

# FS<sup>2</sup> Collections - Rapid Deployment



## Best Practice Collections & Dispute Management in Less Than 10 Days

In an interconnected yet volatile global economy, market shocks and downturns can sometimes catch you by surprise. To be adequately prepared, payment delays, liquidity crunches and insolvencies have to be on your radar at all times. Sufficient working capital and high customer satisfaction and loyalty is build on successful collections and dispute management. FS<sup>2</sup> Collections offers state of the art collection standards and templates, based on best practices from organizations around the globe. Empower your team to collaborate efficiently and resolve collection and dispute cases faster. With our fast track remote deployment you can get FS<sup>2</sup> Collections up and running in less than 10 days.

### Pre-defined Processes for Collections & Dispute

- Reminder letters
- Telephone collections
- Promises to pay processing
- Bankruptcy processing
- Payment plans
- Internal review of past-due accounts with sales
- Outsourcing accounts to collection agencies
- Dispute resolution
- Short payments handling
- Customer complaints management

### Automated Determination of Key Figures

- Collections management cockpit for centralized overview and control over processes, data and resource allocation
- Comprehensive reporting framework
- Embedded robotics for process automation

### Digitized Collections File in SAP - for Optimized Process Management and Collaboration

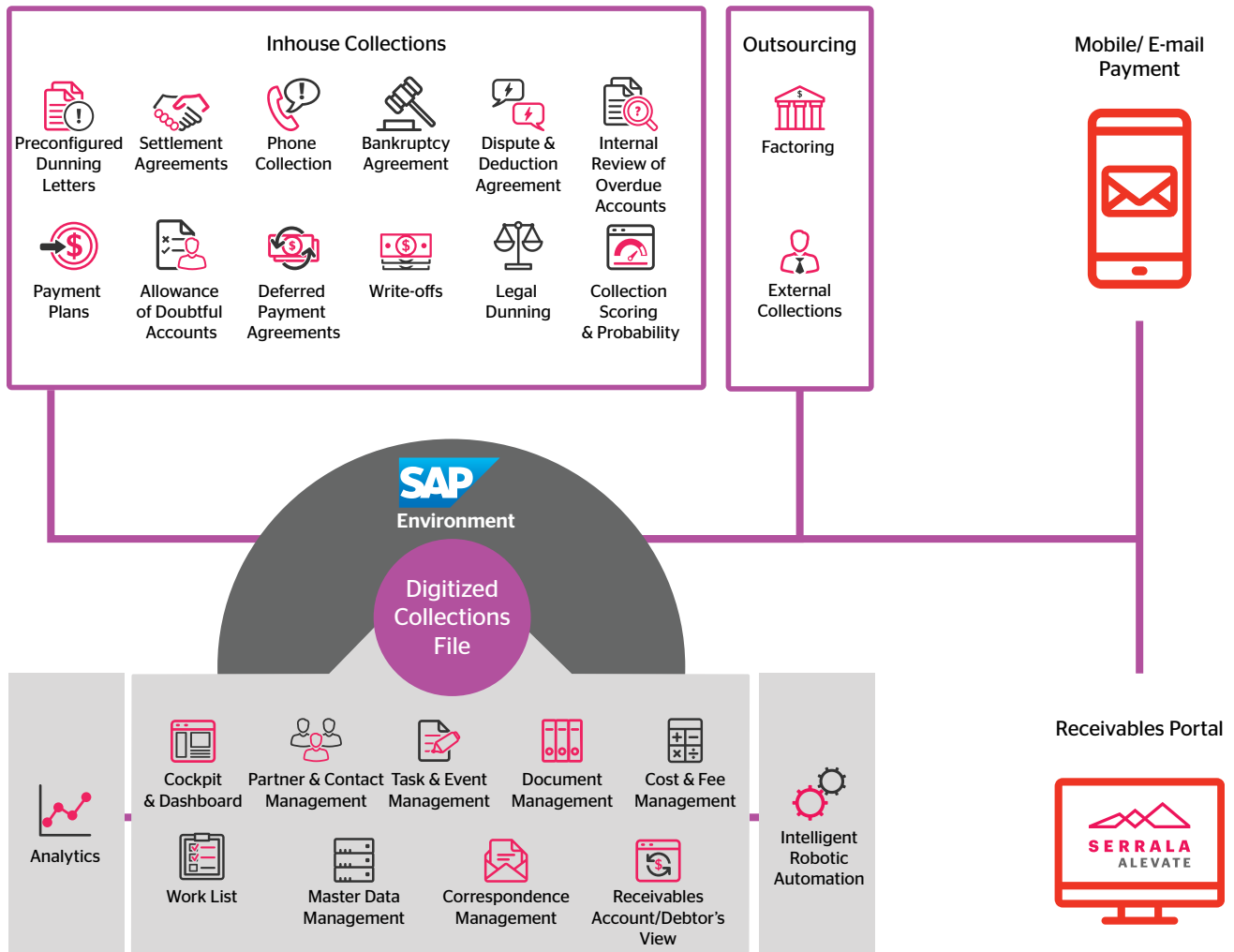
- Tasks and appointment management, worklist
- Note function
- Document and correspondence management
- Open items overview
- Full customer and case history
- Contact management (external and internal partners)
- Customer call management

### Master Increasing Collections Volumes

- **Increase automation:** Reduction of manual steps, automated case processing, elimination of media breaches
- **Standards and overview:** efficient resource allocation, easy data access, repeatable processes and decisions, defined standards and templates
- **Guidance and engagement:** Clear guidelines, change tracking, extensive reporting, improved customer communication

### FS<sup>2</sup> Collections Empowers You to

- Digitize your collections management and reduce DSO
- Increase the productivity of your teams and prepare them for work peaks
- Enable more collection processes to be performed in-house, standardized measures ensure the same level of quality for every individual collection case
- Prevent media disruption and work with real-time data
- Increase customer satisfaction



### Take Action Now!

Are you looking for quick wins and results that speak for themselves? Choose our fast track implementation option Turnkey.

- **Fast:** Full remote solution implementation less than 10 days
- **Flexible:** Subsequently expandable at any time with additional collection measures and analytics
- **Seamless:** Completely integrated into SAP, based on real-time data
- **Engaging:** Manages the entire communication with customers - you set the framework.
- **Automated:** Operating with an intelligent process automation engine (RPA)
- **Auditable:** Includes a comprehensive and flexible operational and management reporting

### FS<sup>2</sup> Collections - Benefits at a Glance

- Significant increase of efficiency and productivity
- Reduced DSO and improved working capital
- High level of automation, elimination of manual processing
- Standardized collections measures and dispute resolution, contributing to a better customer experience

### About Serrala

Serrala is a global B2B Fintech, creating more secure global payments capabilities for every enterprise. A SAP partner, it is the only global company providing unique expertise and business benefits for suppliers and buyers for the entire Universe of Payments. With hundreds of realized O2C projects, Serrala helps credit and receivables professionals successfully protect businesses against credit risk exposure and bad debt loss.

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