



CUSTOMER STORY:

Star Pipe Products

COMPANY BIO

[Star Pipe Products](#) is a global manufacturer and supplier of a broad array of pipe products for the water and wastewater industries. They produce a range of products, including ductile iron pipe fittings, joint restraints, and construction castings. Founded in 1981, Star Pipe Products is headquartered in Houston, Texas, with 15 regional distribution centers across North America and employs over 1200 worldwide.

“The simplicity of just being able to hop in, click a button, and choose a template is great. I really think how a company creates templates can make or break the ease of use. We have about 10-15 templates, and we set it up so we can send a reminder in mere seconds. I love how you set it up one time and just stay on top of it. It’s so fast and so easy.”



Michelle Monroe
Credit Manager, Star Pipe Products

CHALLENGE

The Star Pipe Products team had fragmented, time-consuming internal processes and desired a simpler system that provided a complete account overview. They wanted one space to address short payments, overpayments, statements, payment reminders, and disputes with ease and efficiency. Their ERP alone wasn’t enough to handle the specific workflows they needed, like syncing data (invoices and credits), and having that visibility in a single central location was essential to the team.

SOLUTION

If the Star Pipe Products team could encapsulate their Quadi^{ent} AR experience in one word, it would be “easy”. The team evaluated several vendors but ultimately chose [Quadi^{ent} AR](#) for its user-friendliness. It easily integrated with their existing ERP to optimize their current processes. Onboarding, training, workflow setup, and customizations added extreme value for the team.

RESULTS

- Faster resolution for short payments and skipped invoices
- Disputes resolved faster through ‘disputes module’ - significant cut in chargeback costs, and improved payment systems performance
- Issuing customer statements has been reduced from 15 minutes to 1 minute per customer
- Customer aging that previously took a day or more now takes a few hours or less
- Reports that formerly took the team seven days to produce now take two days

ACCOUNTING SOFTWARE

SyteLine ERP

INDUSTRY

Manufacturing

CHALLENGE

The Star Pipe Products team had fragmented and time-consuming internal processes and wanted simpler systems. They wanted to address short payments, overpayments, and disputes more quickly and efficiently. Michelle Monroe, Credit Manager at Star Pipe Products, had previous experience with several different tools and systems before Quadient AR and found them frustrating because they couldn't deliver. "If we would send out reminders to customers, we already knew the very first response would be 'where's my invoice?'" Michelle says. "Knowing invoice inclusion was already available and automatically included was win number one."

Before Quadient AR, they had configured their ERP SyteLine, to send out statements. However, their ERP alone wasn't enough to handle the specific workflows they wanted, syncing data (invoices and credits) and having that visibility in a single central location was important to Michelle. As a bonus, Kristie adds that they also don't use any paper filing anymore, which helped free up some office space from clunky filing cabinets.



Quadient AR had everything we wanted. We wanted to be able to send statements easily, and the ability to send PDFs and Excel was huge, since our larger accounts prefer Excel statements. Customizable templates were a bonus for our reminders and notifications. The ability to make notes at the invoice level, document the promise to pay, and record disputed items was very important for streamlining internal communication. So that's a full body picture of what we were truly looking for to capture everything, and Quadient AR had it."

I love how you set it up one time and just stay on top of it. It's so fast and so easy."

Michelle Monroe
Credit Manager, Star Pipe Products

SOLUTION

Michelle had previously worked with multiple software systems and was familiar with the benefits these systems could offer. The decision-making process was straightforward for her. "I was deciding between four companies. Our IT team spoke to two companies about integrations, and our vice president was consulted in the final stages. We ultimately chose Quadient AR because we just preferred the ease of use with the system."

Ease of use was Michelle's theme with Quadient AR – onboarding, training, workflow setup, user-friendliness, customizations, and overall use of the platform were easy for Michelle and her team. "My team and I basically live in Quadient. Our notes are here, customer responses come back here. Having it all in one central place was extremely important for me. No one likes to bounce from screen to screen, and if you know any ERP system, that's pretty much how it is. There are so many customizable features we've been able to implement. It's just been amazing."

RESULTS

- Faster resolution for short payments, skipped invoices, and disputes
- Disputes resolved faster through 'disputes module' - significant cut in chargeback costs, and improved payment systems performance
- Issuing customer statements has been reduced from 15 minutes to 1 minute per customer
- Centralized and real-time data has improved customer interactions
- Internal communication streamlined with all comments and replies tracked in one central location
- Customer aging that previously took a day or more now takes a few hours or less
- Reports that formerly took the team seven days to produce now take two days (and are expected to drop down to a few hours, as they get accustomed to the feature)
- More team visibility and the ability to showcase work and share team wins with leadership
- Greater overall efficiency so the team can focus on other projects and higher-value task

