



CUSTOMER SELF-SERVICE PORTAL

The AvantGard GETPAID Order-to-Cash Management solution offers companies an integrated suite of software with the unique ability to combine collections, dispute resolution, credit risk management and cash application with an online customer self-service portal.

The AvantGard GETPAID customer self-service portal delivers electronic invoice presentment & payment (EIPP) functionality to your customers as well as the ability to view account details, download invoices and generate disputes. Data sent from the customer is available to collectors, deduction resolvers, sales people, credit analysts and customer service in real-time.

Deliver Enhanced Customer Service

The AvantGard GETPAID Customer Portal is a collaborative tool designed to link suppliers and customers. By offering your customers a method of initiating self-service activities, such as obtaining invoice copies and sending payment information, you will find that your staff spends less time on administrative tasks. Customers increase productivity as they have quicker access to information needed to expedite approval and payment of invoices.

- Download Invoices with Line Item Detail
- Access Proof-of-Delivery Information
- Generate Disputes Online
- Split Invoices & Enter Partial Payments
- View Account Details Online
- Download / Upload Bulk Data (EDI/XML)
- Real-time Deduction Management
- Real-time Integration with Collections
- Online Routing of Invoice for Approval
- Visibility to Customers' Paying Cycles

Streamline Collections Management

Using AvantGard GETPAID, companies can automatically send collection reminder emails regarding invoices that are about to come due with a link to the Customer Portal. This allows customers to proactively download invoice copies, pay online, generate disputes or schedule payments in advance. Integrating Online Customer Self-Service with Collections can greatly reduce payment cycles and minimize the time resources spend on non-value tasks.

Key Challenges

- Lack Online Tools for Customers
- Poor Communication with Customers
- Too Much Time Spent on Non-Value Tasks
- Need to Expedite Payment Cycle
- Difficulty Reaching Smaller Customers

AvantGard GETPAID Solution:

Real-time access for customers to account details and processing.

Online portal for invoice presentment, payment and dispute management.

Benefits

- Faster Response Time to Customers
- Increased Productivity
- Expedited Payment
- Lower DSO / Increased Cash Flow
- Gain a Competitive Advantage
- Enhanced Customer Satisfaction
- Improved Cash Forecasting

Reduce Operating Costs with Online Delivery

The cost associated with processing invoices is so high largely because it's still a manual process.

The Gartner Group breaks out these costs as follows:

- Sending a paper bill: \$2 to \$5
- Settling each disputed bill: \$50
- Processing each incoming payment: \$10
- Each exception payment: \$15

The outcome of implementing an EIPP solution is a reduction in labor costs, improved cash forecasting, expedited payment, decreased administration costs, fewer errors and discrepancies, and improved customer relations.

Transaction ID	Transaction Due Date	Transaction Terms	Transaction PO Number	Last Contact Type	Amount	Promised	Date of Contact
0208386411-001	10/06/03	30	41D11015	Q	222. USD	Y	10/31/03
0208486977-001	10/20/03	30	97D11015	Q	222. USD	Y	11/19/03
0208386411-001	10/06/03	30	41D11015	Q	222. USD	Y	10/31/03
0208486977-001	10/20/03	30	97D11015	Q	222. USD	Y	11/19/03
0208386411-001	10/06/03	30	41D11015	Q	222. USD	Y	10/31/03
0208486977-001	10/20/03	30	97D11015	Q	222. USD	Y	11/19/03

Online Customer Portals Offer Detailed Account Management

Facilitate Enterprise Wide Collaboration

Online collaboration minimizes costs, improves customer service and improves relationships between sales, service and finance. Customers will experience faster response time and improved communications using the online portal.

Invoices moved to the 'Scheduled' pay state will automatically create a promise to pay in the AvantGard GETPAID collections system, in real-time. This minimizes unnecessary calls by collectors to follow-up on outstanding invoices. If a customer disputes an invoice, the dispute is automatically generated in AvantGard GETPAID, and resolution workflow is initiated.

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