



FTNI

Payment Processing. Accelerated.

SUCCESS STORY STRAIGHT-THROUGH PAYMENT PROCESSING

Starting with Web Payments, Top-Ten U.S. Foodservice Distributor Evolves to Mobile and Straight-Through Processing

Inception — What Was Needed

Thinking outside the traditional accounts receivable box, top companies across the foodservice distribution industry are looking for ways to consolidate inefficient, expensive, siloed remittance processes lacking critical security requirements. An estimated 56% of organizations still use siloed bill presentment and payment, resulting in \$1 billion in added operations cost annually.

One of the nation's top-ten foodservice distributors, facing the challenge of providing an Internet payments portal for its customers, was taking the first step to integration. Seeking strategic partners to help solve their challenge, the distributor connected with Financial Transmission Network, Inc. (FTNI), a leading provider of integrated payment processing solutions. In short order, it was determined that FTNI's ETran ePayments module met the distributor's needs. A fully-hosted online payment portal was put in place to meet distributor online payment needs, offering electronic bill presentment and payment (EBPP) and self-service ACH or Credit Card payment options for the distributor's customers — all with direct integration into the distributors back office accounting system. Based on unique business needs, FTNI imports and exports over 20 files into the distributors back office accounting system on a daily basis — greatly streamlining what was once time intensive and error-prone manual work.

"Companies are seriously looking at their accounts receivables processes as a place to become more efficient and save money, ultimately re-allocating human capital to higher priorities," said Kurt Matis, president and CEO, FTNI. "The simple addition of a web portal for client payments is a key step in that direction."

Expansion — Rethinking Receivables with RDC

After implementing their new web payments portal, the distributor quickly analyzed other areas of the business where FTNI's ETran platform could provide efficiencies. It was identified that check processing was the next strategic opportunity to continue to streamline their receivables processes.

The distributor implemented ETran's enhanced remote deposit capture (RDC) functionality to centralize all check remittance processing at the company's corporate headquarters on the same platform (ETran) that they were already leveraging for online payments. Following a successful deployment, the distributor expanded check scanning to its remote office locations across seven regions spanning four states.

"FTNI helped us scale and streamline our receivables processes significantly over the past three years. Having a payment platform that is bank and processor agnostic is a big benefit, giving us the flexibility we need as we continue to grow our business," commented the distributor's Enterprise Credit Manager. "From day one, our relationship with FTNI has been a collaborative partnership that has only gotten stronger over time."



“This is a great example of how a flexible, easy-to-deploy solution evolves within an organization like ours.”

~ Enterprise Credit Manager

REALIZED BENEFITS

- Self-service online payments portal increased customer convenience and recurring payments
- Enhanced RDC functionality streamlined check processing at multiple locations on a single platform
- Mobile payments have significantly decreased DSO and increased cash flow in a matter of months
- Automated payment processing and management allows for greater focus on higher-value functions such as exception management
- Straight-through processing allows the distributor to accept, process, post and reconcile all payments via a single SaaS platform.
- Simplified back-end processes
- Reduced PCI risk with built in PCI DSS compliance



Evolution — Mobile Solutions for Mobile Times

Changing their receivables paradigm, the distribution company recognized early on the power that mobile payments could bring to their representatives in the field. The distributor's recent successful company-wide rollout of ETran Mobile within its field-based receivables processes is reducing costs and streamlining processes, transforming their everyday efficiencies, cash flow, customer experiences and business oversight.

"Adding mobile was simply the next step for us," added the distributor's Enterprise Credit Manager. "There is nothing simple about our business, but FTNI steps up to each and every challenge we bring to the table. This is a great example of how a flexible, easy-to-deploy solution evolves within an organization like ours."

Over 300 of the distributor's field representatives now use a white-labeled version of the ETran Mobile receivables processing application. ETran Mobile allows reps to quickly and securely accept check payments via mobile remote deposit capture (mRDC) and easily associate payments with outstanding invoice(s) via mobile invoice presentment within the application. Within 90 days of launching the application, the distributor's monthly transaction volume via the mobile channel increased to over 20% of all check remittances and 11% of total payments.

ETran Mobile also helped the distributor significantly decrease days sales outstanding (DSO). "We are very growth oriented. Cash flow is critically important. We needed to accelerate the traditional receivables process to get payments from our sales reps and customers into our bank account faster," said the firm's Enterprise Credit Manager. "ETran Mobile helped us do just that."

ETran Mobile is built upon FTNI's flagship integrated receivables processing platform, ETran, and is available

for both Android and iOS. The application accepts and securely processes Mobile Remote Deposit Capture (mRDC), ACH, credit or debit card payments via the PCI DSS Level 1 compliant ETran platform.

“Having a payment platform that is bank and processor agnostic is a big benefit for us.”

"Our reps are now able to securely accept check payments on the spot and get them in the system immediately," added the firm's Enterprise Credit Manager. "We no longer have to manually transport check payments, resulting in significant security and efficiency gains, and increased cash flow for our business. Now deposits can be made the same day payments are received. Our average DSO has decreased significantly in mere months. That's just incredible."

Perspective — What Tomorrow Holds

Like this distributor, industries across the nation are under pressure to keep pace with customer demands for increased flexibility when it comes to the payment process. Growing business means growing transactions, and that means continually seeking new ways to streamline AR processes while integrating new, highly secure payment technology and processes along the way. For this distributor, FTNI is the long-term strategic partner that will help them not just keep pace, but lead.

"Across virtually every industry, companies stand to benefit from leveraging web and mobile technology to rethink, and ultimately simplify, receivables processes," said Kurt Matis, president and CEO, FTNI. "The use of mobile and cloud-based technology within AR processes delivers many benefits, perhaps none more important than helping enterprises achieve straight-through processing and the efficiencies and cost savings that come with it. We're excited to work closely with companies to take true straight-through processing from a vision, to a reality."

About FTNI

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Financial Transmission Network, Inc. (FTNI) 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. Easily and affordably implemented, ETran minimizes setup, support and maintenance costs associated with receivables management and payment processing. ETran's modular design helps you efficiently and effectively address current AR needs while delivering a seamlessly scalable solution for future growth. 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 manual processes. For more information, visit www.ftni.com.