How Effective is Your Company's Credit Management Process?

Take the test

Successful credit management is the result of finding the balance between maximising sales while safeguarding the business against payment defaults. A streamlined and optimised credit management process will help you mitigate risks stemming from ambiguous credit policies and economic uncertainties.

If you were to examine the credit management processes in your company, how would they fare? To help you better understand where your company stands in its management of credit risks, we've devised a short test to help you jump start the process of addressing complications you and your team might be encountering.

Does your organisation have a comprehensive credit policy in place?

○ **yes** ◉ **no**

Are there security measures and predefined guidelines in place for new customer onboarding?

○ **yes** ◉ **no**

Are customers assigned risk categories based on a mix of both internal data (payment behaviour, sales amounts, etc.) and external data (credit scores, insurance limits, industry affiliation, etc.)?

○ **yes** ◉ **no**

Are credit decisions such as credit limit increases and blocked order releases supported by transparent and straightforward approval workflows?

○ **yes** ◉ **no**

Is prioritisation applied to blocked orders, and is the company's credit policy clear enough to make the de-blocking of orders easy?

○ **yes** ◉ **no**

Are your customers assigned a collections strategy that matches their risk category, and is the category easily adjusted as the risk levels change?

○ **yes** ○ **no**

Do customer accounts accurately reflect the payment status in real time?

○ **yes** ○ **no**

Do your Accounts Receivable and Sales teams collaborate effectively through fast dispute resolution, proactive issue management and clear credit term negotiations with new customers?

○ **yes** ○ **no**

Does the management team have full visibility into the customer credit risk and team performance?

○ **yes** ○ **no**

Is your AR team supported by predictive insights that help anticipate risks and provide cash forecasts?

○ **yes** ○ **no**

Are DSO and bad debts below the industry average?

○ **yes** ○ **no**

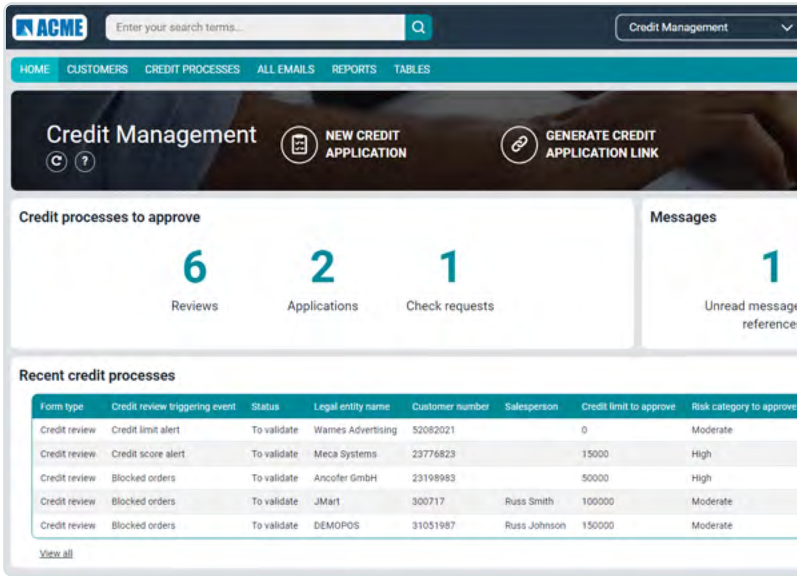
Does the existent tech stack enable you to allocate resources effectively?

○ **yes** ○ **no**

If you answered ***No*** to three or more of the questions below, let's connect so that we can help you take your credit management to the next level!

Esker Credit & Collections Management

Powered by Synergy AI, Esker's solutions secure customer credit approvals and risk monitoring, while optimising payment collection.



Why automate with Esker?

- Reduce DSO and bad debt
- Gain comprehensive visibility over risk factors and cash forecasts
- Support secured sales development that complies with credit policies
- Improve customer relationships through more straightforward processes and communications

"Esker provides the capability to monitor what my teams are doing on a daily basis, and ensures that our top accounts get the attention they need."

Ernie Pudliner — Director of Credit, TEC

Read how Temperature Equipment Corporation (TEC) leveraged Esker solutions to positively impact nearly every stakeholder connected to collections, invoice delivery and credit management.

TEC customer success story

TEC, the largest distributor for Carrier & Bryant in the U.S. Midwest, had a myriad of point solutions for handling its accounts receivable process. Realising that a scalable, unified platform would be needed to hand the company's rapid growth, TEC selected Esker Collections Management, Esker Invoice Delivery and Credit Management for its ease of use, seamless cloud implementation and rich, AI-driven capabilities. Within only a short amount of time, TEC was able to:

- Reduce DSO by an average of 10 days
- Accelerate customer dispute resolution by 88%
- Speed up turnaround time for open account credit applications from 7-10 days to 3-4 days
- Reduced number of customer inquiries from 15 per day to 1-2 per day due to the introduction of a customer portal
- Streamlined the audit process to ensure SOX compliance