

# Ryerson Improves O2C Operations with Vertex PLUS Tools for SAP ERP

## RYERSON

### Company Profile

Ryerson is one of North America's largest and most trusted metal distributors. Founded in 1842 and headquartered in Chicago, the company operates over 100 locations across the United States, Canada, Mexico, and China. Ryerson offers a catalog of more than 70,000 metal products and provides value-added processing and supply chain solutions to a wide range of industries.

### The Challenge

With a large population of tax-exempt customers and a complex tax landscape, Ryerson's tax team needed tools that could help them scale efficiently while maintaining compliance. On the AR side of their business, they faced several operational hurdles that impacted tax exemption management and tax credit accuracy:

- Difficulty proactively identifying and setting up exempt customers in their SAP ERP
- Manual, time-consuming processes for managing exemption certificates
- Communication gaps between sales and tax teams
- Labor-intensive tax credit adjustments and limited visibility into document flow

### The Solution

Since 2017, Ryerson has trusted the Vertex O Series tax engine to provide real-time tax determination for their SAP ECC. To address its exemption and tax credit challenges, Ryerson again turned to Vertex for its purpose-built tools to streamline tax operations in SAP—specifically, FLUX Builder and flexRFC AR.

- With FLUX Builder, the tax team gained the ability to manage exemption certificates directly within SAP, eliminating the need to toggle between systems or manually create customer records in O Series. This integration allowed Ryerson to proactively identify new customers requiring exemption setup and initiate outreach before issues arose. The tool also enabled mass updates, such as expirations and changes, which significantly reduced administrative overhead and improved data accuracy.
- Meanwhile, flexRFC AR improved how Ryerson handled tax credits. By reading directly from original documents and following the document flow, the tool ensured that tax adjustments were accurate and aligned with the source data. This eliminated the need for manual research and reduced the risk of duplicating credits or introducing errors. The built-in reporting capabilities also proved invaluable for compliance, audits, and support for the tax team—all while reducing the need for coordination across departments.

Together, these tools empowered Ryerson's tax team to shift from reactive problem-solving to proactive strategy.

### Company Profile

- Leading processor and distributor of industrial metals
- Headquartered in Chicago, IL – USA
- 2024 Revenue: \$4.599B
- Operates 100+ locations across North America
- Serves a broad range of industries with a large exempt customer base

### Vertex Solutions

- Vertex O Series for SAP (for sales and use tax)
- Vertex PLUS Tools for SAP ERP
  - FLUX Builder
  - flexRFC AR
- Vertex Consulting Services

### Results

- 30% reduction in open customers incorrectly set up as taxable
- 50% time savings in exemption processing
- Eliminated manual tax adjustment research
- Improved audit readiness and reporting
- Reduced internal coordination and manual tax adjustments
- Enhanced customer experience and operational efficiency

## The Results

| FLUX Builder                                                                                                                                                                                                                                                                                       | flexRFC AR                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• 30% reduction in open customers incorrectly set up as taxable</li><li>• 50% time savings in exemption processing</li><li>• Enabled mass updates and proactive outreach to customers</li><li>• Improved collaboration between tax and sales teams</li></ul> | <ul style="list-style-type: none"><li>• Eliminated manual tax adjustment research</li><li>• Improved audit readiness and reporting capabilities</li><li>• Reduced internal coordination with AR and other departments</li><li>• Lowered carry-forward credits and improved cash flow visibility</li></ul> |

## Implementation with Vertex Global Professional Services

Ryerson opted not to use a third-party integrator for implementation and instead worked directly with consultants from Vertex Global Professional Services, completing setup in just a few weeks. Most of the implementation timeline was driven by Ryerson's own rigorous testing standards to ensure the tools met their expectations.

## Conclusion

By implementing Vertex PLUS Tools for SAP ERP, Ryerson transformed its tax operations from reactive and manual to proactive and strategic. The combination of FLUX Builder and flexRFC AR has empowered the tax team to streamline exemption management, improve tax credit accuracy, and reduce internal coordination across departments. These tools have not only delivered measurable time savings and compliance improvements but have also enhanced the overall customer experience—a critical differentiator in today's competitive landscape. With more time to focus on high-value, analytical work, Ryerson's tax team is now positioned as a true enabler of business success.



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