Case Study:
Dorman Products

Key Benefits:

- Separation of clean and dirty receivables has increased A/R visibility
- Greater than 30 days past due receivables decreased by 11%
- Average annual revenue increased by 13% since implementation with no added staff

Dorman Products, Inc. supplies automotive replacement parts, fasteners, and service line products primarily for the automotive aftermarket and mass merchandise markets. The company offers approximately 133,000 products under the OE Solutions, HELP!, TECHoice, AutoGrade, Conduct-Tite!, FirstStop, Symmetry, Renew, and HD Solutions brand names through automotive aftermarket retailers; national, regional, and local warehouse distributors; specialty markets; and salvage yards in the United States, Canada, Europe, Mexico, the Middle East, and Asia.

Challenge

In 2008, with five primary division sites, Dorman realized that it had outgrown existing Accounts Receivables processes and systems. They leveraged a Cforia Software competitor that had only been able to synchronize data once a night from only two, out of a total of five, operating ERP instances. The remaining three divisions were managed mostly from Excel spreadsheets. This meant that the majority of their credit and collections were driven via Excel Spreadsheets. Their ERP systems were used to directly release Credit Holds and to apply Cash and Credits.

Five separate ERP instances introduced complexities associated with multi-currency, and five sets of terms and account numbers. Financial reporting was performed via manual, non real-time Excel reports that required hours of manual data entry and consolidation. Deduction management was also performed in Excel. This process entailed manual deduction coding, and follow up with sales and customers.

Solution

Cforia immediately took ownership of synchronizing data for the first time from all five of Dormanôs ERP instances. Dorman Products never before had a unified view of itôs data across all businesses. Key A/R processes became database and computer automation driven.

Cforiaôs separate ñClean and Dirtyò receivables tracking provides near real-time visibility of Deductions and Disputes.

ñCforia helps us improve our clean receivable collections by driving out time spent on routine calls. This in turn allows us to spend more time with disputes and deductions (dirty AR) which require more direct interaction and collaboration with other groups like sales and operations, and of course the customer. The categorization of deductions by type, is a huge win for us as it provides peak visibility and reporting on all ñdirtyò items. We used to spend a lot of time just organizing the AR into clean and dirty from our ERP systems. Cforiaôs clean and dirty tracking finds and prioritizes them for us.ò

Joe Yackanicz, Director Financial Services
Dorman Products

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DORMAN®
NEW SINCE 1918™

Key Features of the Solution are:

- Initial Near Real-Time Integration with five separate QAD systems provides a unified view across all systems
- Currently supporting migration from QAD into a single SAP worldwide instance
- Separate tracking of ñCleanò and Dirtyòreceivables provides a near real-time view of Deductions and Disputes
- Real-Time Collection and Deduction Status Reports
- Real-Time Integration with email and fax server
- Cforia AR Workbench
- Rules Engine to increase customer touches

Key Benefits:

- Supported average annual revenue growth of 13% from $342 million in 2008 to $570 million in 2012
- Greater than 30 days past due receivables were decreased by 11% as receivables grew from $88 million to $154 million since implementation in 2008 to 2012
- Improved cash forecast timeliness and accuracy
- Improved customer service
- Real-time results enables proper accruals/reserves
- Went from greater than 30 days tracking to tracking by days old

About Cforia Software

Cforia Software is a global company company that provides leading Order to Cash Automation that is used to manage over $200 Billion in yearly A/R. Our rapid growth is driven by superior technology that includes near real-time integration across multiple ERP systems, currencies, languages and business units.

Cforia Data Integration Connectors facilitate rapid real-time integration within your corporationôs existing IT infrastructure including ERP systems, document imaging, third party credit data, email and facsimile servers. Pre-packaged data integration connectors greatly shorten project timing and risk by avoiding custom data integration.

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Cash Flow Optimized

ñDorman is migrating from 3 separate QAD systems (already consolidated from 5 in 2008) onto a single SAP worldwide instance. We are retiring one QAD instance at a time as we migrate to SAP. My AR staff are minimally impacted by the system change because we are able to continue to work from Cforiaôs workbench before and after the transition to SAP.ò

Joe Yackanicz, Director Financial Services
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