



Epicor Success Story

PolyPortables, LLC

PolyPortables, LLC Cleans Up Collections Process With Epicor Cash Collect

Company Facts

- ▶ Location: Dahlonega, Georgia
- ▶ Industry: Portable restroom and sanitation manufacturing
- ▶ Website: www.polyportables.com



Success Highlights

Challenges

- ▶ Time-consuming, manual processes hindered the implementation of crucial credit policies

Solution

- ▶ Epicor® Cash Collect

Benefits

- ▶ Reduced outstanding accounts receivable by \$1.5 million
- ▶ Saved more than 622 hours of time previously lost to manual tasks
- ▶ Implemented industry-leading credit policies

PolyPortables, LLC has grown tremendously since it was founded in 1972 to become a global leader in the manufacturing of portable restrooms, hand wash stations, deodorizers, and other sanitary products. The company expanded to a 64,000 square foot headquarters facility in Dahlonega, Georgia and an additional 12,000 square foot facility dedicated to manufacturing deodorizers. In 2015, the demand for PolyPortables' top-of-the-line thermoforming manufactured portable restrooms led the company to partner with two rotational molding facilities—Innovative Rotational Molding in California and Quality Holdings, LLC in Hartwell, Georgia.

Despite multiple locations and a large customer base, PolyPortables was still using the old spreadsheet and highlighter method to keep track of accounts receivable. All future tasks—including upcoming collection calls, collection letters, and invoice reminders—were scheduled in Microsoft® Outlook®. PolyPortables needed a more efficient way to manage their collections.

Eliminating wasteful manual tasks

PolyPortables would manually send out e-mails to customers with payments that were 30–90 days past due. The collections representative would look up each client's account to see what supporting information was needed, such as invoice numbers or the last time the customer paid. After all the research was done, it typically took about five minutes to send each e-mail. After using



Epicor Cash Collect, PolyPortables took advantage of automated e-mails for their invoices, collection letters, and welcome letters and saved more than 600 hours of labor.

“Since we’ve implemented the automation of the e-mail reminders, 8,133 automatic e-mails have been sent out to customers,” said Ben Burford, credit manager, PolyPortables. “That’s 8,000 times our collection representative didn’t have to touch that customer. Cash Collect touched that customer for us.”

Over \$1 million in online transactions

Without an online bill pay system, PolyPortables was using the same method that many other companies use in order to collect payments—mail paper checks or accept credit card payments over the phone. It took about 10 minutes per phone call in order for representatives to find the client’s account, confirm the amount, write down their credit card information, and input the information after each call. Although this is still an option for all of their customers, an overwhelming majority prefer using the online bill pay system provided by Epicor Cash Collect. PolyPortables simply sends out an e-mail to customers with a secure link that takes them to a customer portal where the invoice can be paid online. So far, they’ve seen over \$1 million in online transactions since implementing the collections system—not to mention the 622 hours of time saved.

“In today’s fast-paced world, [customers] don’t have time to necessarily stop and receive a phone call from us, so we’ve noticed we call sometimes and get ignored—no one answers, or it goes to an answering machine,” said Burford. “Five to ten minutes later, someone has paid their bill online from their company, because no one wants to talk and be scolded, so they’d rather just go online and pay.”

Becoming industry leaders

In PolyPortables’ unique industry, credit policies are just starting to catch up, and late payments tend to be the norm. Burford explained that since implementing Epicor Cash Collect, they have been able to establish a credit policy and begin training their customers to pay on time. Where the company used to be focused only on the customers who had the largest outstanding or overdue balance, they are now focused on collecting from every customer. The prioritized actions from Epicor Cash Collect tell the collection representative whom to contact in order to collect on the most accounts. As Burford puts it, “She’s dialing for dollars going through her list.” Since implementing their new credit policy, they have been holding their customers accountable for payments and applying best practices to their accounts receivable.

“This past year, we were able to reduce our accounts receivable by over \$1.5 million,” Burford noted, “and a lot of that I attribute to this program, this software.”

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers’ unique business processes and operational requirements is built into every solution—in the cloud or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit www.epicor.com.



Contact us for more information on Epicor products and services

+1.800.999.6995 info@epicor.com www.epicor.com

Corporate Office

804 Las Cimas Parkway
Austin, TX 78746
USA
Toll Free: +1.888.448.2636
Direct: +1.512.328.2300
Fax: +1.512.278.5590

Latin America and Caribbean

Bldv. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico
Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa

No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom
Phone: +44.1344.468468
Fax: +44.1344.468010

Asia

238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand

Suite 2 Level 8,
100 Pacific Highway
North Sydney, NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations, or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality, or reasonable skill and care. This document and its contents, including the viewpoints, dates, and functional content expressed herein are believed to be accurate as of its date of publication, July 2017. The results represented in this testimonial may be unique to the particular user as each user’s experience will vary. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third-party products may require the purchase of licenses for such other products. The results represented in this testimonial may be unique to the particular user as each user’s experience will vary. Epicor and the Epicor logo are registered trademarks or trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. All other trademarks mentioned are the property of their respective owners. Copyright © 2017 Epicor Software Corporation. All rights reserved.