also allows them to communicate what invoices they are paying – all with 24/7 access.

THE RESULTS

With the Billtrust partnership, the Behler-Young team experienced a vast decrease in the amount of time applying payments - from 20 minutes to under five. Billtrust also helped Behler-Young decrease inbound customer service questions, as well as consolidate and automate printed invoices. This ultimately frees up employees and reduces overall mailing costs with the USPS. As the company continues to grow in size each year, their days sales outstanding (DSO) continues to be in the best practices quartile for the industry.

“With Billtrust, we can offer a digital turnkey solution for invoice presentment, payment, and cash application with 24/7 access.”

Dawn Brekke,
Accounting Manager,
Behler-Young Company

CONTACT US

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