

## COLLABORATING WITH CUSTOMERS

The AvantGard Receivables 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 portal.

Within the AvantGard Receivables suite, the Customer Portal delivers electronic invoice presentment & payment (EIPP) functionality to your customers as well as the ability to view account details, reprint invoices, communicate invoice discrepancies or make payments. Data provided from your customer is available to view by collectors, dispute resolvers, sales people, credit analysts and customer service in real-time.

### Deliver Enhanced Customer Service

The 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, and making payments you will find that your staff spends less time on administrative tasks. Customers will increase productivity within their own organization as they have quicker access to information needed to expedite approval and payment of invoices.

- » Re-print or view invoices with line item detail
- » Accept online payments
- » Communicate disputes online
- » Real-time integration with collections

### Streamline Collections Management

Using the Customer Portal, 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, and generate disputes. Integrating online customer self-service with collections can greatly reduce payment cycles and minimize the time resources spent on non-value added tasks.

### Key Challenges

- Lack online tools for customers
- Too much time spent on non-value added tasks
- Need to expedite payment cycle
- Difficulty reaching smaller customers

### Customer Portal

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

Online portal for invoice presentment, payment and dispute management.

### Benefits

- Faster response time to customers
- Increased productivity both internally and for your customers
- Expedited payment by offering multiple online payment options
- Gain a competitive advantage
- Enhanced customer satisfaction
- Improved customer communication
- Improved cash forecasting

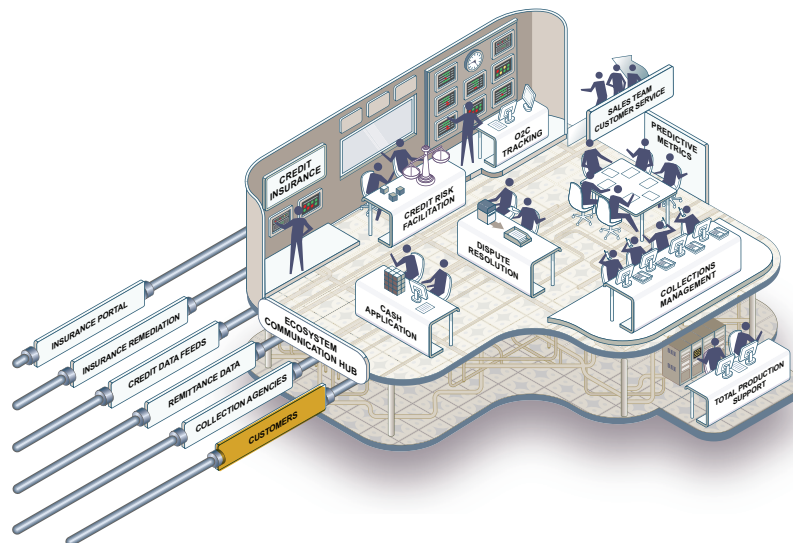
### Reduce Operating Costs with Online Delivery

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 a Customer Portal solution is a reduction in labor costs, improved cash forecasting, expedited payment, decreased administration costs, fewer errors and discrepancies and improved customer relations.



### Facilitate Enterprise Wide Collaboration

Invoices that are selected for payment are marked as "payments pending" in the AvantGard system, in real-time. This "real time" update minimizes unnecessary calls by collectors or unwanted correspondence sent to customers to follow-up on outstanding invoices. If a customer disputes an invoice, the dispute is automatically generated in AvantGard Receivables GETPAID, and dispute resolution workflow is initiated.

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

For more information, contact us at [avantgardinfo@sungard.com](mailto:avantgardinfo@sungard.com)

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