



Billtrust Customer Success Story



Overview

Schaedler YESCO Distribution, Inc, headquartered in Harrisburg, PA, is the largest electrical distributor in Pennsylvania. Schaedler YESCO Distribution has over 130 years of history servicing Pennsylvania's electrical material needs, with a strong foundation established through the merger of its two founding organizations. The 1999 merger of Shaedler Bros., Inc. and the York Electrical Supply Company (YESCO) has made Shaedler YESCO the successful organization it is today, with stores and training facilities located in Harrisburg, York, Lancaster, and Williamsport, Pennsylvania.

Challenges

Schaedler YESCO had been doing all of its own billing in house, utilizing costly machines, wasting staff time and not capitalizing on potential postage discounts because they simply couldn't handle the additional task. To avoid designating a position, specifically for this role, Schaedler cross-trained other office staff to share the responsibility. They realized that their current volume of bills warranted looking into obtaining an outsource service provider, but were concerned that the data from their comprehensive Intuit Eclipse financial system would not make the leap.

Solution

Partnering with Intuit Eclipse, Billtrust offered a solution that interfaces directly with the Eclipse package at Schaedler. In this way, all of Schaedler's customer and billing detail could be sent directly from the Eclipse environment via electronic transmission to Billtrust for seamless processing. The Billtrust Design Team worked with Schaedler to make sure that all the components for their unique bill format were precise. The layout was then optimized for ease in readability and to maximize the use of space. Schaedler also now had the opportunity to incorporate promotional campaigns and other in-bill messaging directly onto the bill when processing. Billtrust then incorporated its bill batching rules, which allows for multiple invoices set for the same address to be collated into one envelope- saving on postage and materials costs. Additionally, optimized addressing services were incorporated during processing, which now allowed Schaedler to enjoy substantial postage discounts. Through Billtrust's comprehensive outsourcing solution, Schaedler was also able to do away with the need for cross training staff, allowing them to optimize the resources they had. Plus, they no longer need the expense or maintenance responsibilities of costly equipment. Though Schaedler was previously sending bills to some of their customers via fax and e-mail, they were now able to have a consistent look to all bills – paper, fax & e-mail, and enjoy cost per call savings on faxing through consolidated bill transmissions.

Benefits

- Cost savings through postage & materials discounts
- Cost savings through elimination of equipment need
- Cost savings through bill batching & bullpenning of bills
- Added marketing opportunities through dynamic & flexible in-bill marketing
- Optimized available resources



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