DSO where you want it to be? Document management for AR shows you the money.

"We chose OnBase because we could start immediately in order entry and scale out. Our order volume has since increased 30% and DSO is reduced by five. Without adding staff."

– Colleen Vance
  TCP

The Payoff
- Accelerate cash flow cycles
- Lower DSO and improve customer service
- Reduce risk of misapplied cash
- Easily identify and record discounts, deductions

The Basics

AR departments are buried in paperwork from order capture to remittance, and paper and manual electronic processes increase DSO. Despite the efficiencies that ERP systems bring to order tracking, many obstacles cloud visibility into the financial health of an organization.

Effective reporting is difficult, but effective assessment and classification of revenue stream information is critical, especially in times of slow demand. Working capital must be maximized.

The Challenges

Order and payment documentation is faxed, mailed and electronically delivered according to the method that best suits the customer. Varied terms are difficult to track. Employees that need to support customer relationships, supply sound credit terms and ensure timely payment spend way too much time trying to find information and documents.

Because critical order data is literally hidden in the ad-hoc processes and paperwork of employees, decision-makers often don't have a handle on cash flow status. Organizations are at risk of insufficient response to changing conditions:

- Excessive time for dispute resolution
- Uncertain assessment of true demand
- Loosely established/enforced credit policies

The Solution

OnBase solutions for AR clear the clutter from the process, eliminate wasted time and improve DSO so you can see where you stand.

The first step is to centralize all supporting documents, regardless of how they are delivered. By imaging documents upon receipt to the organization and making them available directly from ERP screens, employee tasks are simplified. No more wasted time looking for critical payment information.

Next, improve the controls in order-to-cash processes. Premises-based, hosted or SaaS workflows enhance ERP systems by enforcing corporate policies and oversight without custom-coding into your ERP. Audit trails, real-time reporting and executive dashboards provide decision-makers critical and measurable clarity. If DSO doesn't match payment terms, organizations can adjust based upon true demand, before it is too late to recover.

OnBase®

a Hyland Software solution

Know Where You Stand With True Demand

It is difficult to be caught off guard if you know where you stand. Effective document management extends the reach of your ERP to reduce DSO and better anticipate cash flow. With a better assessment of true demand, you can react accordingly.

- Optimize forecasting and strategic planning with real-time reporting available in executive dashboard views to make sure DSO matches payment terms
- Premises-based, SaaS, or hosted document management does not require custom-coding or a drain on IT resources
- Portal-based Web access to documents or reports for remote employees, customers

Shore Up Your Processes

Manual receivables and collections policies are hard to measure from a performance and cash flow perspective, adding risk to financials. With electronic document management, employees don't scramble to find documents. Workflows configured to meet both the needs of staff roles and corporate policy ensure proper controls are in place. Without custom coding.

- Instantly obtain account status including all documentation and history notes
- Balance workloads according to employee strengths
- Auto-index documents with ERP data, auto-attach them to ERP screens
- Auto-notify customers and management if accounts fall outside of acceptable terms

Put the Paperwork Instantly in the Hands of Those Who Need It

Disputes resulting from discount terms, deductions taken or shipment logistics issues are easily addressed with documents at the fingertips of both employees and customers. AR staff can open supporting documents right from ERP customer account screens and e-mail documents to customers in an instant. With documentation and original terms clear, disputes are quickly resolved in a way that brings the cash in while supporting customer relationships.

Why OnBase

We know that effective AR is challenging. We know how to simplify it and will show you. OnBase makes it simple to make a difference.

- Improve DSO
- Improve customer service
- Reduce risk of misapplied cash

time to make a difference.

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That's effective document and process management.

That's the OnBase difference.

Learn more at OnBase.com

ALL STAR
SOFTWARE SYSTEMS

OnBase®
a Hyland Software solution

All Star Software Systems, Inc.
860-613-1500
www.allstarss.com