

# Billing Management

Powering Profitability  
for 3PL Providers



Evolving e-Commerce expectations have resulted in jumps in operational complexity and performance, redefining the role of third-party logistics providers (3PLs). As both manufacturers and retailers attempt to grasp the digital transformation opportunities in front of them, achieving faster, more agile and resilient logistics operations is high on their priority list. But is this leading to a situation where logistics providers are offering more services, without appropriately charging for them?

3PL providers need to keep up and respond in tandem and can make a giant step towards doing so by revolutionizing their billing processes.

At present, 3PL providers tend to work with numerous different systems, working against the tide of a need to be more efficient, streamlined, and fast-moving alongside partners in manufacturing and retail. Ultimately, finance departments struggle to standardize calculating and the generation of invoices.

Decision-makers could be championing 3PLs' finance arms via investment for a flexible, scalable, and integrated solution that can provide the level of agility and control needed. As such, their businesses can begin to maximize each hard-won contract, rather than risking them.

## Introducing Billing Management

Blue Yonder helps world-leading 3PLs achieve tangible benefits through automating the creation of invoices based on supply chain activities. The Billing Management solution consolidates activity from management systems across areas such as warehousing and transportation, before aggregating that data into meaningful time-buckets and applying monetary values in accordance with each client's contract. The result is an automatically created invoice that is fully audited.

### **The capabilities and operational benefits include:**

- Contract setup, configurations and associated pricing rules that are all customized to ensure automation according to each contract's unique stipulations.

- Specialized screens, such as the Invoice Navigator, that aid manual verifications by allowing users to drill down into individual transactions.
- The ability to define configurable invoice approval workflows.
- Customer onboarding made simpler, with one setup paving the way for that contract's full lifecycle.
- Renewals then follow that same theme, with simple updates and tweaks immediately filtered into process workflows.
- An overall calculation around cost to serve related to the client, helping to identify the gross profit per customer.





A further key benefit is Billing Management's ability to integrate information from various supply chain systems, making its initial implementation quick and ongoing deployment seamless. From there, a five-step automated process plays out to ensure accurate, quick, and verified billing:

1. Transaction data is firstly consolidated based on all transaction information (sites, product group, delivery area, etc) as well as time-horizon (daily, weekly, monthly, quarterly, etc.).
2. Specific contract rates are applied to these transactions to determine the value.
3. These priced transactions can then be split across different invoices if preferred.
4. Invoices are approved through workflows that have been configured to consider authorization value limits.
5. All information is audited and viewable electronically.

## Better Margins, Faster Generation, Improved Productivity

For those who have already implemented Billing Management, they report three overarching areas of improvement across not just invoicing, but their business more broadly:

### A positive impact on margins

Customers were able to identify an average of 2-4% revenue leakage in their previous setups. Once implementing Billing Management, the solution's integration capabilities ensure no data is left behind, rules-based errors are eliminated, and transactions that have not been processed become more blatantly identifiable for quick follow-up.

### Fast, accurate invoice generation

The trend of globally deployed WMS and TMS solutions call for the processing of different currencies, different units of measure, and different taxes across different time zones. Billing Management automatically converts these metrics and calculates taxes for different billing purposes. One-time configuration with easy maintenance of rates during the contract duration means invoices can be generated according to the billing cycle with little input from operations and finance teams. VAT can be calculated, time horizons can be scheduled, mistakes are sidestepped, and approvals are also configurable. Value-based authorization levels further ensure the company's governance policies are followed.

## Productivity improvements

The automatic conversion of metrics across regions and currencies has indirect impacts across the wider business. New clients and contracts are easily on-boarded with a “Copy” functionality where a contract or rule can be shared or copied, allowing easy modification of elements that require changes.

All information is audited and readily available electronically. This makes for a quick response to any billing inquiries. In addition, this information can be shared with the customer, down to the individual transactions that roll into the invoice line.

By automating such processes, both onboarding and partnership management are streamlined, allowing workers to focus more on customer care and communications. Efficiencies gained enable the team to service a larger group of customers and contracts. All this leads to work satisfaction and staff retention.

## Revolutionizing billing and elevating partnerships

Billing Management represents the industry’s most comprehensive invoicing capabilities and is the foundation for a robust, scalable technical infrastructure that all 3PLs can be striving for in the current climate.

Through automated generation of invoice information and the visibility to make decisions based on accurate information, you will realize value every step of the way. Proven to save time and resources, this solution can drive significant efficiencies, from the moment of integration into your existing infrastructure, and throughout each contract’s entire lifecycle.



## Blue Yonder Capabilities

### Solution integration

- Flat files and APIs are supported
- Dynamic Data Model
- Tools to enrich raw data and to ensure sufficient information for charge calculations

## Benefits

- Integration with both legacy and modern solutions
- Newly created fields can be considered for consolidation or pricing
- User-defined data validations ensure quality of information
- Calculations can be applied to information during data ingestion to calculate fields that might not be available in the source systems

### Consistent and accurate calculations

- Transactions can be used multiple times to charge for different activities
- Ability to define which fields can be used for aggregation and pricing
- Aggregate data across multiple data attributes and timeframes
- Simple configuration of pricing rules to address more complex requirements
- Ability to create multiple invoices for the same contract
- Identify unprocessed / uncharged activities
- Share contracts and rules where requirements are similar

- Defined billing rules specific to the needs of each contract
- Specific charges derived from other activities or data
- Rules that can be configured to be as broad or precise as required
- Fully audited billing
- Charges requiring a different approval path can be split across separate invoices to ensure payments are not held up
- Faster onboarding of new contracts by utilizing previously configured rules

### Auditing capability

- Changes to any information can be recorded for auditing purposes
- Approvals can be configured to be a pre-requisite on invoices and tariff changes

- Setup and configuration quality is ensured
- Drives accountability and secures the billing process
- Reduction of customer queries thanks to easily accessible documents

### Leveraging cloud computing

- Billing Management can scale horizontally, making more processing resources available to support vast numbers of transactions

- Unparalleled scalability to service more clients

To find out more about how Blue Yonder's Billing Management solution can transform your 3PL operation's administrative landscape, please visit [this website](#) or contact our expert to discuss your requirements.



## About Blue Yonder

At Blue Yonder, we're fearless leaders. We're the leading provider of end-to-end, integrated retail and supply chain planning and execution solutions for more than 4,000 customers worldwide. Our unique solutions empower our clients to achieve more by optimizing costs, increasing revenue and reducing time to value so they can always deliver on their customer promises.

# Fulfill your potential with Blue Yonder

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