

From 12.5-Day Billing Cycle to 4.5 Days: North American Logistics Leader Accelerates Cash Flow with 5,000+ Monthly Invoice Volume



THE CHALLENGE

- **Inexperienced team requiring rapid upskilling** — 70% new hires needed simultaneous training on expectations, corporate standards, and complex billing processes
- **Complex TMS system creating delays** — Invoicing in the 3G TMS involved multiple intricate steps, causing processing delays and increasing error risk
- **Peak season pressure adding to strain** — High transaction volumes during peak logistics season added significant strain to the already this-stretched team
- **Competing priorities stretching resources** — Billers managed high AP query volumes alongside regular billing tasks, extending turnaround times

OUR SOLUTION



Structured Workload Management

Assigned workloads for fair distribution with close monitoring by team leads and managers to maintain balance and productivity



Dedicated Quality Control Structure

Created a robust QC layer with dedicated headcount and senior biller performing 30% sampling across the entire team to maintain accuracy



Flexible Resource Deployment & Senior Support

Provided weekend coverage when required; managed query email mailbox, inbound/outbound calls, and carrier follow-ups end-to-end

IMPACT

01

Billing Accelerated — Reduced billing cycle from 12.5 days to 4.5 days as part of the client's Cash is Queen initiative, accelerating working capital and cash flow velocity

02

Manual Invoice Management Scaled — Generated 5,000+ customer invoices per month outside of automated workflows, improving re-bill accuracy and reinforcing cash flow discipline

03

SLA Consistency Achieved — Maintained 100% on-time invoice processing across 24 consecutive months, with all payments received within agreed terms, reinforcing vendor trust and operational