

B&H

PHOTO • VIDEO • PRO AUDIO

CBX Total Sourcing Management platform helps B&H streamline order-to-payment process





B&H is the largest non-chain U.S. retailer of photo, video, audio and other imaging products targeted towards both professional and amateur photographers and enthusiasts. The company sells products through a superstore in New York City as well as online and through a catalogue. Competitors range from smaller specialty retailers to big box electronic retailers. B&H is renowned for their progressive approach in adopting technology and business practices which provide their suppliers with a positive user experience.

Customer:
B&H Photo Video

Retail Sector: Electronics, Photo Equipment

Business Need: A more efficient way to manage the order-to-pay process and exchange shipment and delivery information with suppliers.

Solution: CBX Total Sourcing Management platform in the Cloud, enabling the electronic exchange of order, shipment and invoice related documents between retailers and suppliers.

Result: CBX digitized the order-to-pay process, enabling fast, accurate data management and communication with 1,000s of suppliers.

CHALLENGE



B&H is the largest non-chain U.S. retailer of photo, video, audio and other imaging products targeted towards both professional and amateur photographers and enthusiasts. The company sells products through a superstore in New York City as well as online and through a catalogue. Competitors range from smaller specialty retailers to big box electronic retailers. B&H is renowned for their progressive approach in adopting technology and business practices which provide their suppliers with a positive user experience.

B&H are no strangers to leveraging technology as a competitive advantage and to using a Web Trading Partner Collaboration to exchange information with their suppliers. The retailer relies on a mix of different size international and domestic suppliers who use a range of shipment methods. B&H approached CBX after experiencing ongoing errors with matching supplier invoices to purchase orders as opposed to using an Advanced Shipping Notification (ASN).

The previous EDI solutions provider was not able to resolve these issues and the accounts payable teams were frustrated with managing multiple versions of purchase orders and other documents in order to do invoice settlement. Accounts payable at B&H were looking for a way to tighten and automate their system, allowing people to work on more strategic tasks.

KEY BENEFITS

Automatic matching of purchase orders, ASNs and invoices

Automation of tasks such as discount-from-invoice, managing serial numbers, label printing and upload/download of excel spreadsheets and other files

Reduced man-hours spent reconciling purchase order and invoice related information

Uniform system and processes across supplier base

Improved accuracy of information and visibility through the order-to-pay process

SOLUTIONS



Following a competitive review process with several industry leading EDI Collaboration vendors, B&H chose CBX Software based on the company's depth of experience in building collaborative solutions between retailers and suppliers. CBX also stood out of the pack for their ability to respond quickly and flexibly with configurable solutions and around the clock customer support. The CBX Total Sourcing Management (TSM) Platform in the Cloud allows vendors to issue accurate invoices no matter the type of shipment method. The system automatically relates advance shipping notices (ASN) to shipments, purchase orders and invoices. CBX has a number of features which automate tasks such as calculating discounts from invoice (DI) and tracking serial shipping container codes (SSCC). CBX also allows B&H and their suppliers to send excel spreadsheets as EDI messages and upload or download documents and reports.

RESULTS



CBX provided B&H's Accounts Payable (AP) team with a reliable, automated and error free system to manage their order to payment processes. B&H benefited from a short implementation time of just a few months to roll it out to several hundred vendors. The system's ability to improve accuracy with ASNs, automatically match purchase orders to each line item and then issue a check, delivers dramatic time savings to the AP team in doing invoice reconciliation. B&H vendors appreciate the improved accuracy and visibility of the system, which allows them to deliver better customer service and get paid faster. The system is scalable, allowing B&H to easily bring multiple new vendors on board.

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Before finding CBX, our invoices were frequently incorrect. CBX gives us the flexibility to handle more complex requirements with a high degree of accuracy.

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Solomon Schnitzler,
Manager,
B&H EDI Department

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The vendor does not have to think about what they shipped last week or this week, since every order is processed with the system and nothing gets lost.

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Marcus Lam,
Chief Technical Architect,
CBX Software

About CBX Software

CBX Software has simplified the business of global sourcing; transforming traditional methodologies into fast, friction free supply chains through our real-time cloud based Total Sourcing Management Platform (TSM). We help retailers, brands and manufacturers manage and empower the supply chain from plan to pay - one intelligent collaboration solution for an enterprise to plan, spec, source, assure quality, order, make, inspect, ship and pay. Over 20,000 users in more than 30 countries rely on CBX including: Target, Safeway, Kmart, Charming Shoppes and others. For more information, visit www.cbxsoftware.com

