

## Multiple Customer Account Challenge



### Scenario

Due to acquisitions, mergers, diverse product categories and organizational structure in general, many vendors organize their accounts with numerous account numbers by customer. A large Health System was challenged with thousands of multiple location vendors to manage. Some of these challenges included multiple ship-to and bill-to locations, hundreds of different ordering departments, and multiple contacts for a single vendor. Even though the Health System already established a team devoted to reconciling vendor accounts, it is nearly impossible to obtain a complete account picture or information from a singular request.

### Findings

Through the normal SpendMend process, an in depth review supported by vendor knowledge, invoice sampling by entity and department was conducted to identify multiple vendor account numbers set up within a single account number. SpendMend utilized the information to ensure each material vendor was disclosing the entire set of data needed to reconcile the account properly.

### Result

We identified multiple account numbers present across 81% of the vendor base. The account number reconciliation followed with specific account requests led to over \$500,000 in additional recovery. In one instance, we were able to identify over \$300,000 in dollars due our client from three years earlier along with the control gap causing the dollars to be outstanding.



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