



FTNI
Payment Processing. Accelerated.

SUCCESS STORY DISTRIBUTION & FULFILLMENT

Automated Invoice Presentment and Payment Speeds Receivables and Reduces Collection Efforts

The Challenge

Running a multi-state Distribution Company provides significant challenges. In addition to the logistics of delivery, which sometimes entail multiple deliveries per day, the Company had to ensure all products were correctly invoiced and allow the customers to dispute items. To make things more complex, their customers sometimes had multiple locations under different ownership structures taking deliveries. While the Company was providing a Web payment option to its customers, due to these ownership structures, their customers had to maintain several login credentials which hindered the adoption of Web payments. The Company needed a more automated billing system where customers could “auto pay” using previously stored bank and credit card information.

The Solution

FTNI worked with the Company to develop a customized solution that integrated a fully-hosted, PCI-compliant Web portal on the ETran platform. This provided the Company with a single interface and one set of login credentials for each of their customers to display, manage and pay for all invoices across all locations.

With the Company making multiple deliveries each day, the ETran Electronic Bill Presentment and Payment (EBPP) solution allows them to send multiple invoice or obligation files that immediately display for their customers. This helps speed their collection efforts by further simplifying the payment process, enabling customers to quickly pay their outstanding invoices via a fully-hosted payment website with on-file bank accounts or credit cards, or easily add new payment credentials. All payment information is securely stored in FTNI’s PCI compliant data center environment.

In addition, the Company can enroll customers in auto pay, enabling them to simplify their accounts payable process by running automated ACH or credit card transactions to pay their invoice. Customers are notified via an automated email feature three days prior to the funds being pulled.

The new ETran solution also helps the Company:

- Provide short pay options and reasons on open invoices
- Limit payment methods by customer (ACH, CC or both)
- Display payment history and open invoices
- Easily add obligation files when customer sites are opened

The Company also utilizes the ETran interface in its home office to process check, ACH and credit card payments that are mailed-in, walked-in or phoned-in. These are applied directly to outstanding invoices in the obligation files through the ETran interface. If the customer did not supply any remittance advice, ETran’s Intelligent Invoice Matching feature automatically applies the remittance to the proper account and invoice(s) based on customized business rules. Additionally, Queues, Search and Reporting modules provide the Company with a global view of all payment activity across the enterprise.

Industry: Distribution & Fulfillment

Revenue: Privately Held

Locations: Operations Spanning Five States

Solution: ETran EBPP with Fully-Hosted Web Payments



The Benefits

- Improved user experience, leading to greater web payment adoption by end customers
- Faster invoicing
- Quicker notification of disputed charges for the customer service team
- Global view of all payments
- Quicker reconciliation and more detailed, timely reporting
- Reduced PCI risk