

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 an online payment option to its customers, due to these ownership structures, their customers had to maintain several login credentials which hindered customer adoption. The Company needed an 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 online portal on the Company's website, accessible to internal users via the ETran integrated receivables platform. This provided the Company with a single user interface and one set of login credentials for each of their customers to display, manage and pay for all invoices across all locations.

SUCCESS STORY SNAPSHOT

Industry: Distribution & Fulfillment

Solution: ETran EBPP with Fully-Hosted Online Payments

Revenue: Privately Held

Location: Operations Spanning Five States



With the Company making multiple deliveries each day, the ETran Electronic Bill Presentment and Payment (EBPP) solution through the online payment portal allows them to send multiple invoice 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 the payment information is securely stored in FTNI's PCI-compliant data center environment.

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

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 Results

The Company 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.

REALIZED BENEFITS

Improved user experience,
leading to greater online
payment adoption by
customers

Faster invoicing

Quicker notification of
disputed charges

Global view of all payments

Quicker reconciliation and
more detailed, timely
reporting

Reduced PCI risk



About FTNI, an Ascendant Company



FTNI, an Ascendant Company, accelerates the way businesses accept, process, post and manage payments. Processing millions of transactions monthly, FTNI's integrated receivables solution, ETran, accepts any payment method, via any payment channel — on a single, secure, cloud-based platform. ETran's easy-to-deploy, modular design seamlessly integrates current business processes, bank and merchant processor relationships, and back-office accounting software to deliver increased efficiencies and cost savings as a result of true straight through processing. Offering a real-time, enterprise view of all payments activity, ETran increases receivables oversight and delivers significant cost savings by streamlining operations and automating time-consuming, error-prone manual processes. For more information, visit www.ftni.com.