

## CASE STUDY



### INTRODUCTION

Amcor is a global leader in developing and manufacturing responsibly-sourced packaging solutions for the food, beverage, pharmaceutical, medical, home, and personal care industries. Founded in 1860, the company employs over 46,000 people in over 200 locations worldwide. They aspire to be the leading global packaging company, winning for their people, customers, investors and the environment.

### THE CHALLENGE

Caroline Deans has been with Amcor for twenty-three years and currently serves as the Business Group Collection Analyst and Project Manager for the company. In this role, Caroline reviews the performance of portal submissions, invoices for key accounts, and reverse factoring accounts.

Amcor required an e-invoicing system that had a straightforward operating system, alongside speed and efficiency when it came to invoicing transparency and understanding the status of payments swiftly. The challenge lay in not only in setting up a new system, initial installation, training users, but also the continued smooth running of all these processes.



### CUSTOMER SNAPSHOT

**INDUSTRY** Packaging

**COUNTRY** Global

#### KEY OBJECTIVES

- Listing all users within e-invoicing portal
- Reduction in customer invoice disputes
- Automated invoice tracking
- Simple interface and usability

#### RESULTS

- 60 users now listed and aligned in a system schedule
- Transparency of Tungsten reduced disputes dramatically
- Live tracking saves a huge amount of time for eams
- Users find Tungsten extremely uncomplicated to use

## SOLUTION

Understanding the importance of robust and agile payment procedures, Amcor and Tungsten have been working together for nearly ten years to create consistent invoicing processes and systems that ensure correct mappings are in place and invoices are processed on time.

The crucial element to this success sits with the people and the process. Caroline highlights

that as a platform "it's really easy to get somebody set up to check the status of an invoice. It's just really easy to use".

According to Caroline "it's the speed that we can get invoices on and it's the speed that we know when an invoice is rejected, they are the two key points with Tungsten. We use it daily."

### THE IMPACT

Working with Tungsten delivered impactful results primarily thanks to the platform's agility and convenient functionality. The performance of the software ensures the process of setting up a new user is seamless, while receiving the invoice status quickly has saved the business a huge amount of time, especially within their collection teams.

From a collection point of view, it's really straightforward to get a user set up, this ensures no gaps in our status checks, an extremely simple & user-friendly tool.

Another significant benefit for Amcor is the personal touch that Tungsten provides through account management. Alongside the fluid functionality and speed of the software, it's this harmonious working process between both businesses that have set Tungsten apart from other providers. Proactive user management and friendliness in the support have been crucial to the longevity of such a successful working relationship.

**100%**

of key accounts  
now listed on  
the portal

**Instant**

invoice rejected  
updates

**Time-saving**

functionality

**Ease-of-use**

for all clients

**"Tungsten is easy to use and I find being able to download the reports from the portal and then run a look-up between our ledgers is really useful."**

Caroline Deans, Business Group Collection Analyst and Project Manager