

ACHIEVING 100% E-INVOICING

As companies struggle to control working capital, one area that can provide relief is accounts receivable (AR) automation. The advantages of electronic AR invoicing are clear: It's faster, less expensive and more reliable than manual methods, and eliminates the typical hassles and inefficiencies of paper-based processing. While some customers understand the benefits that e-invoicing can bring them, many are simply not ready to move away from paper invoices. With the right strategy and vendor, 100% e-invoicing can be achieved while preserving the best interests of both company and customers.



Key Figures*

- DSO reduced by as much as 7 days
- Cost of sending billing documents cut by 80%
- Document handling time reduced by over 90%
- Paper invoices delivered to postal service within 24 hours of creation
- 100% compliance with international e-invoice regulations

*Numbers are based on Esker customer results

Customer Invoice Processing Challenges

Traditional paper-based customer invoice processing involves a long and time-consuming series of steps that result in high production costs, longer Days Sales Outstanding (DSO), and lack of process visibility and control. Companies must address AR's main challenges which include:

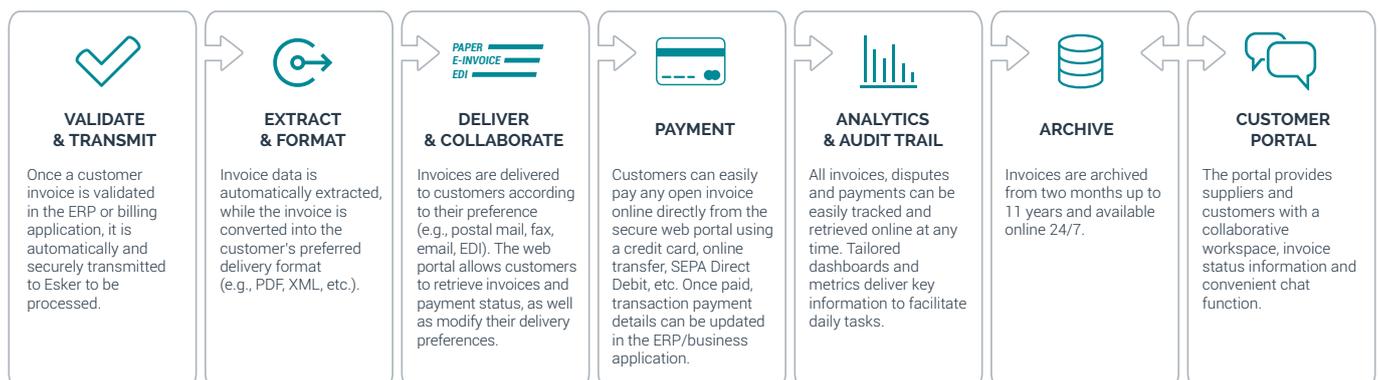
- **Multiple manual touch points for paper invoices.** The amount of bottlenecks involved from the time an invoice is generated to the time it's mailed out in a traditional

mailroom or mail house operation is substantial. The highly manual process of printing, folding and stuffing invoice into envelopes and delivering them to local postal services results in lengthy processing times, higher risk of error and lost documents, costly equipment and maintenance, and limited invoice tracking.

- **Complex e-invoicing implementation.** Customers have different needs. Some (businesses or public administrations) may mandate e-invoicing, imposing specific formats and vendors, while others will not accept e-invoices, preferring to keep paper. Companies must therefore manage both paper and multiple e-invoice formats and channels.
- **E-invoicing compliance.** Many countries have specific requirements about how invoice auditability must be guaranteed and, in the event of a tax audit, a company must be able to validate the integrity and authenticity of an invoice.
- **Late payment.** To ensure on-time payment, companies are often required to spend hours, if not days, chasing their customers, sending reminders and following-up. Not only is this an inefficient process to go through every month, but it can be quite costly.

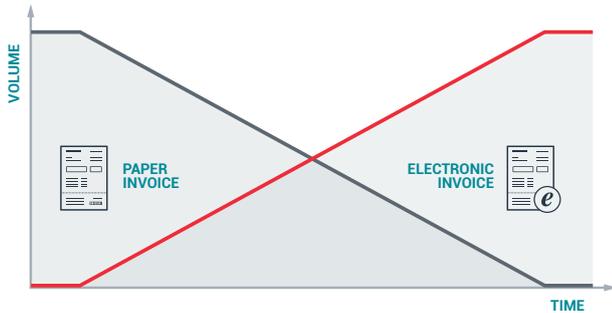
The Solution

As the first SaaS solution to offer 100% automation of customer invoice delivery, Esker streamlines the sending and archiving of both paper and e-invoices according to customer preferences and in compliance with worldwide regulations. A web portal facilitates communications between businesses and their customers, giving both parties access to all invoices and payment status online. Here's how Esker's automation technology works:



Streamlined Transition to Electronic Delivery

Esker takes a step by step approach to e-invoice adoption. Electronic AR invoicing requires no change on the part of customers – billing can be automated on the company's end while adhering to their customers who still want paper invoices. As customers become ready to adopt e-invoicing, the company can easily satisfy changing preferences and tailor invoice delivery to each customer.



Benefits of Automated AR Invoicing

Unlike manual production and distribution methods for paper invoices, automated customer invoicing has a positive effect on virtually every aspect of AR processing:

- **Increased business process efficiency.** Reduce document handling time and cut the cost of sending invoices and reminders. Spend less time in the cash collections process.
- **Enhanced visibility.** Benefit from real-time tracking on invoice delivery and payment reporting.
- **Improved access and response.** Billing documents are readily available, resulting in faster dispute resolution and improved process control for quicker collections.

- **Get paid faster.** The faster a company gets invoices to customers, the sooner it can receive payment and reduce DSO. Automation allows for real-time sending of invoices as they are prepared so customers can immediately start their payment process, even online. By enabling customers to pay mailed or emailed invoice online, it helps reduce DSO and bad debt while improving customer service.

Regulatory Compliance

Esker has the solution and controls in place to remove a company's compliance risk and provide e-invoice legitimacy. E-invoices are processed in compliance with all international regulations (e.g., e-signatures, EDI, sales order matching, tracking and reporting capabilities for business controls audit trails, e-archiving, etc.), as well as the different formats used by public administrations throughout Europe (e.g., FacturaE in Spain, Fattura-PA in Italy, etc.).

In partnership with TrustWeaver, Esker closely follows evolving regulations, applies appropriate e-signatures, time-stamps and verifications to provide regulatory compliance in over 50 countries.

Interoperability

Since many business and their customers are already equipped with platforms for various invoicing functions, it is key to make sure all systems can work together. Esker is able to generate e-invoices all types of formats (e.g., PDF, XML, EDIFACT, ANSI, UBL, etc.) and communicate with platforms from other service providers and public administrations (e.g., FAcE, SDI, Chorus, Billexco, Peppol, etc.).

Esker Mail Services

As part of Esker's Accounts Receivable solution, Esker Mail Services is a business document delivery service that makes traditional business mail completely electronic for the sender from start to finish. As a result, organisations can mail their customer invoices directly from their ERP/business application for worldwide delivery to postal services within 24 hours of creation. Thanks to Esker's global network of seven production facilities, customers benefit from least-cost routing.



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Esker Document Automation Asia Pte Ltd
47 Scotts Road – #05-04
Goldbell Towers
SINGAPORE 228233
Tel: +65 (6735) 6882 – Fax: +65 6826 4374
info@esker.com.sg – www.esker.com.sg

Esker Document Automation (M) Sdn Bhd
L3-1-5, Enterprise 4 – Technology Park Malaysia
Lebuhraya Puchong – Sg.Besi, Bukit Jalil
57000 KUALA LUMPUR, Malaysia
Tel: +603-8996 8088 – Fax: +603 2178 4775
info@esker.com.my – www.esker.com.my

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