



CORCENTRIC MANAGED ACCOUNTS RECEIVABLE

Isuzu Commercial Truck of America drives parts sales and fleet satisfaction with *streamlined billing*



The challenge

Isuzu Commercial Truck of America has been a mainstay in the U.S. market since 1984, building best-selling low-cab-forward trucks that are ideal for tight city deliveries and specialized fleet needs. While selling trucks is a large part of the business, it's keeping them on the road that's essential (and more complex).

With more than 300 independent dealers nationwide, Isuzu's dealer network operates with significant autonomy. That independence is great for local relationships, but it creates major headaches for fleet customers buying parts across multiple regions. Each dealer had its own billing systems, formats, and practices, which led to predictably chaotic invoicing. According to Christopher Bishop, Aftersales Development Manager, "When you have that many purchase opportunities throughout the network, you end up with a big

mess of dealer invoices and a lot of customer service concerns."

Fleet customers were also frustrated by inconsistent billing experiences, while dealers faced slow, manual payment cycles that tied up working capital for months. For Isuzu, the risk was clear: if buying the right part was too hard, customers would look to aftermarket alternatives, hurting both dealer revenue and the long-term reliability of Isuzu trucks.

The solution

Isuzu turned to Corcentric's Managed Accounts Receivable (Managed AR) solution to unify and simplify the order-to-cash process (O2C) for its dealer network. By centralizing every invoice in one location and standardizing the billing experience, Isuzu created a win-win for dealers and fleet customers alike.

For dealers, Corcentric Managed AR delivered a reliable, easy billing

"If it's too hard to purchase a part or you get billed the wrong thing for the wrong part, customers tend to look for other options. Those options could be aftermarket parts, and we don't really want that on our trucks."

CHRISTOPHER BISHOP,
AFTERSALES DEVELOPMENT
MANAGER, ISUZU COMMERCIAL
TRUCK OF AMERICA

solution that accelerated payment cycles, which is transformative for businesses accustomed to waiting 60 to 90 days to get paid. "Dealers

300+

INDEPENDENT DEALERS.
ONE UNIFIED, CONSISTENT
BILLING EXPERIENCE

Minimized DSO

PAID IN FULL, ON TIME,
EVERY TIME

10+ years

PARTNERS IN OPTIMIZED O2C
MANAGEMENT



ISUZU CASE STUDY

get their payment quicker, while for us the ease of use and customer experience drives the parts business back to our dealers,” adds Bishop.

For fleets, it meant they no longer had to juggle hundreds of different invoice formats or waste time processing invoices from multiple sources. Instead, they got a streamlined, consistent experience that made it easy to buy the right part quickly to keep their trucks on the road and their businesses moving.

The results

Isuzu first piloted the Corcentric Managed Accounts Receivable program with a single major fleet customer, seeing strong results in billing efficiency, customer satisfaction, and dealer parts sales. Encouraged by that success, the company is now expanding the program to other fleet customers who have been demanding a better experience.

“That’s the biggest point to having Corcentric—expanding into the fleets that we know need it and keeping customers happy. Because if they’re happy with the trucks, with the process, and with the billing, they’ll buy more trucks.”

CHRISTOPHER BISHOP,
AFTERSALES DEVELOPMENT
MANAGER, ISUZU COMMERCIAL
TRUCK OF AMERICA

The centralization of billing doesn’t just solve operational headaches; it’s become a strategic lever for growth. By reducing friction in the parts purchasing process, Isuzu strengthens relationships with both fleet customers and dealers—and drives more repeat truck sales. As Bishop puts it, “There’s nothing more important than getting the right bill, making sure the pricing is right, and knowing that your cost per vehicle is correct so you can budget for the next year.”

Isuzu’s vision is simple: expand the Corcentric solution to more fleets, improve billing accuracy, reduce payment delays, and keep the entire ownership experience as reliable and professional as the trucks themselves.

Get peace of mind.

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ABOUT CORCENTRIC

Corcentric is a leading global provider of best-in-class procurement and finance solutions. We offer a unique combination of technology and payment solutions complemented by robust advisory and managed services. Corcentric reduces stress and increases savings for procurement and finance business leaders by forming a strategic partnership to diagnose pain points and deliver tailor-made solutions for their unique challenges. For more than two decades, we’ve been a trusted partner who delivers proven results. To learn more, please visit www.corcentric.com.