

## SAP COLLECTIONS MANAGEMENT WORKBENCH

### WHAT IS THE COLLECTIONS MANAGEMENT WORKBENCH PACKAGED SERVICE?



#### **BizAps Collections Management Workbench**

This enables companies to better anticipate and manage outstanding customer accounts. It will help improve the tracking of promises-to-pay, disputes, streamline processes and enhance customer relations. Most importantly, it will deliver lower DSO, root cause analysis reports and a decrease in bad debts, at less cost and with less adverse impact on customer relationships.

BizAps Collections Management Workbench can help your finance department accelerate customer collections and resolve late-payment issues. With it, you can finally eliminate the use of faxes, voice mail and spreadsheets to resolve, track and settle accounts-receivable payments. Improving your processes for dispute resolution and deductions management can cut your DSO and improve your ability to manage cash flow. The workbench is multi system and multi lingual allowing disparate companies to adhere to one collections and dispute management process worldwide, giving better visibility and more accurate management reporting. Using workflow and email functionality the collections agent can send queries throughout the business to non-system users to ensure the dispute is resolved as quickly as possible.

#### **What we will do**

- Install software, unit test, system test, knowledge transfer and transport to QA
- Provide documentation including Installation Guide, User Guide, Test Scripts, Functional Specifications.

#### **What you will get**

- A tool with which to manage credit across your organisation and systems
- Light touch workflow to manage the resolution process where disputes arise
- A diary function to keep track of credit chasing activities
- Workflow capabilities throughout the business
- Full audit trail of the debt
- Ability to chase debt and raise disputes from SAP and non-SAP systems.

#### **Resulting in**

- Reduced days sales outstanding (DSO)
- The ability to better manage customer credit levels
- Better customer and user satisfaction
- Root cause analysis leading to improved business processes.

#### **Requirements**

- SAP version 4.7 onwards.

#### **Restrictions**

This Packaged Service is limited to delivering the Collections Management Workbench on 1 instance of SAP in to the QA environment. Any functional support required to deliver the service is specifically excluded.

#### **More information?**

For more information about this service, please contact one of the following:

- Website: [www.sap.com/uk/services/consulting](http://www.sap.com/uk/services/consulting)
- Email: [info.uk@sap.com](mailto:info.uk@sap.com)
- Telephone: 0845 371 4357



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## FREQUENTLY ASKED QUESTIONS



**Q: Can reports be downloaded to Excel to send out to business?**

A: Yes.

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**Q: Can the disputes be reported?**

A: Yes, each dispute is raised against a department and given a reason code. These are all reported on, to give root cause reports.

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**Q: Does the workbench have authorisations?**

A: Yes, each user is given access rights to specific worklists, or there are roles for reporting or displaying. The system can be as secure as the business requires.

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# SAP COLLECTIONS MANAGEMENT WORKBENCH BENEFITS



## Benefits – IT

- Rapidly enabled credit management tool!
- Fully integrated to SAP and non-SAP systems
- Configurable worklist functionality
- Easy to use.

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## Benefits – Business operations

- Reduce Days Sales Outstanding (DSO) through effective debt pursuit
- Manage disputes effectively
- Manage credit chasing activities
- Regular automatic monitoring of open debtor items
- Schedule follow-up activities
- Automatic weighting of statuses
- Be aware when customers are approaching their credit limit.

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