

Case Study

transportation



Ricoh's end-to-end payment processing solution leverages automation and a state-of-the-art outsourcing facility to deliver exceptional value

"Over the term of this project the courier will see savings in the millions of dollars due to increased efficiency, automation, better data processing and fewer inaccuracies."

ABOUT THE CUSTOMER

As one of Canada's leading couriers, this company provides best-in-class freight and parcel solutions across the nation. Its extensive transportation and logistics network, robust supporting infrastructure, and commitment to unsurpassed customer care create the backbone upon which its business, and its sterling reputation, has been built.

CHALLENGE

In its mission to serve thousands of individuals and businesses across Canada each day, this courier company handles a high volume of cheques from its customers. However, their partially outsourced payment processing system was an inefficient and time-consuming activity.

An external lockbox provider handled the receipt of all customer cheques, which were then physically deposited into the bank. A separate department was required to scan and encode cheques into the courier's system, and decipher outdated spreadsheets indicating which customer paid which bill with which cheque. The complexities of relying on one team to handle pickup and deposit while another handled data resulted in miscommunications, duplicated efforts and significant time and resources lost.

Due to the inefficient system, the courier company was experiencing lengthy days outstanding period. Additionally, high volume periods – such as early January, when holiday payments were received – were difficult to manage and often resulted in delayed payment processing.

Of particular frustration was a low visibility into processing post-dated cheques. These cheques, which would be stored until payment date, would often become misplaced due to human error, or trigger incorrectly filed late payment notices to customers and delayed deposits.

The company sought increased efficiency and resource savings by exploring options for a fully outsourced and automated system.

CHALLENGE

- Partially outsourced payment processing system created miscommunications, duplicated efforts and lost time and resources.
- Incoming payments and high volume periods resulted in delayed payment processing.
- Post-dated cheques mishandled due to human error.

SOLUTION

- Fully outsourced, end-to-end payment processing system to Ricoh's Processing Centres which include cheque processing, depositing and recording.
- Digital system established for large volume cheque deposits.
- Four phase roll-out to build a custom solution and avoid business interruptions.

RESULTS

- Millions of dollars in savings over the term of the project.
- Improved efficiency due to automation and better data processing.
- No obstacles when handling large volume deposits.
- Eliminated human error and reduced overall errors by wide margin.

Case Study



SOLUTION

Ricoh implemented an end-to-end payment processing solution that created a more streamlined and efficient system for the company. This fully outsourced solution eliminated the need for the company to deal directly with physical cheques or decipher data. Ricoh handles all of the behind-the-scenes activity so the courier can focus on satisfying its customers.

Today, when a cheque is sent to the courier, it arrives at a P.O. box and is shipped to one of five Ricoh Business Information Services Centres across Canada. These offsite locations are used to facilitate business process outsourcing, and are equipped with the process and technology to handle the large volume of incoming payments.

To build the custom solution and avoid interruptions to the courier's business operations, the system was rolled out over four phases. From a five-day on-site evaluation period, to crafting and submitting the final design proposal, to implementation and testing, to the hands on training and final deployment, there were no business interruptions or delays during the entire process. Ricoh brought the project to completion well ahead of schedule and on budget.

RESULTS

Over the term of this project the courier will see savings in the millions of dollars due to increased efficiency, automation, better data processing and fewer inaccuracies.

At the core of the savings is the innovative process that Ricoh implemented. Fully customized to meet the courier's needs, this solution has automated many repetitive tasks. This has resulted in a reduction of the number of steps required to process a cheque by 77 percent, and a decrease in the number of days spent processing the maximum volume of cheques during peak periods from five days to two.

Automation has also helped reduce the number of inaccurate late payment notices sent to clients due to misplaced post-dated cheques, which in turn has decreased the number of calls to the call centre and has increased customer satisfaction.

Additionally, Ricoh's work with the bank to allow for high volume digital deposits has sped up processing time and reduced bank fees.

The courier also enjoys more robust reporting, which is more legible and easier to process than the excel spreadsheets delivered by the old solution. Their records are accurately updated daily, and all data is stored on archive servers in case of auditing.

As an added benefit, the courier's data is securely stored on Canadian soil in Ricoh's secure private PCI compliant cloud environment. Ricoh's Business Information Services Centres also has secret level clearance from CSIS to handle legal scanning.

ABOUT RICOH

Ricoh Canada Inc. is a leading provider of document solutions for Canadian businesses. Ricoh's fully integrated solutions (services, people, software and hardware) enable our customers to help effectively and efficiently control the input, output and management of their information. Ricoh helps companies transform the way they work and harness the collective imagination of their employees.

www.ricoh.ca