

PIONEERING SOCIALLY CONSCIOUS OUTSOURCING IN AFRICA

Case Study: Invoice & Shipment Management

Helping FindItParts manage their back-office invoicing and shipping



“It has been enormously efficient for our company, has produced tremendous cost savings and furthermore we’re proud that all this work has such a strong social impact in Zambia. We are so happy with Impact Enterprises ”

*-Brittany Stewart,
Chief Operating
Officer*

THE CLIENT

FindItParts is a leading online distributor of heavy duty truck, trailer and tractor parts. Their catalog of 5 million parts from 1,400 suppliers is in active use for heavy duty truck, medium duty truck, automotive, motorcycle, and off-road, agricultural, construction and mining vehicles. They process on average over 1,000 orders per week.

THE CHALLENGE

FindItParts was receiving 2,000-4,000 invoices per month from its network of vendors. Most of these invoices needed to be manually reconciled against purchase orders in their accounting system to ensure orders were properly fulfilled. The variety of vendors in their supply chain meant invoices came in various formats and layouts, and required vendor-specific actions to be processed properly.

At the same time, FindItParts was also having difficulty updating shipment tracking information in their records. As the company was growing rapidly, they needed a customized, cost-effective solution to managing their increasing volume of orders.

CONTACT US FOR A FREE TRIAL

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IMPACT
ENTERPRISES

THE SOLUTION

Impact Enterprises dedicated a team of Data Specialists to work remotely within FindItParts' accounting platform. As the variety of vendors increased, vendor-specific issues arose that required detailed steps to be outlined. Impact Enterprises created workflow manuals to document all actions, ensuring quality would be maintained.

After 5 weeks, FindItParts had the confidence to also pass off the process of updating shipment tracking information. Impact Enterprises began working across websites for delivery companies and vendors to find specific shipment details. Throughout the process, Impact Enterprises was able to adapt to updates to the workflow and software upgrades.

THE IMPACT

Within the first 3 months, Impact Enterprises processed over 6,900 invoices and updated over 1,500 shipment details. This is now saving FindItParts over 240 hours of work per month, with the ability to scale the team at relatively low cost.



240+ hours per month saved



6,900 invoices & 1,500 shipments

Over the course of 3 weeks, FindItParts incorporated all vendor invoices into the process. Impact Enterprises now matches and updates all aspects of invoices and purchase orders, including prices, quantities, vendor names, dates, document numbers, and tax adjustments.

ABOUT IMPACT ENTERPRISES

We are a socially conscious outsourcing company in Zambia. We employ talented Zambian graduates and provide them with training and career development. This experience will help them build a foundation for their careers and continued education. In addition to order management, we offer lead generation, content moderation, data entry, web research, and software testing.

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“At first, we had some reservations moving such an important task out of the country. We worked with Impact to properly train the team and now, each morning we arrive with our important data tasks complete”

“We are delighted with the ongoing training that they allow us to do with their team when we identify systematic data issues.”