COLLECTIONS MANAGEMENT AUTOMATION
The faster, easier, smarter way to get paid.

Esker’s Collections Management solution powered by TermSync technology helps companies embrace digital transformation without replacing their core collections processes. Esker addresses the limitations of traditional ERP/business applications in AR departments with a solution designed to maximize productivity, visibility and efficiency. By automating what should be automated, your customers get the post-sale experience they deserve and your team gets the tools they need to be more efficient.

Inside Esker’s Solution

Esker offers an easy-to-use solution for managing, streamlining and sharing virtually every aspect of collections management. Both companies and their customers benefit from a faster and more transparent collections process thanks to:

- Improve customer relations thanks to a self-service web portal and integrated payment options
- Increase collections efficiency by automating manual AR steps and managing all post-sale interactions easily and electronically
- Speed up customer payments, reduce DSO and collection disputes
- Get valuable AR insights via customized management reports

Automated payment reminders and collection calls
Centralized post-sales communications and related information

Internal collaboration tools
Credit management tools
Self-service customer portal
Financial and performance analytics tools
Benefits

**Boost collections efficiency**
- Reminder notifications are automatically generated and sent by email or postal mail according to predefined rules
- Daily tasks are defined based on customized workflow rules (e.g., collections calls to be placed, reasons for delay to be assigned, etc.)
- Scenarios and collections calls are customized according to customer type
- Invoices can be automatically delivered and status updated for better follow-up

**Improve internal collaboration and visibility**
- All customer data, exchanges, invoices, collection calls are centralized in one solution and accessible to all users (according to profile)
- Create, assign and follow up on tasks to better track disputes, escalate a call, request credit note, etc.
- Schedule automatic email reminders for tasks in progress
- Share reports with third-parties and automate the sending of recurring reports according to needs (e.g., daily, weekly, monthly)
- Unlimited user access; 15 languages supported

**Facilitate customer convenience with online portal**
- 24/7 access to invoices, messages, payment plans, remittances, etc.
- Schedule online payment capabilities
- Synchronize email communication
- Possibility to dispute an invoice online

**Go beyond DSO**
- Dynamic and interactive aging balance (at your convenience or updated up to every hour)
- Customizable KPIs (e.g., collection calls made, collection rates, response times, DSO, etc.) allow users to analyze performances, set team and individual goals, measure results and reward top performers
- Reasons for lateness and/or disputes analysis
- Personalized reports
- Multi-site management for subsidiary or consolidated visibility

**Manage customer credit**
- Set credit limits and get alerted when they are exceeded
- Create and follow up on payment plans
- Track the performance of payers
- Send credit applications and manage credit approval process

**100% cloud-based**
- Get up and running quickly with little to no IT investment, and at a lower upfront cost