

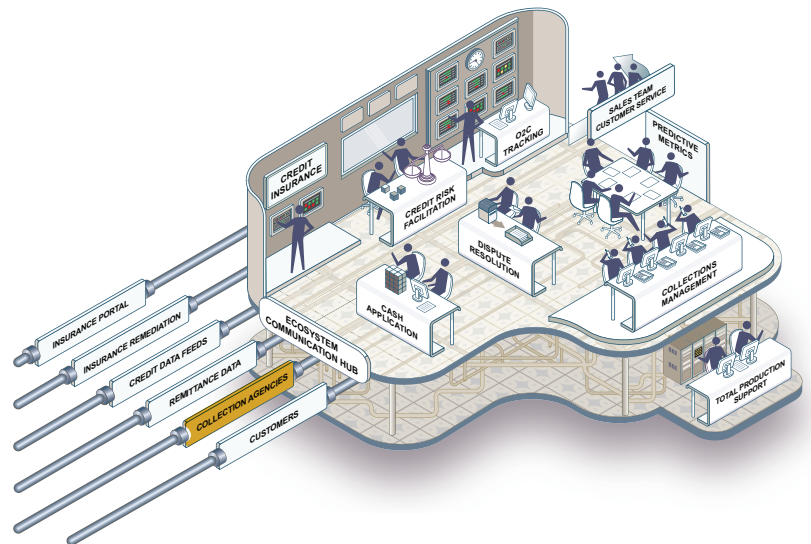
COLLABORATING WITH COLLECTION AGENCIES

SunGard's AvantGard GETPAID offers companies an integrated suite of order-to-cash management software that enables companies to drive automation, workflow and collaboration across the order-to-cash cycle.

Many companies with heavy volumes of smaller value account receivable (A/R) invoices require assistance with managing them, so these companies turn to collection agencies that can supplement their internal resources. The agencies may work on behalf of or be commissioned by a company after they have exhausted all other resources to collect on money from debtors.

The process of preparing and transferring information on accounts and invoices that are designated for a collection agency is challenging for most organizations, especially when this is done by hand. Furthermore tasks related to keeping track of agency efficiency and effectiveness and reconciling the collections that an agency recovers, as well as resulting compensation, are all extremely manual processes that are fraught with revenue leakage and inaccuracies.

Within the AvantGard Receivables suite, the Agency Placement Portal can help by improving and automating the collection of revenues that are assigned to collection agencies. The solution manages the placement of accounts and invoices, as well as puts controls into place for the tracking, reporting and reconciliation of all collections data that is placed at an agency. This can positively impact an organization by offering it a means of reducing the operational and management expenses required to monitor and manage a relationship with any given agency.



Challenges

- Inaccuracies related to manual data input
- Lack of insightful reporting
- Time required to package and transmit data
- Lack of visibility to agency performance
- Time-consuming collections processes

Agency Placement Portal

Reduce agency fees while gaining higher recovery rates.

Benefit

- Increased agency visibility within the collections application
- Automated data flow between the collections and agency applications
- More accurate commission reconciliation with agencies
- Lower agency management expenses

Better Manage Your Agency Relationship

Collection agencies can be integral to recovering funds owed, as they take on the responsibility of pursuing debtors, which in turn frees up more time for employees and management to focus on the core business. If utilized correctly, agencies can offer a quick turnaround time when it comes to getting outstanding balances paid that may have otherwise gone unsettled and potentially cost a company millions of dollars.

The Agency Placement Portal can support your organization's relationship with collections agencies by providing the tools needed to identify and compare its performance. By tracking how efficiently an agency is performing, it will be easier for you to determine the amount it should be paid out for service and also help you to decide whether a particular agency is fulfilling its purpose.

Automate the Data Transfer Process

Preparing data that is intended to be transferred to a collection agency can be a time-consuming procedure that is opened to error if done manually. The Agency Placement Portal can make this process more efficient and accurate by employing automation for flowing data to an agency in a standardized way.

The user-defined business rule engines provided by the portal can help remove accounts and invoices from a collections state and automatically assign them to an agency, which cuts down on time that employees spend performing this process by hand and alleviates the possibility for data inaccuracies to arise. Then, the portal will automatically transfer these files from the collections application to the agency's own application, which ensures data integrity and reduces costs associated with reformatting data.

Maintain Greater Control

It is important for companies that enlist the service of a collections agency to maintain visibility into the progress of their accounts and invoices even though they are being handled externally. The Agency Placement Portal can facilitate this control through offering users increased visibility into the progression of an account or invoice that is in the hands of an agency.

Designated users even have the power to override automated placements that have been generated by an agency by utilizing the collections functionality of the AvantGard Receivables application. Greater control and improved collaboration helps your agencies perform at a higher level.

For more information, contact us at avantgardinfo@sungard.com