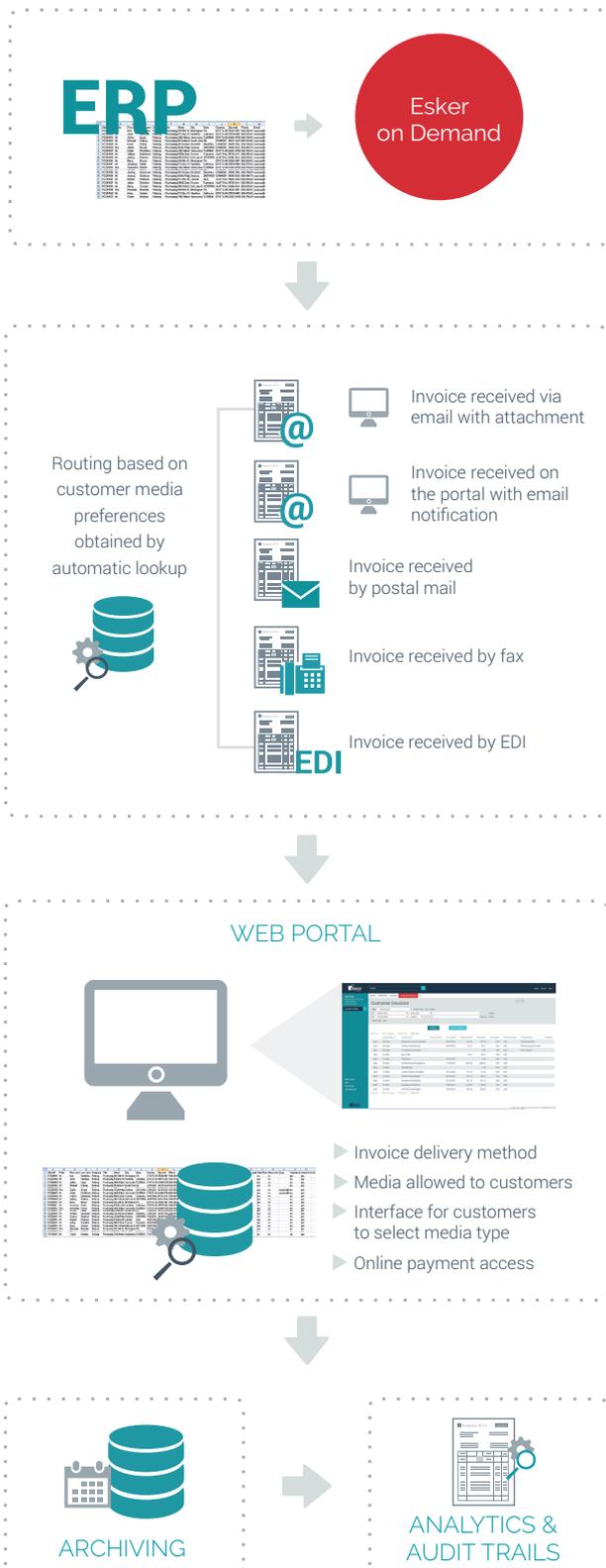# CLOUD-BASED CUSTOMER INVOICE AUTOMATION

To help businesses of all sizes automate accounts receivable (AR) processes and move toward 100% electronic customer invoicing, Esker offers a best-in-class solution designed to minimise cost, time and IT resource requirements. The solution is delivered as a cloud service for quick deployment and fast results, offering robust functionality in an affordable package.

ERP → Esker on Demand

Routing based on customer media preferences obtained by automatic lookup

Invoice received via email with attachment

Invoice received on the portal with email notification

Invoice received by postal mail

Invoice received by fax

Invoice received by EDI

WEB PORTAL

▶ Invoice delivery method
▶ Media allowed to customers
▶ Interface for customers to select media type
▶ Online payment access

ARCHIVING

ANALYTICS & AUDIT TRAILS

How the Esker Solution Works

Documents are securely transmitted from your ERP to the Esker on Demand platform via the Esker Loader.

- Document batches will contain one type of invoice in one format

- Additional formats and document types are available as add-ons

Key information is extracted from the PDF. The customer number is extracted from the invoice and used to automatically look up delivery preference before invoice is delivered.

- Delivery options include: mail, fax, EDI, email with attachment or publishing on the customer portal with notification via email

The web portal is available for your customers to view invoices, payment status and pay invoices online.

- Customised web portal with your logo

- Ability for you to populate and maintain your customers in the portal by CSV file imported via the Esker Loader

- All invoices can be published on the portal even if they are sent via another media

- Easily pay any open invoice online directly using a credit card, online transfer, PayPal, etc. Once paid, transaction payment details can be updated in the ERP or business application

Encourage subscription to e-invoicing via the web portal.

- Send customers portal login ID/password via email or postal mail

- Customers can select and change delivery preferences at any time from media you choose to make available

Regulatory Compliance & Interoperability

- E-invoices are processed and archived 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.) to ensure regulatory compliance in over 40 countries

- All types of EDI formats (e.g., XML, EDIFACT, ANSI, UBL, etc.) can be generated and communicated to platforms from other service providers and public administrations

- Archiving for 2 months included at no charge, with options to extend archiving for up to 11 years

Monitor invoice delivery with ready-made reports, packaged KPIs and optional custom reporting capabilities.

- Esker dashboards provide every user with information needed to perform their daily tasks

- Reports can be run ad-hoc or automatically on a set schedule

Training and Support

To give you a solid start, Esker provides training for end-users and administrators. In addition to testing sessions with users, Esker training is adapted to different user profiles and usages of the solution. This includes daily AR team use and administrative use, and in-depth knowledge on application features.

After go-live, you will have access to Esker Technical Support during core business hours.

Add-Ons

Beyond the base solution, you can choose from optional add-on features to meet specific requirements, each available for a flat fee:

- Additional document types
- Document formatting
- Setup for input formats other than PDF
- Invoice archiving for up to 11 years
- Invoices going to the same address during a given day will be grouped before delivery
- If invoices sent to the portal are not viewed in a given time frame, you may elect to send the invoice via postal mail
- Online payment
- Past-due reminders

Other add-ons and customisations are available. Please contact Esker with your specific needs.

Results*

Businesses using Esker's Accounts Receivable automation solution are able to:

- Cut the cost of invoice sending by up to 80%
- Reduce document handling time by up to 96%
- Reduce billing errors and returns by up to 90%
- Lower DSO by up to 7 days
- Prevent lost invoices and related documents
- Support compliance with e-invoicing regulations
- Move customers to e-invoicing smoothly, at their own pace

*Numbers are based on Esker customer results

Accounts Receivable Challenges

Businesses are eager to save the cost of mailing invoices to customers. But many companies sacrifice e-invoicing benefits to satisfy customers who prefer to receive their invoices and other billing documents by postal mail. In addition, the inability to send billing documents as they are generated, and to immediately retrieve invoices, results in payment delays that inflate Days Sales Outstanding (DSO) rates.

Through automation, companies can address AR challenges including:

- Migration of customers to electronic invoices while continuing to satisfy customers who still require postal mail delivery
- E-invoices processed in compliance with international regulations
- Labour-intensive manual prep for mail delivery
- High production costs
- Cost of consumables — paper, toner, ink, etc.
- Mailroom equipment expenses
- Visibility, process monitoring and reporting
- Time spent filing and retrieving paper invoices

Esker Mail Services

As part of Esker's Accounts Receivable automation 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 business documents directly from their ERP/business applications for worldwide delivery to postal services in less than 24 hours of creation.