



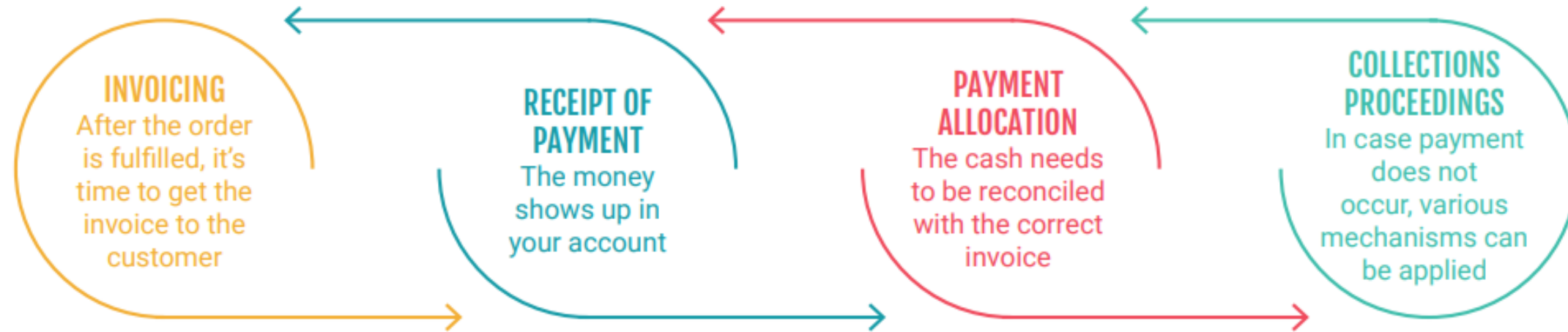
SIMPLIFYING ACCOUNTS RECEIVABLE

HOW TO DRIVE EFFICIENCY & SECURE REVENUE
WITH AI-POWERED TOOLS

FILLING THE GAPS

**The objective of any business is to sell its products or services and then get paid for them. Usually, it goes like this:
You make a sale, send an invoice and – hopefully – you get paid!**

When you break down the regular Accounts Receivable (AR) invoice-to-cash process a little more, you end up with four main stages:



Sometimes, though, this flow is interrupted by missing information or process gaps that slow down reception, recording and availability of the payment amounts. To increase the chances of getting paid in full and on time, it is advisable to add a couple more stages to the process: Deciding on and monitoring trade credit extended to customers, and managing payment deductions and discount requests. Esker has recently added two new solutions, Credit Management and Claims & Deductions, to its AR portfolio to offer a complete end-to-end solution suite. These enable businesses to assess the risks they take when extending trade credit to customers and to handle customer claim and deduction requests efficiently.

Applied at the very beginning of a business relationship, Esker's Credit Management solution ensures that this part of the onboarding process for new customers is easy and simple, while ensuring that

the four other "regular" stages mentioned above can function as smoothly as possible throughout the business relationship.

Dealing with claims and payment discounts, on the other hand, is a step towards getting paid that no business really wants to deal with, but has to. Like it or not, there will be requests from customers for deductions, rebates or reimbursements. Depending on the situation, these can be complicated. Esker's Claims & Deductions solution takes micro-managing and guesswork out of the equation by automating approval processes and centralising all claims requests.

Gaps exist within each stage that even an ERP and/or accounting system can't completely fill – making automation the best option for companies looking to streamline things. With its AI-driven data capture, digital workflow and customer payment analytics capabilities, Esker's Accounts Receivable solution suite offers visibility, reduces DSO and satisfies both customers and sellers.

CREDIT MANAGEMENT

Would you lend your lawnmower to the neighbour you know is not going to return it for months? Deciding on which customers to extend trade credit to is kind of the same thing: you need to know who you're dealing with.

A proper onboarding process with a thorough assessment of any potential risks and then defining appropriate credit terms is the basis for a much easier path ahead. Esker's Credit Management solution retrieves data directly from your preferred credit bureau and displays this information on the customer profile or credit application for review by the decision-makers. Goods and services are delivered to the customer faster when you have the correct contact, billing and shipping information. And with everything going so smoothly, there will be a lot of new customers to onboard. Letting an automated credit application do the brunt work takes the pressure off of the AR staff. Here are the steps that no longer need to be performed manually with an AI-driven automation solution:



SIMPLIFIED CUSTOMER ONBOARDING

Get the most complete and accurate information from the customer ahead of the first order. This speeds up customer creation in the ERP and ensures accuracy of billing/shipping information, contacts, payment terms, etc.



SECURED CREDIT APPROVAL PROCESS

Make sure the right people can quickly make informed decisions. An automated approval workflow takes guesswork and unnecessary back and forth out of the equation.



REDUCED WRITE-OFFS & BAD DEBT

With a simple and streamlined onboarding process and continuous monitoring throughout the business relationship, risky customers can be identified and terms adjusted accordingly.



SOLID FOUNDATIONS FOR CUSTOMER RELATIONSHIPS

Unclear communications can breed distrust, while transparency increases both credibility and accountability. When terms are decided on from the get-go, discussions and frustrations are reduced.

Also, knowing which issues your customers are dealing with enables you to have an open conversation with them about how to improve the situation so that the transactions work out successfully for the both of you.

From the digitalisation of credit applications and approval processes to monitoring current customer payment behaviour, Esker's Credit Management solution provides your business with the necessary information for reducing risky credit and securing revenue, while treating your customers with integrity and fairness.

INVOICE DELIVERY

Getting the invoice to the customer is often not as straightforward as you think, even though pigeons, horses or snails are no longer involved.

Now that the days of exclusively paper-based transmission are over, delivery methods vary from email to fax to EDI, etc. Add to that the steadily increasing e-invoicing regulations and standards in a growing number of countries, and you end up being constricted by the multiple choices or by individual customer demands. Automated invoice and statement delivery allows you to streamline billing and document archiving on your end, all while maintaining compliance and respecting the delivery preferences of your customers. Esker's Invoice Delivery solution checks all the boxes for simple yet accurate invoice processing:



GREATER ACCURACY

Minimise delivery errors with non-manual processes and data taken directly from the ERP or billing applications.



FASTER DELIVERY

Speed up the invoicing process with the ability to track and manage customer invoice delivery preferences.



LOWER COSTS

Reduce or eliminate need for postage and mail supplies, and increase productivity by eliminating manual tasks.



VISIBILITY & COLLABORATION

Track invoice delivery in real time to ensure the right customer receives the right document. Invoices are also posted on the customer portal, with a corresponding link on each invoice for better traceability.



WORLDWIDE COMPLIANCE

Ensure invoices are sent in compliance with international regulations as more and more countries make the move towards e-invoicing. Esker's solution ensures compliance with e-invoicing standards in over 60 countries and connects to a wide range of 3rd party applications.

PAYMENT

Now that the invoices have been sent and correctly delivered, it's time for the fun part: getting paid!

The payment capabilities built into Esker's solution make this part easy. A wide range of online payment methods are directly available on the customer portal (e.g., cards, direct debit, etc.), offering your customers visibility on their accounts statements and the ability to retrieve and pay invoices with only a few simple clicks. For you, the vendor, this means enhanced visibility on payments: real-time information on when the payment was made or scheduled — before the money even hits your bank account. We've all been there: you want to make a payment, but after the third time you've entered an incorrect account number or password, you just give up and try again some other time. Your customers are people, too. So make sending a payment easy for them. The money will hit your account faster, since it works the first time around and nobody has to struggle with different interfaces. Esker's Payment solution offers multiple support services to facilitate making a payment:



A CHOICE OF METHODS

Enable online payments using cards and direct debit payment options.



GLOBAL COVERAGE

Payment capabilities in over 40 countries and 135 currencies.



PAYMENT FACILITATORS

Receive payments faster by offering early payment discounts and autopay. There is even an option to combine both automatic scheduling of a payment and displaying the discount expiration date. Additionally, online payments facilitate cash allocation, since you know which invoices have been paid and can easily reconcile them within the ERP.

CLAIMS & DEDUCTIONS

Stuff happens, so being prepared and having the ability to adjust accordingly are the best ways to deal with those kinds of situations.

Certain industries, such as the consumer goods and food & beverage sectors, function in ways that require a lot of management and many precautions. Damaged products, faulty deliveries, errors in pricing etc. can cause customers to request — or unilaterally apply — deductions or reimbursements.

Not only does it require valuable time and brain power to investigate each claim or deduction and then carry out a validation and approval process, but research has shown that this process can also be costly¹. Deciding not to investigate has its own cost: up to 10% of sales revenue is lost annually to unjustified write-offs. For claims stemming from a short payment, Esker identifies the remittance during the cash allocation process and automatically relays the operation to its Claims & Deductions solution, immediately starting the investigation process. Esker automates the entire process, from claim creation, to supporting document data extraction and validation, approval processing and ERP reconciliation. Esker's Claims & Deductions solution manages both customer product claims and financial deductions by:



ENHANCING VISIBILITY ON CLAIMS:

- Display real-time KPIs and dashboards, including claim trend analytics by date, type or customer
- Create a complete audit trail
- Generate highly precise days deductions outstanding (DDO) tracking and aging claims reports. This prevents claim creep: the older the claim, the more difficult it becomes to recover incorrectly deducted amounts



DISPLAYING CENTRALISED CLAIMS INFORMATION

Connect data from customer claims with the correct invoice, order, delivery note or contract data in one single location.



FACILITATING CROSS-DEPARTMENTAL COLLABORATION

Apply flexible investigation and approval workflows, and a user-friendly interface that includes an internal chat tool.



LIMITING INCORRECT DEDUCTIONS

View historical claims analyses and enjoy the ability to easily dispute and track unwarranted claims and deductions.

¹ "How Automating the Management of Customer Deductions Reduces Time, Complexity and Cost in Accounts Receivable", IOFM Diversified Communications, 2018

COLLECTIONS MANAGEMENT

The last step is a crucial one: collecting the payment. If things don't go as planned, you will need to stay in contact with your customers throughout the process.

However, trying to stay on top of who needs to be contacted when is nearly impossible when dealing with huge spreadsheets or an overflowing inbox. Esker's Collections Management solution removes errors and misunderstandings by prioritising aging invoices and collections calls, emails or letters, and avoiding the resending of account statements or duplicate invoices. The collections strategy can now be backed up by AI-driven payment behaviour analysis that suggests prioritisation based on multiple factors. This provides increased visibility through payment predictions and collections forecasts as well as deeper insights that enable strategy adjustments and risk prognosis. Esker's AI-powered capabilities will enable your business to:



REDUCE DSO

Automated prioritising for collections calls and emails and faster issue resolution with collaboration tools.



EMPOWER AR TEAMS

Provide staff with what they need to effortlessly make the right decisions while reducing manual tasks.



GET REAL-TIME VISIBILITY

Track receivables and collections performance with customisable dashboards and built-in KPIs.



IMPROVE CUSTOMER RELATIONSHIPS

Correct timing and a factual basis for communications about collections can make an uncomfortable conversation a whole lot less contentious.

SMALL CHANGES, BIG EFFECTS

End-to-end process optimisation not only improves the efficiency of business processes but also builds stronger relationships between customers and suppliers. Embracing a culture of positive-sum growth allows the entire business ecosystem to flourish, with Esker's Accounts Receivable solution suite enabling businesses to be a driver for meaningful change. The secret sauce for optimal performance, however, comes from the unified interface across multiple solutions. The visibility offered from A to Z across the entire process in one single solution allows for monitoring each step of the way. Esker's solution suite provides not only the “classic” advantages of AR automation, such as:



OPTIMISATION of all AR processes and resources, saving time and enabling more strategic allocation of resources and time spent.



PERFORMANCE IMPROVEMENTS for KPIs like DSO, CEI, reductions in overdue invoice amounts, past due amounts.



SECURED & INCREASED sales revenue by preventing payment defaults, being able to better anticipate credit risk incidents and getting paid faster.



..but also offers a comprehensive experience with intelligent dashboards and customer information management, taking automation to an even higher level with benefits for the entire business ecosystem. From credit management, e-invoicing and simplified payment over cash application, to claims and deductions and collections management, Esker automates and connects each step of the invoice-to-cash process to improve overall efficiency, provide visibility to monitor cashflow and elevate the customer experience.

EVERYONE WINS WITH DOCUFLOW

EMPLOYEES



- Save time that can be spent on performing high-value tasks, which in turn increases motivation
- Tedious report-pulling is eliminated by giving management real-time and detailed access to performance indicators
- Better collaboration between departments is cultivated, for example by giving sales reps helpful information to make more strategic sales decisions

SUPPLIERS



- Optimising the AR process makes things easier on your customer's AP team
- Since cashflow is secured, suppliers can receive their payment faster too

THE PLANET



- Esker puts a strong emphasis on good social and environmental governance when choosing partners and suppliers
- Automating the AR process also means using less paper for invoicing, dunning letters, account statements, etc.

CUSTOMERS



- Customer relationships get off to an open and honest start – and stay that way – when based on clear terms and conditions and avoiding unpleasant surprises
- View valuable data on issue areas & origins for faster resolution
- Immediate and accurate payment allocation avoids errors and faulty collections proceedings, averting contentious calls with customers

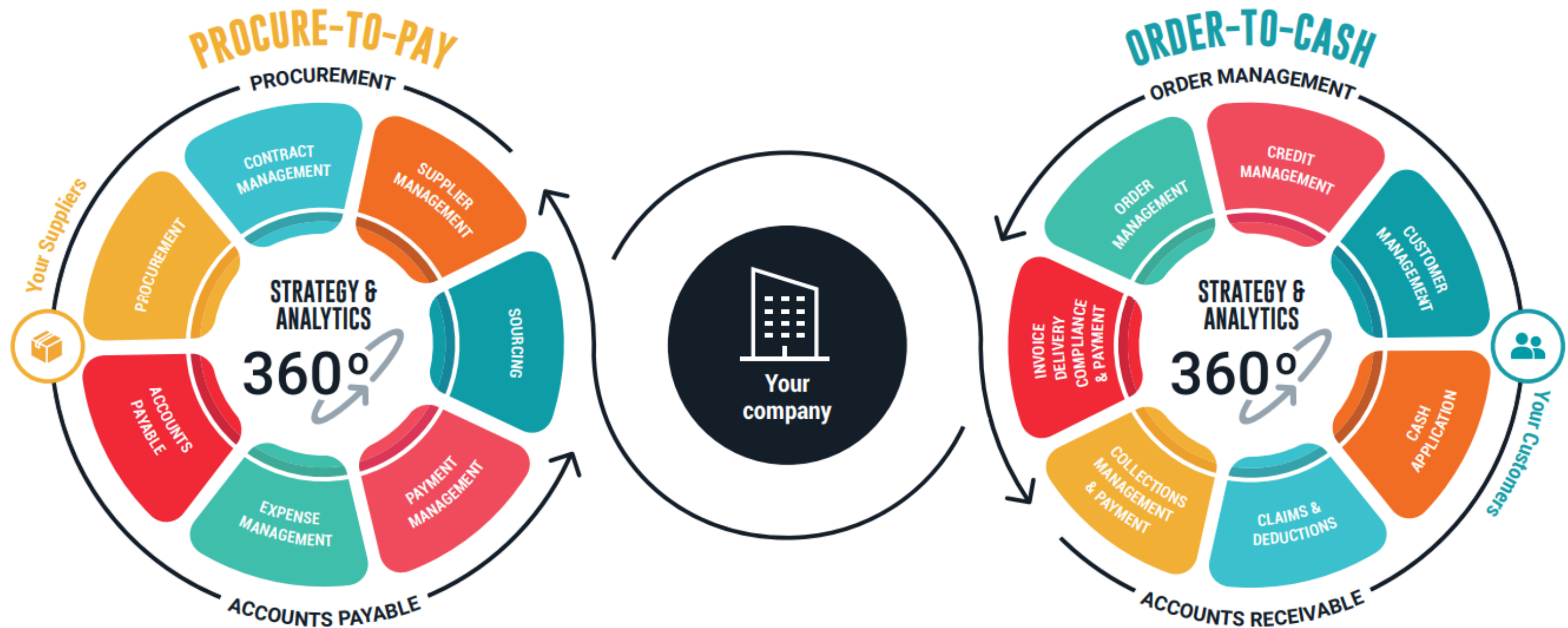
GROWING THE BUSINESS



- Preserving good business relationships with customers and suppliers and maintaining a content workforce pays off not only in the short term but also has lasting effects for the long-term by spreading the word about positive company conduct

ABOUT DOCUFLOW...

Docuflow is a UK based provider of On-Premise and “Cloud”. Accessed on demand software for finance and customer service professionals, we help to strengthen collaboration, by automating the cash conversion cycle using the very latest technologies available. This in turn creates trust with our customers and their suppliers. We help our clients improve their cashflow, automate repetitive tasks,, become more efficient and develop new “finance” skills by using technology which removes paper and manual approval processes. Our software solutions will integrate with virtually any ERP and existing accounting system, providing additional value and further improvement to any existing investments.





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