

# Epicor® Cash Collect

Cloud-based Online Solution to Automate and Manage Credit and Collections

## Automated Accounts Receivable Credit and Collections Management

Accounts receivable is one of the largest business assets and the most accessible sources of working capital. Yet most businesses fail to manage receivables effectively—resulting in back office inefficiencies, higher Days Sales Outstanding (DSO), and slower cash flow. In fact, every \$1 million in sales may potentially cost a business \$40,000 annually in interest. Diminish the risk of bad debt write offs with a more strategic credit and collection approach.

Epicor Cash Collect scales up your AR collections capacity, with most companies realizing a 20% reduction in past due receivables, meaning they are paid an average of 9-12 days faster.

Epicor Cash Collect automates 90% of customer communications about invoice aging, reminders, provides a customer self-service portal, and empowers AR teams with productivity tools. It helps your AR collections team to focus on customer calls with everything they need in one place—who to call, when, and why.

Epicor Cash Collect helps your team optimizing credit decisions and resolving invoice disputes faster to unlock cash flow.

Available for Epicor ERP, Epicor Cash Collect is provided as a 100% hosted SaaS application.



### At A Glance

**Developer: Lockstep**  
**ISV Alliance partner of Epicor**

Reduce Days Sales Outstanding (DSO)

Increase working capital

Decrease cost of credit

Increase back office efficiency



## AR Sequencing

- Configurable rule-based engine that automatically initiates customer communications and assigns team activities to optimize on-time payment
- Activity Management gives collectors productivity tools for their next best activity, a 360-degree view of customer, credit management, and dispute resolution

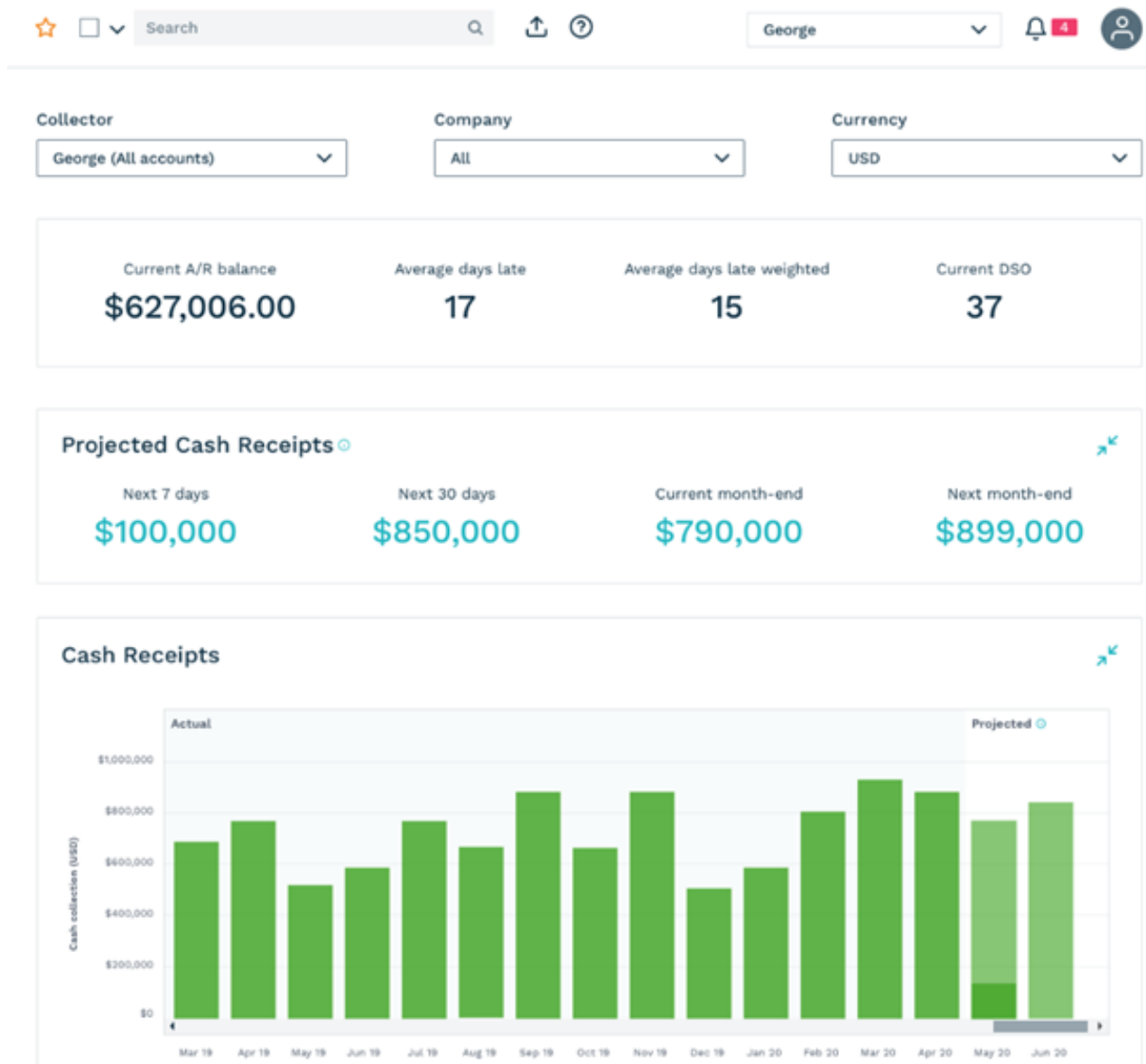
## Account Management

- Promise to pay/broken promises
- Account management and reporting

- Automated internal email alerts and reports
- Dispute management and escalation
- Projected cash receipts based on history
- Auto-close activities

## Everything Multi

- Multilingual, multi-company, and multicurrency account and invoice documents
- Multi-channel communications with personalized communications across email, text, and automated calling based on your business rules



## Customer Self-Service

- Online account access for customers to access and pay invoices, manage disputes and promises
- ACH, EFT, and credit card payments
- Keep all your customer documents in one place so they can self-serve their access to them
- Use the digital workspace to communicate and collaborate with customers

## Document Creation

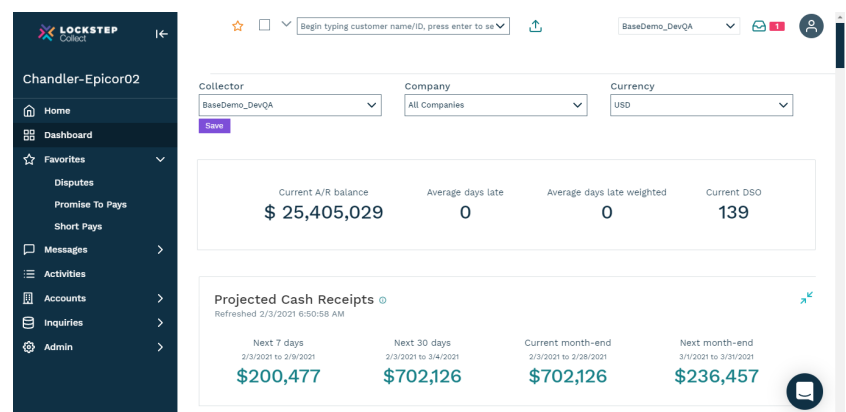
- Give customers access to key documents via email and customer portals
- Documents can be stored in Epicor Cash Collect at both the account and invoice level
- Store general documents such as contracts and credit reports against the account and store individual proof of lading, purchase orders and other supporting documents against a specific invoice
- Data sync can pull your documents from your internal storage into Epicor Cash Collect

## Team Management

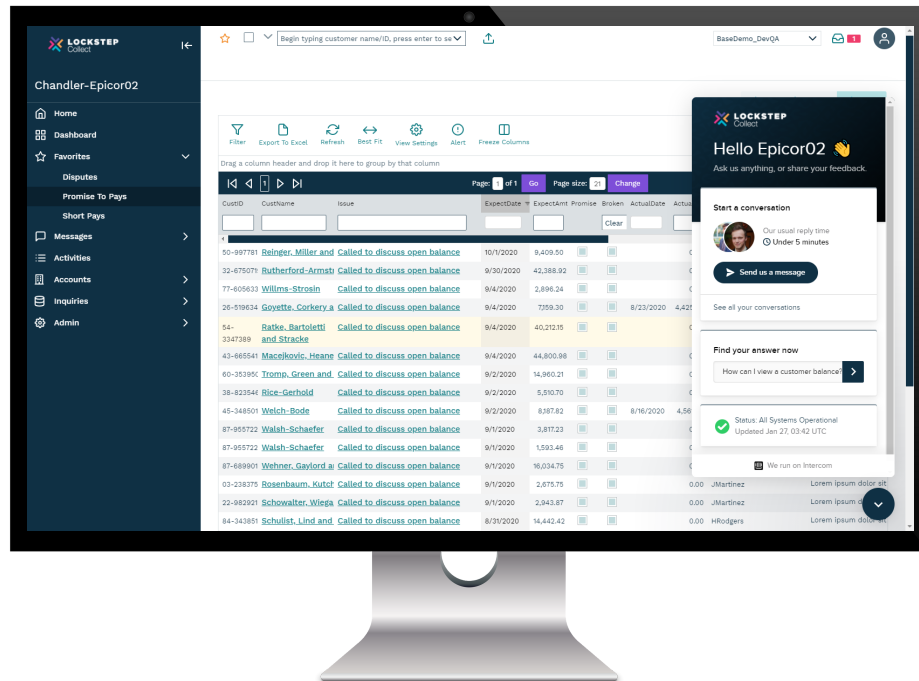
- Credit teams and reporting hierarchies
- Assigned users/team management
- Assigned accounts/advanced rules/work queues
- Embedded support portal with knowledgebase, tutorial videos, and user community

## Customization

- User defined fields
- User-defined activities
- Customizable email templates







## Online Help

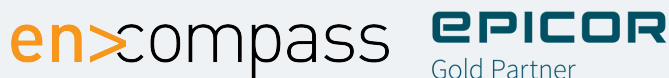
- Embedded support portal with knowledgebase, tutorial videos, and user community
- Automated virtual attendant allows customers to call in to check their balance, review open invoices, check on payments or to speak with a credit representative

## Telephony Integration

- Integrated Voice Response
- Automate inbound and outbound phone conversations
- Recorded calls saved as .wav files
- Conversations can be automatically transcribed for full text search

## Advanced Workflow

- 5+ best practice workflows on top of the core product
- Customizable workflows
- Advanced alerts
- Exclude specific invoices from automation based on dispute management
- Reporting codes for dispute reasons



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