



FS² Collections

Improved Collection Efficiency – Collect
Payments and Resolve Disputes Successfully while
Maintaining Customer Satisfaction



FS² Collections

FS² Collections improves the management of past-due accounts and reduces days sales outstanding (DSO), contributing to fast and cost-effective receivables management. Seamlessly integrated in SAP S/4HANA and ECC6, FS² Collections accelerates your cash flow by providing centralized access to all receivables-related tasks and data with a digitized collections file. The solution delivers straight-through-processing thanks to pre-defined best-practice templates and intelligent automation, rendering time-consuming manual processes obsolete. Gain insight and control over crucial KPIs, such as receivables aging and DSO, and operate with real-time data in a user-friendly and intuitive system environment with integrated dashboards, analytics and reporting.

If customers pay late or even default, the resulting accounts receivable can reach a critical volume, your liquidity can be seriously compromised and the financial health of your business can be put at risk. Collections, therefore, is very important, but ensuring customers pay your invoices on time can be more difficult than it sounds. When dealing with overdue receivables and billing-related customer queries and disputes, it is important to be thorough yet professional. You must successfully collect due balances without losing the customer for future sales. This delicate point in the customer journey needs to be handled quickly and efficiently. There are several unique challenges collection managers face, which make this job difficult:

- The reasons customers pay late or not at all must be determined on a case-by-case basis
- The right collection approach needs to be determined based on the circumstances of the individual case (dunning letters, telephone collections, etc.)
- Communication is key – customers need to be engaged in an active and productive dialogue and every correspondence needs to be documented for future review
- All relevant customer data needs to be available at any time, so collection managers always have a comprehensive understanding of the individual collection or dispute case
- Deductions and short-payments needs to be examined and verified, ensuring the right follow-up actions are taken, depending on requirements
- Standardized escalation procedures need to be in place – from a simple payment reminder all the way to litigation
- Alignment with other departments, such as credit management and sales is crucial, to record critical issues that could influence risk management and future sales respectively

The Right Collection Strategy Can Make or Break Your Receivables Management

Collection managers can choose from a number of strategies to deal with collection challenges. Ranging from in-house collections done by accounts receivable teams, specialized collection teams in shared service centers to outsourcing collection activities to collection agencies or selling receivables to a factoring company – organizations manage overdue accounts very differently. Determining which strategy to use can be a challenge since collection management processes vary depending on region, culture, industry sector and customer portfolio.

Cool and Calm Collections Is Built on Standards and Insight

Regardless of the strategy, standardized processes and a professional manner are critical if your collections process is to be successful without upsetting your customers. Short response times and standardized processes are invaluable, especially in situations that have the potential to escalate into conflict, such as disputes or late payments. A professional dispute resolution and collections process is not only effective in terms of collecting past-due amounts but will also help you build a strong relationship with your customers and secure their loyalty. A professional collections and dispute management can only be achieved, however, if standards are upheld, procedures are followed and all relevant information is available at all times.

Successful Collections and Dispute Resolution Is Firm yet Flexible

At Serrala we understand that your collection efforts will only be successful, if you have a solution that enables you to:

- Proactively manage overdue receivables by optimizing collections processes
- Reduce collection costs and bad-debt write-offs
- Automate escalation of open items
- Speed up collection processes and dispute escalations with intelligent automation
- Communicate using powerful conversation sharing functions
- Use a strong Microsoft Word integration for creating various correspondences
- Collaborate quickly and effectively with colleagues and other departments on customer accounts
- Configure alert profiles to effectively monitor your collection measures
- Initiate legal dunning procedures and support the litigation processes with a complete audit trail of interactions with the customer
- Integrate external service providers such as professional collectors, law firms or factoring companies into existing collections processes

An aerial photograph of a dense, dark forest with many small, coniferous trees, creating a textured, patterned appearance. The lighting is somewhat dim, giving it a moody, naturalistic feel.

FS² Collections: the Expert Solution for a Best-in-Class Collections and Dispute Management

FS² Collections is a comprehensive accounts receivable (AR) solution that seamlessly integrates with SAP. It supports every collection strategy and provides a central overview of all relevant customer data in a centralized collections file. Predesigned best-practice collection templates such as collection calls, deferred payment agreements, settlement agreements, dunning letters, bankruptcy proceedings and many more help you achieve the level of process standardization that your collection managers need to be professional and courteous with your customers.

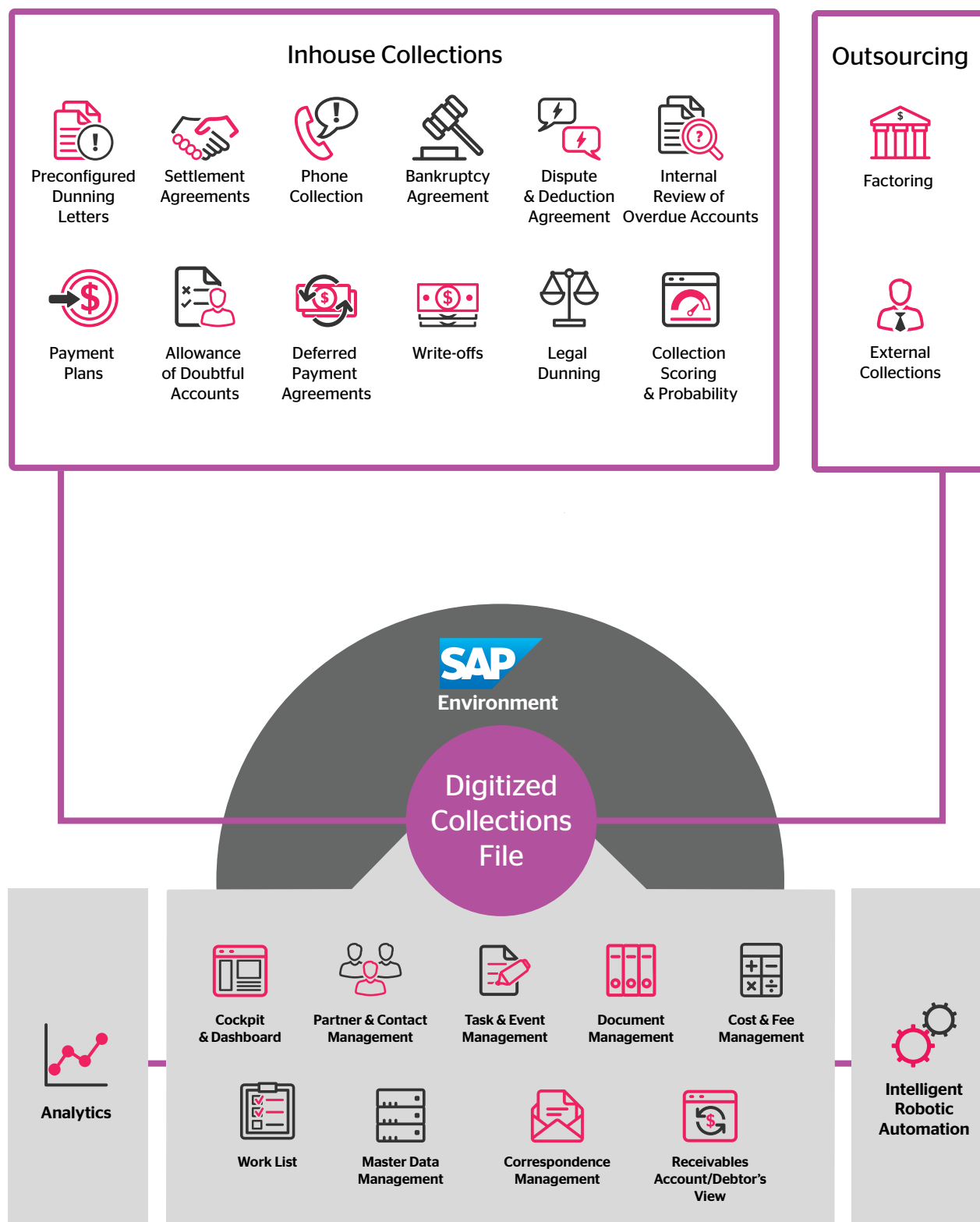
The solution increases collection efficiency by at least 50% and gives your entire team indispensable information and powerful software functionalities, so you can quickly zero in on what is important for the business. FS² Collections can significantly reduce DSO, drive down bad-debt losses and reduce operational costs. Collection measures are recorded in a digitized collections file so all involved parties have access to the same information. The solution makes it easy to organize, monitor and report on the things you value with flexible selection parameters for segmenting companies at both the portfolio and customer level.

FS² Collections can be complemented with other Serrala order-to-cash solutions: FS² Credit for credit risk management, FS² AutoBank for cash application, and FS² Compliance. Together, these solutions provide you with a robust and secure end-to-end inbound payment process.

How FS² Collections Works



SAP® Certified
Integration with SAP® S/4HANA



Clarity in Collections – from Dunning to Litigation

FS² Collections supports you in your day-to-day activities with intelligent, predefined processes, which can be tailored to your organization's specific business requirements. A digitized collections file and intelligent robotics as well as an integrated correspondence management help you maximize processes efficiency, and the solution's comprehensive reporting provides you with a 360-degree view of your entire customer debt-portfolio.

FS² Collections and SAP – Best Results through Integration and Harmonization

FS² Collections is completely integrated in your SAP environment and is programmed in ABAP, the SAP proprietary programming language, so you can leverage your existing investment in SAP. The tight integration between FS² Collections and your SAP system reduces risk-prone and complex interfaces and significantly enhances your process efficiency. FS² Collections works with SAP ECC6 and SAP S/4HANA Finance and its state-of-the-art mobile Fiori apps enable in-house teams, such as sales or service-staff, as well as external business-partners, to gain simple, secure access to all receivables-related data and processes on mobile devices such as notebooks, tablets, and smartphones – anywhere, anytime.

Benefits and Features

- Collections management cockpit with a user-friendly and consistent overview of all accounts, displaying all relevant information centrally using engaging data visualizations with easy to read graphs that enable early detection of potential losses
- Digitized collections file, enabling centralized management of partners and contacts, processes, tasks, events, documents and links
- Flexible definition and implementation of collections strategies aligned with overall AR goals
- Automated, built-in approval workflows aligned with your organization's hierarchy
- Comprehensive process management with completely digitized receivables-related activities providing efficiency, transparency, and improved organization and performance
- Intelligent correspondence management with Microsoft Word integration and system documentation
- FS² Analytics delivering a comprehensive reporting framework and visualization of all receivables-related KPIs
- Consistent display of lists, including typical list functions, such as sorting, filtering, and drill-down
- Intelligent robotic process automation for faster more accurate processing

Serrala Brings Clarity to Complexity

Serrala is a global B2B fintech software company. We optimize the Universe of Payments for organizations that seek efficient cash visibility and secure financial processes. As an SAP Partner, Serrala supports over 3,500 companies worldwide with advanced technology, intelligent automation and personalized consulting. Our comprehensive end-to-end portfolio automates inbound and outbound payment processes as well as the management of related data and documents.

With offices in Europe, North America, Asia and the Middle East and over 600 employees, we are proud to be a trusted solution provider to customers of all sizes and in all industries.



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