Automate AR processes to improve your organization's financial health
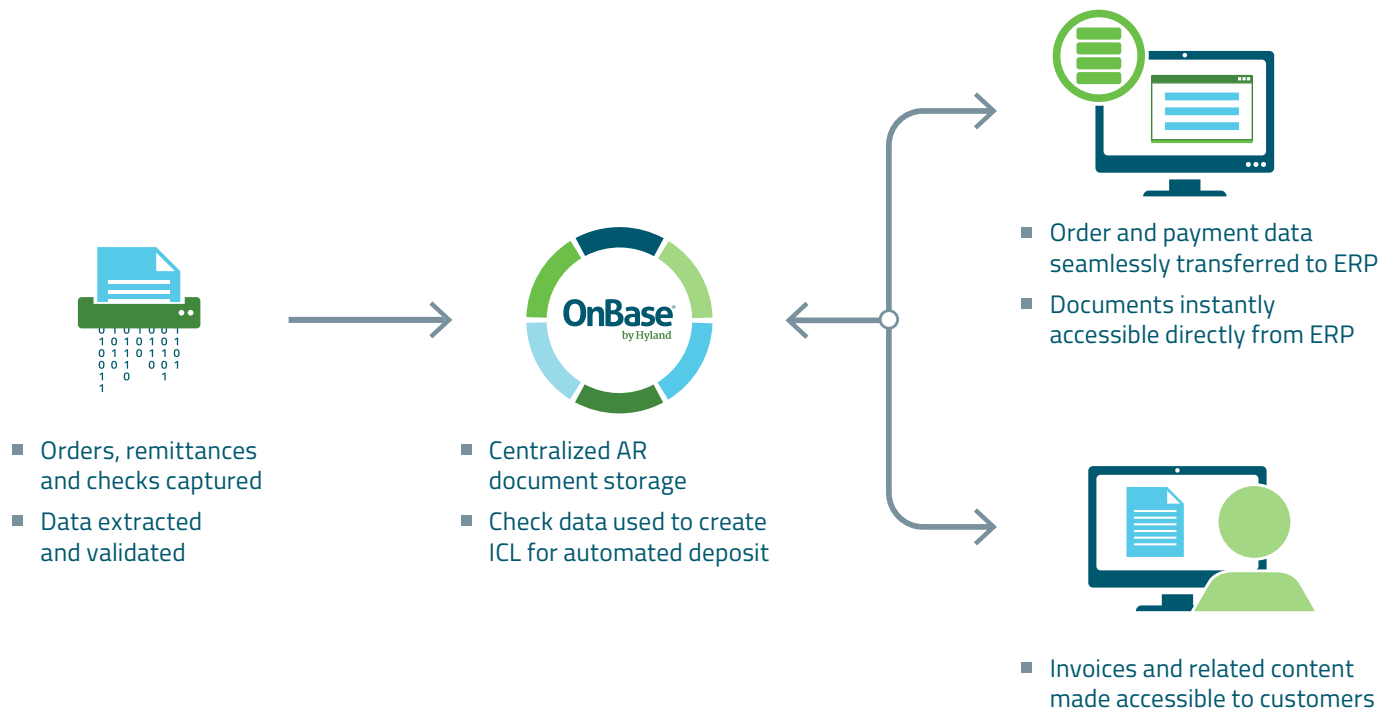
Accelerates order and payment processing

Improves dispute resolution and customer service

Increases process visibility

Relying on manual accounts receivable (AR) processes wastes time and money, delays deposits and provides low visibility into your organization's cash flow.

OnBase by Hyland automates those manual portions of AR operations and provides instant access to relevant data and documents, minimizing costs while reducing days sales outstanding (DSO) and providing visibility into receivables and cash flow.

- Orders, remittances and checks captured
- Data extracted and validated

- Centralized AR document storage
- Check data used to create ICL for automated deposit

- Order and payment data seamlessly transferred to ERP
- Documents instantly accessible directly from ERP

- Invoices and related content made accessible to customers

One platform **Unlimited potential**

OnBase®
by Hyland

Accelerates order and payment processing

As order forms and purchase orders arrive at your organization – whether by mail, fax or email – OnBase ingests the documents, automatically capturing and validating critical information before pushing it into your back-end systems. Staff avoid tedious and error-prone manual data entry and your organization processes information faster and more accurately.

Later, as payments come in, OnBase automatically captures, identifies and extracts critical data from remittances, checks and related documents. The solution then validates the information – balancing remittance totals against check amounts, reconciling payments with open invoices, etc. – and automatically updates your accounting systems. Finally, OnBase uses check data to create an image cash letter for easy, quick deposits through Check 21.

Improves dispute resolution and customer service

Resolving customer disputes takes time away from processing and applying payments, so addressing them quickly and accurately is crucial. OnBase provides instant access to necessary documents – like orders, invoices and other related documents – to both internal staff and external clients to streamline dispute resolution.

Throughout the billing process, OnBase captures invoices from your accounting system and connects all related documents, such as proof of delivery statements, stored in the solution. It then automatically distributes them to the customer through email or secure external access to OnBase, helping customers better understand potential discrepancies between the original orders and invoices and eliminating the need to call in disputes.

By linking all orders, invoices, incoming payments and related documents to customer accounts, OnBase also provides your staff with improved access to customer information. Integrating OnBase with the ERP allows staff to access all customer data from within the application they prefer to use. Removing the need to bounce between two systems provides employees quick and easy access to the information they need to provide superior customer service.

Increases process visibility

With paper-based processes, it's difficult to track open invoices, employee productivity and up-to-date customer account balances.

With the tools to instantly view AR specialist workloads and track the time spent processing orders and payments, managers have the process visibility they need to load-balance work.

OnBase also enables managers to quickly review and track individual open invoices or run reports on all open invoices. They can sort these by filters such as customer or days outstanding, supporting more informed decisions.

With OnBase, organizations minimize costs, increase efficiency and improve overall AR process management.

Learn more at **OnBase.com/AR »**

OnBase®
by Hyland