



Korcomptenz



## Claim Management streamlined to focus on supplying high quality seafood.

See how Korcomptenz helped a foremost sashimi supplier to the country's leading restaurants in optimizing their claim process by building a solution on Microsoft Dynamics 365 Business Central.



## Client Overview

<b>Industry</b>	: Food & Beverage
<b>HQ Location</b>	: Miami US
<b>Size of the Company</b>	: Mid-size
<b>Type of Solution</b>	: Microsoft Dynamics 365 Business Central
<b>Application</b>	: Finance Management, Accounts Receivable, Accounts Payable, Purchase process, Sales Process with Approval Workflow, Warehouse

## Key Issues

- Customer Order Workflow uses manual input of data and had to be created in conformance to daily price sensitivity and other parameters like credit limit, claims and returns.
- Improving and automating the process from order, inventory management to delivery
- Collection methodology and workflow to be automated.
- Customer Order Workflow uses manual input of data and had to be created in conformance to daily price sensitivity and other parameters like credit limit, claims and returns.
- Better Claim Management for all kinds of scenarios of claims made, Approved or rejected.
- Vendors were managed with excel sheets.



# Solution

**Microsoft Dynamics 365 Business Central customization** to suit the business processes for a seafood supplier to B2B

## MODULES IMPLEMENTED

- Finance – General Ledger, Accounts Receivable, and Accounts Payable
- Cash Management
- Enhancements to Pricing, Order entry functionalities
- Custom functionality for Defectives claims process



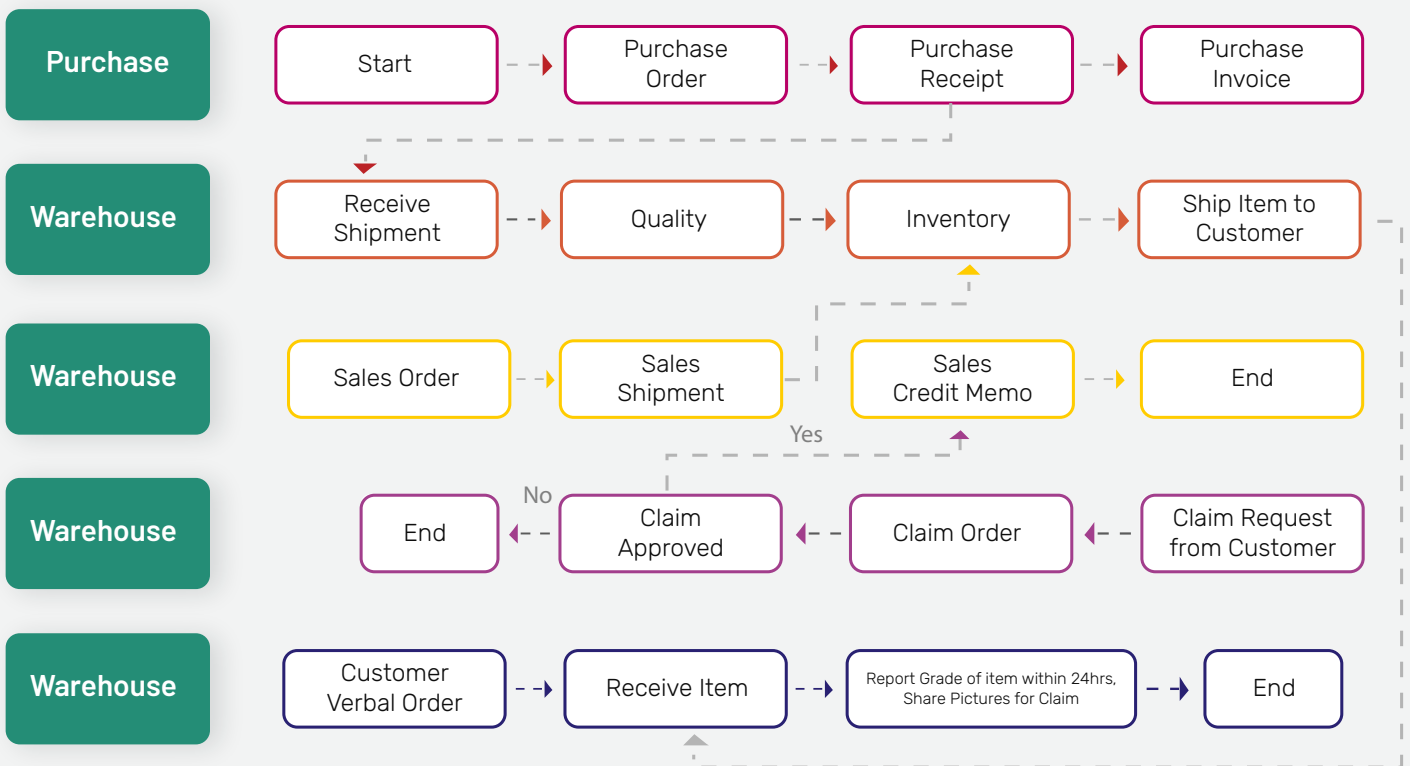
## Company Overview

Our Client produces, supplies, and commercializes premier quality Yellowfin and Bluefin tuna. The organization is based in Miami, FL and began in 1987 with a single fishing boat. They supply a wide range of high-quality species daily to their customers throughout North America. Over the years, the business has grown into one of the most reputed seafood enterprises in the industry.

The Client was looking for an **upgrade from NAV 2009 to Microsoft Dynamics 365 Business Central** to find a solution that is most suitable for their requirements. Our client is in a business where the standard business processes are not followed due to the nature of the product they sell and the way it is handled by their customer. The grading and pricing or change of price based on quality of the product is done after the delivery and return of the product.

Korcomptenz customized the business process that happens after delivery of the product to the end customers like grading of the product, price changes based on the product grading, product returns because of quality or required grade, credit memo for the price changes, Sales order cancelations partly or fully based on the returns. These processes are valid if it happens within 24 hours of the delivery. It is a fully automated process that leads to various financial posting adjustments happening automatically in the system.

## Sample Claims Process



The project's goal was to deploy the application, setup the appropriate process, and train the users so that the company's activities could transition smoothly to the new platform. The customer was having trouble keeping sales pricing in line with market conditions. There were also **inefficiencies in dealing with customer claims** for defective merchandise and passing them on to vendors. By extending the existing pricing capability within Dynamics 365 Business Central, Korcomptenz delivered an effective solution.

A custom process for posting the degraded items claims between customer was also build by leveraging the platform capabilities for Dynamics 365 Business Central to prevent losses and bring in visibility into the operations for the client.

# Some Sample scenarios

## New System Needs

- Considering including complete quality process in new system.
- The new system should, at a minimum, track the expected grade compared to the actual grade by item and vendor.

## Quality Inspection

- Quality team is also outsourced, and the process is currently maintained outside of the system. (Customer to decide if Quality activities need to be captured in the proposed system)
- Quality team prepares a board with the sample and checks the item for various quality parameters like color, odor, temperature etc.; the grade is finalized based on this information
- If there is any grade difference in the received and agreed grade, it should be communicated to vendor within 24 hours of receipt of items; this process is currently manual outside of NAV



## End Results

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The Client is very happy with the automated and closely integrated process of product return and claim process of their end customer with all the required tracking and inventory update etc. within the Dynamics 365 Business Central application. This also helps the client to build better customer relationships with their end customers since all these processes are done accurately and in a timely manner.

## See what the client is saying

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“Korcomptez has an unbeatable mix of quality services and pricing! They ensured a smooth cutover from our highly customized NAV 2009 system to Dynamics 365 Business Central. They were able to customize our new ERP system to handle some key complex operational challenges, in the areas of handling dynamic market pricing and defective claim processing. Korcomptenz delivered on its promises and more!”

- CEO



**Korcomptenz**

**We #FocusOnYou**

**Get in touch with us:**

+1 (973) 601 8770 | [sales@korcomptenz.com](mailto:sales@korcomptenz.com) | [www.korcomptenz.com](http://www.korcomptenz.com)