



# Rampart Supply Company

## Avoiding the Chaos of In-House Billing

### Background

Rampart Supply, headquartered in Colorado Springs, has been serving the wholesale plumbing industry since 1968. Rampart serves the residential and commercial plumbing markets as well as the industrial PVF (pipe, valve, and fitting) markets with a heavy emphasis on the mining industry.

Rampart was billing their customers either daily and weekly and found the process to be time consuming and at times, frustrating. They were considering hiring a person just to handle their billing as they were spending hours printing, folding, sorting, stuffing and sealing envelopes. Further, when customers called with billing questions it took considerable time to look up information and answer their questions.

### According to Renee Keene, Office Manager at Rampart:

*"Billing took time each and every day. Fridays were chaos in the office. All work would stop as we turned our attention towards getting out the bills. All the multi-page bills made things extra difficult for us."*

Colin Perry, President of Rampart Supply, attended a WIT meeting and met with Billtrust. Colin knew that he needed to find a better solution for the delivery of bills but was skeptical of turning the process to an outside company. He was also concerned with the ability of Billtrust to integrate with their accounting software (Infor SXE).

### Rampart Supply Company Objectives

- Reduce costs
- Simplify operations
- Improve customer satisfaction

### Solution

Rampart implemented Billtrust's CompleteBilling™ solution. With CompleteBilling, Rampart's customers would be able to choose how they wanted to receive their bills: U.S. Mail, E-mail or Fax. Further, Rampart took advantage of Billtrust's CustomerCare system that let them easily look up customers billing information and answer questions.

The transition from doing bills in-house to using Billtrust took 4 weeks to implement. During this period, Billtrust redesigned Rampart's bill using their best practices and ensured a smooth transition from their current accounting system (Infor SXE). With Billtrust support, the SXE files were easily transferred without needing the help of Rampart's IT team.

### Results

Rampart achieved cost reductions of over 30%. Along with the labor savings, Rampart realized material and postage savings as well. Rampart never had to hire an incremental person to handle the billing process.

### According to Colin Perry, President Rampart Supply, and WIT Vice President

*"Billing had truly become a headache for us and I knew something had to change. At first I was not comfortable with turning the billing to a third party. However, the more I spoke with Billtrust the more convinced I became that this was a way for us to save costs and simplify things in the office. The transition was easier than I expected and the savings in time and money were considerable."*

SHIP DATE		SHIP VIA	SHIP BRANCH	INSTRUCTIONS	TERR	PLACED BY	CUST. PO #	JOB	
1	3481	2" PVC-DWV COUP	7	0	7	EA	1.00	EA	1.00
2	3480	2" PVC-DWV 45 ELL	3	0	3	EA	1.00	EA	1.00
3	3484	2" PVC-DWV MIP ADPT	1	0	1	EA	1.00	EA	1.00
4	3484	2" PVC-DWV MIP ADPT	1	0	1	EA	1.00	EA	1.00
5	3208SP	2" PVC-DWV TEST TEE W/ PLUS	1	0	1	EA	1.00	EA	1.00
6	3208SP	2" PVC BACKWTR VLV 869-3P SIOUX CHEF	15	0	15	EA	1.00	EA	1.00
7	1PTPR711	3" IP STRUT CLAMP	1	0	1	EA	1.00	EA	1.00
8	1PTPR711	1 PT PVC CEMENT MED SET/ GRAY IPS 711 Interchange Prod: 1PT711	1	0	1	EA	1.00	EA	1.00
9	3200CCPVC0W9P	1 FT PVC/C PVC PREMEDI CLR IPS P-70-C Interchange Prod: 1PT70C	140	0	140	FT	1.00	FT	1.00
10	BLWAKST00	3" X 20' PVC-DWV CC PIPE Interchange Prod: 3CCP	30	0	30	EA	1.00	EA	1.00
		3/8" X 3" WEDGE ANC AWA-37-300 B-LINE							
Cash Discount \$5.03 If Paid By 10/10/06								Subtotal	10.00
								City Tax	2.00
								County Tax	1.00
								State Tax	1.00
								Other Tax	1.00
								Invoice Total	15.00



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