

Advanced Order-to-Cash Capabilities Reduce DSO by 27 Days



Challenges	Solutions	Results
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- 2,300 stores worldwide (825,000 products each)
- Individual stores responsible for order accuracy, line item number, PO entry, and other aspects of electronic fulfillment
- Lack of integration of broad commerce practices with individual store transactions

- Deployed Ariba technology to enable prospects to buy electronically
 - Online catalogs
 - 'Off-catalog' ordering and 'quote to order' functionality
 - Electronic purchase orders, change orders, order cancellations, order acknowledgment
 - Paperless PO-Flip™ and cXML invoicing
- Obtained Ariba Ready™ Platinum designation, validating Fastenal's best-in-class supplier capabilities
 - New customer implementation in minutes
- Automated order-to-cash processes to reduce invoice "days out" and maximize discounts

- Reduced days sales outstanding to 9.5 days (versus 37 days for paper invoices)
- Purchase order error rate reduced by 83 percent
- Real-time purchase order and acknowledgement delivery

"Ariba has received Fastenal's highest ranking in terms of functionality, adaptation, and supplier on-boarding...A true benchmarked win-win for the customer and the electronically enabled supplier base." Keith Klos, E-Business Sales Manager, Fastenal

Profile
Fastenal is North America's largest fastener distributor and one of the world's fastest growing full-line industrial suppliers with 2,300 stores worldwide and 13 regional distribution centers. Each store is a one-stop source for roughly 825,000 types of industrial products.

Ariba Commerce Cloud Features

- Ariba® Network
- Ariba online catalog solutions
- Ariba Ready program

