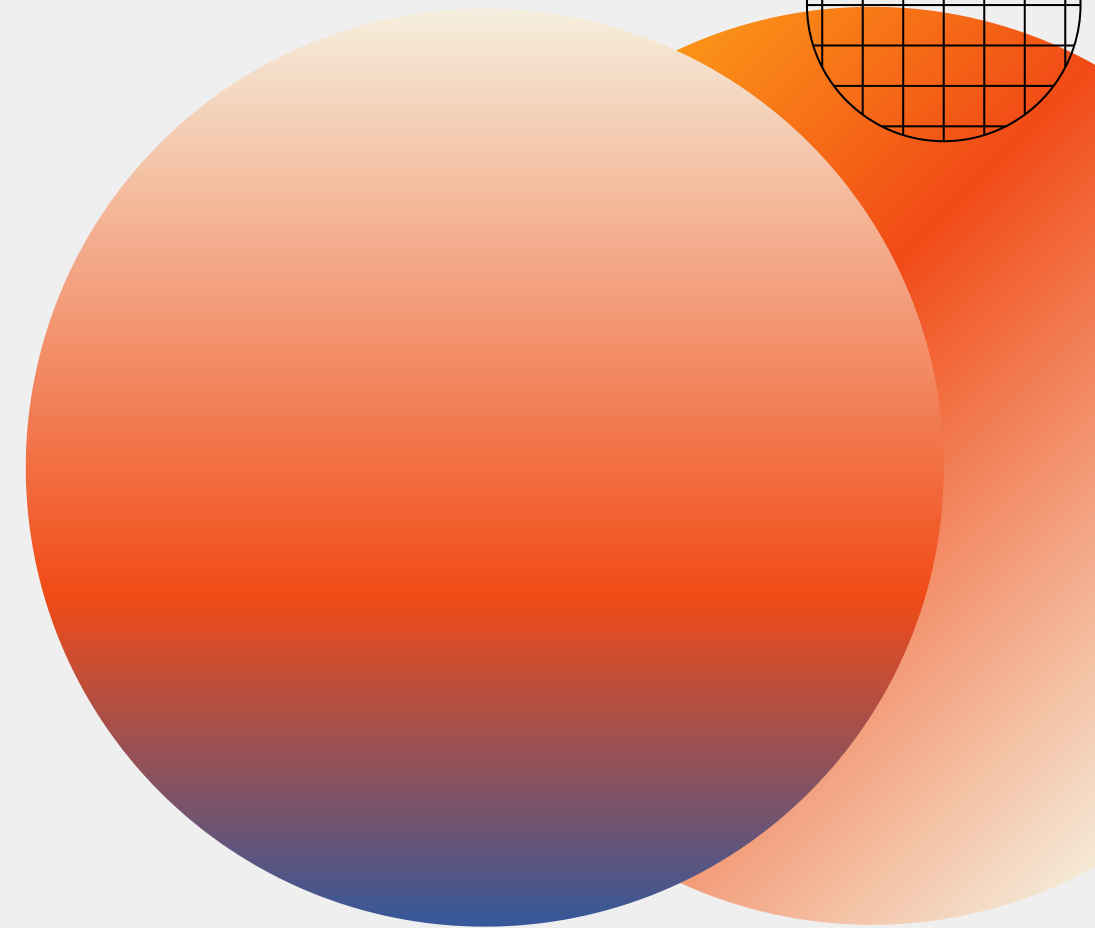
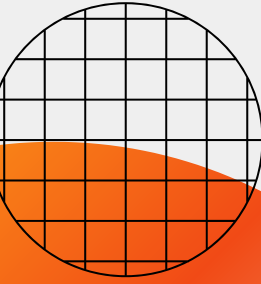
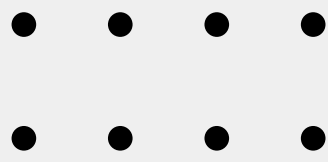


Case Study

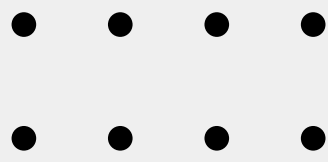
Saved 110 hours a month just like that by automating the invoice processing !!





On a monthly basis, it is a routine process to generate invoices and distribute to the agencies clients who are distributed into 5 different verticals including healthcare, municipalities, rental, utilities and insurance. As a regular activity, their internal accounting team continued to process the invoices until someone tracked the actual hours spent in preparing these invoices, post them in their accounting books and distribute them to the right contacts at the client end which includes repetitive clerical task.





It was shocking to find out that they were spending close to 60 hours a month which involves generating and distributing the invoices alone. To add, if they had to include the time spent in gathering the needed input details from respective teams and further reconcile it with the data from the collection system, it would take additionally another 50 hours. When their volumes spike during the fall, these efforts further increase by another 20-30% calling to have two dedicated FTE's to handle the invoicing process.



Need:

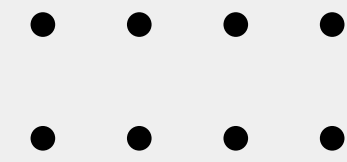
- Gather details from the operations team on the list of services offered to the client which includes- all collection efforts, skip tracing and legal
- Once information is received from all three services, need to reconcile it with the current data from collection system
- If there are mismatch, need to trigger notifications to the respective teams to cross check in order to include or exclude the services to ensure clients are billed accurately
- Based on the rates negotiated with each client, correct charges and commissions need to be assigned to prepare the charges and consolidate them by accounts referred
- Once the charges are computed, invoice need to be generated and distributed electronically

Challenge:

- Since the rates negotiated with each client is different from each other, they had to calculate accordingly and post the charges for every referred account
- Reconciliation of data between the information gathered from each teams and the current data from the collection software.



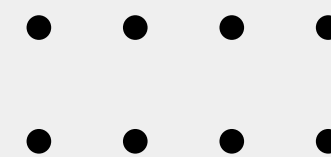
Solution:



On set periodicity, robot will trigger reminders to all the internal stakeholders for gathering details.

Upon successfully gathering the details from different teams, the automation robot will refer to the current data within the collection software and send notifications on the missing information.





Referring to the rate master created for every client, bot needs to apply the correct charges for the services rendered and compute the consolidated fees. For accuracy, a manual review process is introduced where the robot sends the calculated fees to the respective teams.

Further, bot will review the edits and post them against the respective clients within the accounting system and generate the invoices. All invoices will be electronically distributed to the designated client users and log the status within the collection system.

Benefits:

- Fully automated the invoicing and distribution across all clients
- Reduced the error percentage to less than 3%
- Avoid delay in invoicing and giving sufficient time for clients to process them





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For more information, contact connect@thestayahead.com

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