

# Collections management

Promote earlier customer dialogue to improve cash flow



## Automated finance

Effective collections processes are critical to the financial stability of your business. Automating these processes can help you speed up dispute resolution, encourage dialog with customers and remove barriers to payment, as well as saving your business a small fortune each year.

Zetadocs is an electronic document management and delivery software solution that reduces the time and costs associated with sending, processing and archiving documents, emails and faxes, for Microsoft Dynamics® 365 Business Central and Microsoft Dynamics NAV. It can help you improve your collections management.

## Speedy dispute resolution

Ensuring that the right people have access to the right documents at the right time is essential to quickly resolve any disputes. If documents are stored in multiple locations or only accessible by certain staff, dispute resolution can become hindered which leads to delays in payment and dissatisfied customers.

Zetadocs automatically archives documents sent from Business Central or NAV, and also allows inbound documents, faxes and emails such as order amendments or proof of delivery notes to be captured and centrally held for instant, on-screen retrieval. Making all of this information available to Dynamics and non-Dynamics users alike allows any dispute to be resolved without delay, reducing debtor days.

## Overcoming customer-side inefficiencies

Delays in receiving payment can also be caused by inefficiencies at your customer's site. For example, miscommunications between departments at your customer can lead to disputes or queries that could have been avoided, and lost invoices that result in delays in payment.

It may not be immediately apparent how best you can address these issues. However, with Zetadocs, you can automatically attach documents such as copy invoices, order amendments, terms and conditions or proof of delivery notes to ensure your customer has all the information needed to approve payment, helping diffuse such issues or even preventing them from arising in the first place.

## At a glance

**Speedy dispute resolution** by ensuring that the right people have access to the right documents at the right time

**Overcome inefficiencies in your customer's business** by ensuring they have all the information they require to hand

**Encourage dialog with customers** to resolve payment issues early and reduce debtor days

**Significantly lower your costs** by delivering and filing documentation electronically to cut out printing, postage and related filing costs



## Technical Information

For details of supported platforms and other system requirements, please visit: [www.equisy.com/zdtechinfo](http://www.equisy.com/zdtechinfo)

## Better communication with customers

The delay in paper-based documents reaching the customer means that communication is often one way, with collections teams having to chase details of when payments will be made.

Delivering these documents immediately via email encourages a response from the customer to raise issues early or advise you when payment will be made. Zetadocs also allows you to quickly and easily capture these responses via a simple drag-and-drop interface. This ensures that all information is held securely against the customer record in Business Central or NAV for instant retrieval when chasing payment or handling queries. Statements can be sent in batches in a matter of seconds, meaning that they can be sent more frequently to encourage better communication and earlier payment.

## Significantly lower costs

The cost of sending invoices, statements, reminders and copy invoices in terms of paper, consumables and postage can be considerable. Couple this with the time it takes to send documents and retrieve information from a paper-based filing system, and the whole process becomes extremely expensive.

Delivering documents electronically with Zetadocs eliminates the cost associated with stationery and postage, as well as saving time spent collating, packaging and posting. Zetadocs also holds all information in a central, electronic repository which eliminates time spent searching for documents.

## Features

Capturing documents with Zetadocs	Zetadocs Express	Delivery Essentials	Collections management
<b>Email any report as PDF files</b> directly from Dynamics, saving copies automatically to the electronic archive	●	●	●
<b>Send from the NAV Web client</b> or any of NAV's HTML clients, in the office or on the go*	●	●	●
<b>Deliver documents in batches</b> by email or hard copy to match customer preferences		●	●
<b>Flexible delivery rules</b> to add additional email recipients (TO/CC/BCC) or set the FROM address		●	●
<b>Consolidate multiple documents</b> for the same recipient within a batch, so they receive one email*		●	●
<b>Add attachments automatically</b> such as terms & conditions or other supporting documents		●	●
<b>Personalized email subject and message</b> using templates guarantees consistent delivery content		●	●
<b>File copies into configurable folders</b> (date/customer/type) in the electronic archive		●	●
<b>Overlays additional stationery</b> like "Copy" text onto each attached outstanding invoice on the reminder†			●
<b>Scheduled delivery</b> of customer statements and reminders, sent in the background automatically†			●
<b>Customizable</b> to meet individual requirements using the Zetadocs Delivery SDK†			●

\* Dynamics NAV 2015 and later.

† Collections Management requires the additional purchase of Zetadocs Delivery Plus and customization by Equisys Solutions Partners using the SDK. Scheduled delivery available from Dynamics NAV 2015.

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