

Collections Management

Promote earlier customer dialogue to improve cash flow

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

Zetadocs for Microsoft Dynamics NAV 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. It can help you improve your collections management.

Speed dispute resolution

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

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

Overcome 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 result in delays in payment.

It may not be immediately apparent how these issues can be tackled. However, with Zetadocs you can automatically attach documents such as copy invoices, order amendments, terms and conditions or Proof of Delivery (PoD) to ensure your customer has all the information they need to approve payment.

At a glance

Speed 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 dialogue 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.equisys.com/zdnavechinfo

Encourage dialogue 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, raising issues early or advising of when payment will be made. Zetadocs also allows you to quickly and easily capture these responses via a simple drag-and-drop interface, ensuring that all information is held securely against the customer record in 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 greater dialogue and earlier payment.

Significantly lower costs

Aside from the initial invoice run, the cost of sending 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.

For more information on the capabilities of Zetadocs for NAV, please visit www.equisys.com/zetadocs or watch the YouTube video from Equisys on streamlining collections management

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