



FIS GETPAID CUSTOMER JOURNEY:  
BLUE SKY COMPONENTS

# RECEIVABLES AUTOMATION

**LET'S MAKE  
DOING  
BUSINESS  
LESS WORK**



# MODERNIZING RECEIVABLES FOR CORPORATIONS AND SHARED SERVICE CENTERS

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As the world embraces real-time payments, credit and collection departments are struggling to keep up with the volume and disassociation of remittance information that is used to apply payments. Gone are the days when they can hire more employees to keep things under control.

The risk involved in extending credit lines and timely collection of payments is growing, keeping companies from achieving an optimal level of working capital and cash flow.

Corporations must improve operational efficiencies with fewer and fewer resources. Increasingly, they are turning to technology solution providers to provide them with a path to success.

**Take this interactive journey to experience how FIS®  
GETPAID can change the way you work.**







## MEET SARAH

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Sarah has been in various finance roles within the U.S. electrical component manufacturer, Blue Sky Components, for nearly 15 years. The company has offices around the globe and generates more than US\$5 billion in revenue.

Sarah is responsible for running a credit and collections operation in a shared service center that supports nine different ERP systems. She is tasked with driving improvements in cash flow and days sales outstanding (DSO), all while reducing operational expenses.

**Ride along for a day in Sarah's life and see how she uses FIS solutions to optimize her resources with the help of full process automation and artificial intelligence.**

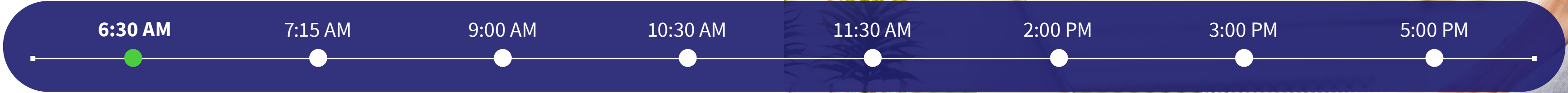


# GETPAID DASHBOARDS

Sarah looks forward to seeing the progress made by her team when she arrives at the office each morning. She pours herself a cup of coffee and opens her GETPAID dashboard.

First, she checks the productivity metrics for her entire team and then by individual. Next, she reviews credit and collections data from all nine of her company’s ERP systems, all in one place.

Sarah smiles as she remembers the days of having to manually consolidate data to provide updates to senior management. GETPAID does all the consolidation for her, making it easy to update the organization.







# ARTIFICIAL INTELLIGENCE

Before using GETPAID, Sarah had to spend most of her morning reviewing accounts to set priorities for her credit analysts and collectors when they arrived at the office.

Now, GETPAID does it all for her. Its AI engine learns customer payment behavior, predicts future payment risk and reprioritizes activities for maximum effectiveness so Sarah can jump straight into strategy meetings with her team.





# CREDIT REVIEWS AND COLLECTION QUEUES

A sound credit policy is extremely important to Sarah. Thanks to GETPAID’s automated credit workflow, she is completely confident in every credit limit that’s established. Sarah also knows that she will be alerted to high-risk accounts whenever they pop up.

Sarah's collectors come into the office with a smile on their faces now that their morning isn’t taken up with administrative tasks. Plus, GETPAID’s AI engine recalibrates collection priorities, ensuring that each collector contacts the right customer at the right time, driving results.







# ROBOTIC PROCESS AUTOMATION

Sarah’s team is able to contact their entire portfolio of customers with more frequency throughout the month thanks to Robotic Process Automation (RPA).

GETPAID automatically sends out emails to lower-risk, less strategic customers. This frees up Sarah's team to focus on cultivating positive relationships with strategic customers and collecting from higher risk customers.

Now powered by Worldpay Payment Gateway, GETPAID sends a pay-by- link within each correspondence to offer customers a quick and secure option for paying invoices.



# CUSTOMER PORTAL AND SALES & SERVICE PORTAL

Sarah recognizes that collaboration is key to running a successful shared service organization. With GETPAID’s customer portal, customers can retrieve invoice copies and make payments directly on the portal - giving customers more autonomy and reducing her team’s workload.

And when it comes to identifying and resolving customer disputes, Sarah can quickly access invoice status, backup documentation and real-time updates from the sales team.







# CASH APPLICATION WITH ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING

By automating the cash application process with optical character recognition (OCR), intelligent document and data recognition (IDDR), and accelerated machine learning (AML), Sarah's straight-through cash application hit rate has improved to more than 90% percent for all payment methods from ACH and check to wire and credit cards.

She can further improve her team's operational efficiencies and reallocate them to more value-added tasks, helping her to achieve results beyond her own expectations.





# DISPUTE & DEDUCTION MANAGEMENT

Deductions have become the exception rather than the norm with GETPAID’s deduction and dispute management solution. Deductions are automatically identified during the cash application process with configurable, rule-based, logic-driving actions.

Sarah knows that it would cost her company more to research every \$5 short payment, so she set up rules to automatically allow a tolerance to process without requiring approval. Anything above \$5 routes automatically to the appropriate resolver based on the type of deduction.

Now that Sarah has full visibility into all deductions and disputes, she’s even considering raising the tolerance threshold based on the analysis she can now complete.





# REAL-TIME UPDATES AND DASHBOARDS

As Sarah’s day begins to wind down, once again she checks her GETPAID dashboards to see the progress that her team made today. Real-time updates tell her that that her team completed all of their strategic follow-ups for the day, and some have already outperformed the individual collection targets she set for them within GETPAID this month.





# FIS GETPAID

A comprehensive credit and collections management solution. GETPAID leverages artificial intelligence, robotic process automation, risk-based collections, cash application with machine learning, deduction and dispute management, and sales and customer collaboration portals. With detailed reporting and dashboards to drive reductions in overdue accounts receivable, GETPAID creates operational efficiency and drives improvements in free cash flow.

To learn more, visit: <https://empower1.fisglobal.com/receivables-new.html>

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