

Dis-Chem: Automating Vendor Reconciliations for Greater Accuracy and Efficiency

Streamlining supplier statement processing with BEST Vendor Recons inside SAP



Dis-Chem
PHARMACIES

Dis-Chem is a leading retail pharmacy chain with linked dispensaries, family clinics, wound care clinics and comprehensive self-medication centres. They are a leading specialist in beauty, healthy food, sport supplements, health and well-being.

The Accounts Payable (AP) team plays a vital role in ensuring suppliers are paid on time and accounts are accurately managed. Handling thousands of invoices each month, the team needed a more structured and efficient reconciliation process to manage supplier statements within SAP to improve accuracy, reduce manual effort, and maintain strong financial control.

The Challenge

Before implementing BEST, Dis-Chem's vendor reconciliations were performed manually using spreadsheets outside SAP. This approach required extensive effort to capture, check, and resolve exceptions, creating inefficiencies and increasing the risk of error.

The AP team faced several challenges:

- **Manual workload:** Reconciliations and follow-ups were time-intensive and inconsistent.
- **Limited visibility:** It was difficult to track unpaid invoices, missing credits, or unmatched documents.
- **Delayed reporting:** Slow, manual updates reduced accuracy at month-end.
- **Supplier strain:** Queries and delays impacted communication and relationships.

As transaction volumes grew, the need for a digital, automated reconciliation solution became essential.

Enhanced Functionality with BEST

To meet specific operational needs, Dis-Chem's implementation included additional automation features designed to simplify month-end processing:

- **Automated remittance and reconciliation emails:**
Reconciliations and remittance advices are generated and sent automatically upon approval, eliminating manual email tasks and ensuring vendors receive all necessary details instantly.
- **Integration with Vendor Invoice Management (VIM):**
The system identifies documents still in processing, helping the team quickly locate and request missing invoices to reduce time spent on manual tracking.
- **Automatic classification of claims and rebates:**
BEST now automatically splits different claim and rebate types, providing vendors with a clearer breakdown of short payments and credits to process.

These enhancements have made month-end reconciliation faster, more accurate, and significantly less dependent on manual effort.

Results Achieved

Following the implementation of BEST Vendor Recons, Dis-Chem achieved remarkable gains in speed, accuracy, and transparency across its vendor reconciliation process.

- Reconciling items, payments, and remittances are stored and accessible in SAP for internal and external audits.
- Reports provide clear visibility into outstanding invoices, unmatched items, and vendor balances.
- Reconciliations are approved and documented digitally.

After more than a decade using BEST, the team continues to trust the system's accuracy and reliability, noting that it "has been running strong since 2012."



No more manual reconciliations,
freeing time



Faster month-end close & better resource allocation



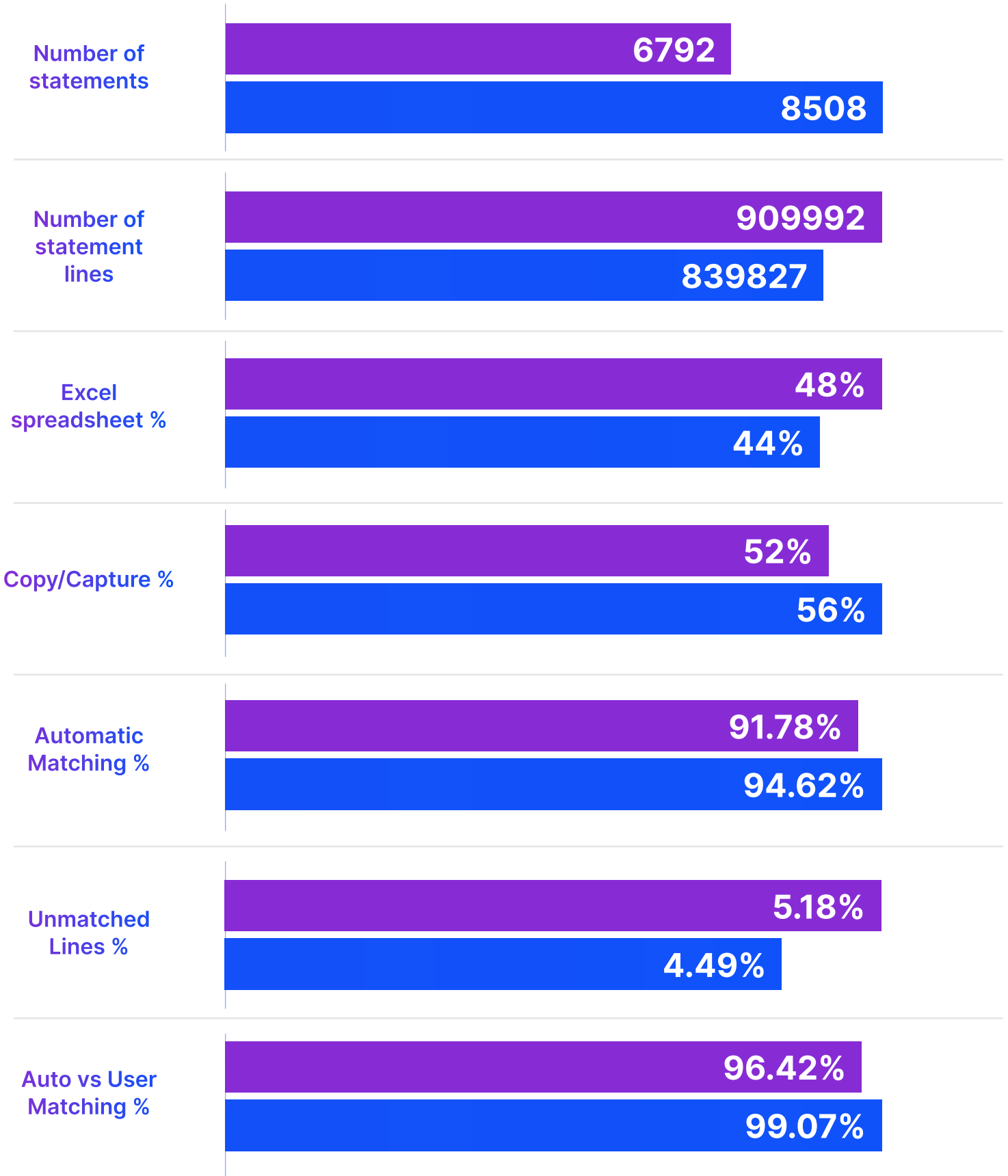
Improved process visibility = less errors & overdue accounts



10% staff reduction in a year due to natural attrition

Results Comparison: 2022 vs 2025

Feb - April 2022 • Jul - Sep 2025



Time Savings

Statement Size	Pre-BEST Processing Time	Processing Time With BEST
Small- 5 Lines	< 5 Minutes	< 5 Minutes
Medium- 50 Lines	20 Minutes	5-10 Minutes
Large- 1000 Lines	1 Hour	10 Minutes
Very Large- >10,000 Lines	1 Day	20 Minutes

10%
Staff reduction in a year due to natural attrition

Dis-Chem Recon Format & Categories

The Dis-Chem Accounts Payable team uses a standardised reconciliation format within BEST to ensure every vendor account follows the same logic and level of detail. Each reconciliation categorises invoices, credits, and deductions clearly.

By automating this structure directly inside SAP, BEST enables Dis-Chem to achieve full visibility of supplier balances and reconciliation status. The categorised layout provides clarity not only for the AP team but also for auditors and vendors, ensuring every transaction is accounted for and easily traceable.

Balance per statement/s for all the pharmacies	30.09.2025	71,216,196.95
Payments in transit		23,700,772.86
Statement invoices not paid		-75,664,069.34
Invoices not paid - not yet due per terms		-46,564,078.39
Invoices paid - not allocated		-29,099,990.95
Credits due (claims / credits passed by Dis-Chem not reconciled)		-462,071.21
Short delivery / damaged / not ordered		-299,449.21
Goods return notes		-1,318.86
Price/Quantity debit note		-161,303.14
Supplier credits not yet matched		1,112,702.08
Other adjustments - Supplier		263,170.51
Amount due to supplier		20,166,701.85
Less rebates and Regional fees		-1,201,166.09
Less logistics		-1,501,458.07
Less swell allowance		-150,145.59
Less qlikview		-75,072.89
Less data Fee's and other creditors deductions		-168,035.29
Our payment	dated 01.11.2025	17,070,823.92-

The Impact

The move to BEST Vendor Recons has enabled Dis-Chem to build a more efficient, structured, and consistent reconciliation process. The AP team has achieved measurable time savings, improved accuracy, and strengthened vendor relationships through faster communication and greater transparency.

Automation has allowed the team to focus less on repetitive tasks and more on adding value allowing for operational efficiency across the business.

“BEST has made our month-end process far more automated and efficient. There are fewer errors, better visibility across all vendors, and far less time spent on manual reconciliations. It’s allowed us to focus more on resolving queries rather than doing recons that used to take forever.”

- Willemien Boshoff, Finance System Coordinator at Dis-Chem

Vendor Spend

Clerks now have time to resolve queries.

Saving on vendor spend:

- Only invoices due are paid
- Discounts due are claimed and received
- Claims are credited by vendors
- Payments are correctly allocated by vendors

Recon Reporting & Approval

- Approval of reconciliations no longer a signature on paper, but online in the system
- Reconciliation report and remittance advice automatically emailed to supplier
- Management and statistical reporting allows improved management action on missing statements and number of matches or unreconciled lines by vendor, document type, clerk etc

Auditing

Recon report stored in SAP for future

- Audits much simpler
- Reports to validate vendor balances
- First audit with BEST went well

In Summary

Overall, Dis-chem have experienced: clearer supplier accounts, a more structured department, less mundane workloads, more resolutions of issues and exceptions, improved supplier communications and relations, reduced personal costs, improved managements and reporting and positive feedback from their suppliers.

Contact Us Today

See how BEST’s SAP-certified modules can help your organisation automate reconciliations, strengthen financial control, and close faster, all within SAP.

Visit: www.bestsapcbi.com
Email: reconcile@bestsapcbi.com