# From 6-Year Nightmare to 8-Week Resolution: $9 Million AR Backlog Cleared For the Leading CPG Industry

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THE CHALLENGE

- $9 Million backlog of unapplied cash accumulated over 6 years due to system complexities

- 600 payments aged between 100 to 2,000 days creating significant audit risk

- Multiple system integrations following company merger prevented internal resolution

- Risk of state penalties for retaining customer refunds on books

- Misapplied payments complicating collections and customer account reconciliation

OUR SOLUTION
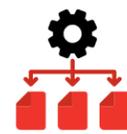
Comprehensive Discovery & Assessment
Conducted 2-week deep-dive analysis interviewing stakeholders across the organization to understand root causes and develop actionable resolution strategy

Centralized Data Repository
Built comprehensive data repository containing transaction logs, invoice copies, bank statements, and work papers from multiple legacy systems

Expert Team Deployment
Deployed offshore specialists led by onshore project manager to analyze transactions across NetSuite, MS Dynamics, and legacy Oracle systems

Transaction-Level Analysis
Researched each unapplied transaction individually, providing recommendations for resolution while correcting historical payment application errors

IMPACT

01
- Cleared $9 Million unapplied cash backlog in 8 weeks
- Issued $1Million in customer refunds, preventing potential litigation

02
- Recovered $1 Million in bad debt after reconciling previously overlooked accounts
- Reapplied $6 Million against outstanding invoices improving balance sheet position

03
- Enhanced 500 unique customer relationships with improved collections processes and positive cash flow impact for clients
- Established trusted partnership leading to continued engagement to address current AR items and implement best practices for sustained process improvement