

A distributor follows an order from stock to cash

Illustrative scenario. No customer is named or implied; outcomes are hypotheses to validate, not verified customer results.

The business problem

An unnamed distributor has a delayed order, expected inbound stock and a customer payment that has not been applied. Customer service needs to distinguish a stock issue from an outstanding balance.

The connected workflow

- 01 Inspect available stock, allocations, backorder status and expected purchase receipts.
- 02 Review the customer order or invoice and identify the relevant fulfilment or dispatch exception.
- 03 Inspect cash receipts and document application, then use Data Explorer to trace the supporting records.

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Where the KIVU team helps

The team can help map the process, prepare agreed data, configure workflows, train users and build relevant reports. Migration, cleanup, integrations and ongoing responsibilities are scoped before work starts.

What to validate in a pilot

Track order-status investigation time, unapplied cash and exceptions crossing purchasing, inventory and finance. Validate reservations, shipping and channel requirements in the demo.

Record the baseline first. Compare time spent, unresolved exceptions and reconciliation differences using the same transaction sample. Validate results before making a savings claim.

Requirements to confirm

Confirm permissions, accounting mappings, transaction volumes, entity structure, local requirements and specialist systems in a representative demonstration. KIVU does not remove every external service or industry-specific requirement.

See this workflow in KIVU.

Bring one representative transaction and a report you use today. Evaluate how the work, controls and financial reporting connect.

Book a demo