



## STRATEGIC COLLECTIONS MANAGEMENT

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

For many companies using ERP systems or manual processes, collections management can be cumbersome causing low productivity and reactive treatment of accounts receivable. Often, collectors can not readily access information, and are overwhelmed with administrative tasks; working from printed reports, without a strategic approach - thereby creating inconsistent results.

### Using a Strategic Approach

The AvantGard GETPAID solution dramatically increases the amount of time that collectors can spend contacting customers and ensures that the time is used productively through the automation of processes and the use of pre-built work queues based on configurable strategies.

Using customer segmentation and a strategic rules engine, AvantGard GETPAID groups customers by configurable variables such as risk grade, geography, or balance due - and applies a specific collection strategy. Strategies are configurable courses of action that initiate specific events as an invoice ages. Each strategy can consist of an unlimited number of steps, each triggered by total number of days past due. The AvantGard GETPAID engine uses the strategies to send mass correspondence and build work queues with prioritization.

Strategy steps can be used to send reminder / past due notices, notify sales of delinquent accounts, or place calls in the collector's work queue. AvantGard GETPAID allows companies to develop an unlimited number of collection strategies and strategy steps. Customers can be automatically shifted from one strategy to another based on fluctuations in credit risk grade for improved management of corporate credit risk.

#### Key Challenges:

- Need to Lower DSO
- Requirement to Reduce Past Due A/R
- Unable to Manage Volume / Growth
- Resources Spend Time on Manual Tasks
- Lack Visibility to Customer Information

#### AvantGard GETPAID Solution:

Use a rules engine to automate manual processes and drive workflow.

Integrate risk grades and dispute management with collections.

#### Benefits:

- Lower DSO / Increase Cash Flow
- Reduce Past Due A/R
- Increase Daily Customer Contacts
- Improve Productivity & Effectiveness
- Track Performance / Forecasting
- Mitigate Corporate Credit Risk
- Enhance Customer Service

## Collection Work Queue: Single Screen Access to Customer Information

AvantGard GETPAID places all necessary customer, invoice, dispute and credit information on a single screen. Users can quickly view information such as payment history, proof-of-delivery documents, aging, and cash applied. From the single "Power Screen" users can also enter notes, create payment plans, mark promises to pay, match credits, generate disputes, send invoice copies and correspondence such as confirmations directly from their desktop with a single click.

The screenshot displays the GETPAID 8i software interface. At the top, there are navigation tabs: HOME, COLLECTOR ACTIVITIES, RESOLVER ACTIVITIES, CREDIT ACTIVITIES, and PROCESSING. Below these, a search bar and user information are visible. The main content area shows customer details for 'BU01--PROVEN VALUE, INC. - 330 10947 (Edit)' and 'JOAN GUTOWSKI'. A summary section provides key figures: Overdue: 230,120.00, 11 Total: 761,941.61, Promised: 190,800.00, Disputed: 115,926.58. Below this is a table of invoices with columns: Inv No., Due Date, Days Past Due, PO Number, N, Tran Type, Amount, P, Next Date, Next Type, Problem #, Reason, Status, and Owner. The table lists several invoices, including one for \$19,800.00 due on 08/14/05. To the right of the table is a vertical sidebar with various action buttons: Dial, Quick Promise, Notes, Dispute, Payment Plan, Match, Send, Problem, Gateway, Assign, Print, Filter, and Display. Below the table is a 'History' section with columns: Date, Time, User, Balance, Promised, Type, Duration, and Notes. The history entry shows a user 'JOAN GUTOWSKI' with a balance of \$242,507.00 and a promised amount of \$190,800.00.

*Single Screen Collection Work Queue with Quick Buttons & Drill-Down*

## Integrated Approach to Order-to-Cash Management

AvantGard GETPAID allows companies to deploy a single, end-to-end solution to manage credit risk, collections, dispute resolution and cash application with associated analysis and reporting. By using a fully integrated solution, companies can leverage data and resources to optimize performance and reduce costs. With an integrated solution, users can manage details and collaborate in real-time with customers, sales, and customer service.

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