

Exela's Finance and Accounting Solutions for the Order-to-Cash (O2C) Process

Automating the O2C Processes for Better Efficiency and Accuracy

Overview

The Order-to-Cash (O2C) process often comes with complexity, multiple systems, and manual steps that slow down operations and can lead to inaccuracies. Exela's O2C solution automates, improves, and streamlines functions like deduplication, reconciliation, and validation, and allows for forensic audit investigations, fraud detection, and error correction. Exela's O2C solutions improve accuracy, minimize errors, and increase customer satisfaction, leading to repeat purchases.

Flexible to meet your needs, Exela's O2C solution framework enables quick implementation and integration, working seamlessly with other legacy systems already in place. Our Finance and Accounting solutions can be delivered various ways, including:

- › Finance and Accounting as a Service (FAaaS), which includes F&A consulting, due diligence, process study, research and development, and in-depth F&A practice; domain transformation; and continuous process improvement service across verticals
- › Finance and Accounting Outsourcing Services (FAO) – An end-to-end process outsourcing model bundled with our innovative digital transformation solutions, along with process excellence and integrated quality management services
- › Finance and Accounting Platform As a Service (FAPaaS) – Intelligent platforms and innovative solutions that can be leveraged by customers to make processes smarter, digitally evolved, and efficient

Features

Quicker Payments

With Exela's O2C solutions, businesses can transact with multiple payment types and currencies securely and in real time. Customers can choose to make one-time payments, configure recurring payments, or set bill delivery settings, providing a great customer experience.

This solution's ability to accept multiple payment types, including cards, ACH, and checks, offers flexibility for your customers when making payments. Once a payment is made, the system sends a confirmation notification in print, email, voice, or SMS text message. With an auto payment match ability, Exela's O2C solutions provide the highest level of accuracy for transactions. Exela's O2C solutions offer an online dashboard where you can securely manage all your transactions for a full audit trail.

Enhanced Security

Exela's O2C solutions offer multiple layers of encryption and security checks, keeping information safe and secure. The solutions are compliant with the Payment Card Industry (PCI), and the National Automated Clearing House Association (NACHA), and features SSL and tokenization for improved security.

Detailed Reports

Generate reports that offer insight into your payment channels to identify trends, weaknesses, and opportunities that optimize processes and practices. Exela's O2C solutions offer multiple reports, including a daily processing summary, billing summary, and transaction summary for a designated time period. For even more detail, search for the transaction you're looking for using the intuitive search function.

With automation and reporting, Exela's O2C solutions provide analytics that aid in fraud detection, helping keep your business safe.

Benefits

- › **Improved** cash flow
- › **Increased** accuracy
- › **Reduced** manual processing
- › **Increased visibility** and tracking
- › **Decreased** cost
- › **First-rate data analytics** and reporting
- › **Better** customer experience
- › **Improved payment** turnaround time
- › **Enhanced** workflow management
- › **Reduced** DSO

Exela's Finance and Accounting Solutions for the Order-to-Cash (O2C) Process

Automating the O2C Processes for Better Efficiency and Accuracy

Exela's O2C Solution Suite

Billing and Presentment

As part of Exela's O2C solution suite, our Electronic Bill Presentment & Payment (EBPP) and Electronic Invoice Presentment & Payment (EIPP) solution automates billing and payment processes, including business-to-consumer transactions and business-to-business payments. Able to accommodate businesses large and small, EBPP/EIPP excels at processing large volumes of invoices from bill delivery, to payment processing, to image archival.

Exela's EBPP/EIPP streamlines the payment process whether using print or digital invoices and presentment and aids suppliers in bill and invoice creation, bill presentment, and dispute resolution. Learn more about [Exela's EBPP and EIPP solutions](#).

Integrated Receivables

Exela's Integrated Receivables platform helps you coordinate every stage of your receivables system from intake, processing, and AR reconciliation, through exceptions management, data storage, and analytics. Additionally, robotic process automation (RPA) greatly reduces your workforce demands, processing times, and days sales outstanding (DSO) by unifying your inbound channels and streamlining your cash application process. This platform is customizable to facilitate your AR processing needs.

Our easy-to-manage, modular approach to billing and payments management lowers implementation costs, reduces time to market, and enables add-ons and system adjustments as needed to optimize treasury operations. Learn more about [Exela's Integrated Receivables solution](#).

Collections Services

Exela offers more than 30 years of comprehensive collections services experience, liquidating first- and third-party debt. Our extensive expertise in the science of collections and global infrastructure have been combined with proprietary technology and a self-refining methodology that has made us an established industry leader. Exela's multimedia contact management system combines desktop advisor software with mobile apps, a web-based payment portal, and omni-channel, semi-automated inbound and outbound communications to provide exceptional recovery rates. Learn more about [Exela's collections services](#).

Lockbox and Remittance

Exela's remittance processing solution leverages years of experience and advanced technology to provide an accurate and streamlined system equipped to handle a wide variety of payment types. Our Transaction Management System (TMS) can rapidly capture and process checks, coupons, deposit tickets, and full-page documents in a one-pass workflow for fast, accurate, high-volume payment processing. It reduces the need for manual processing, minimizes exceptions, yields fewer bad checks, and provides early fraud detection.

Exela's lockbox solution provides multiple workflow options, including paper and electronic item clearing and sophisticated exception handling to create a high-performance processing environment. Our lockbox processing facility is managed by a full-time staff capable of handling volume fluctuations. It is SSAE18 compliant and features robust security protocols, including video surveillance, zoned badge access, and 24/7 environmental monitoring. Learn more about [Exela's remittance processing and lockbox solutions](#).