BILLINGPLATFORM COLLECTIONS

Collections Management Made Easy

Ditch the spreadsheets and automate your receivables portfolio

Do you struggle managing unpaid accounts and aging outstanding balances?

Collections from BillingPlatform can help with an enterprise-oriented solution to manage collections:
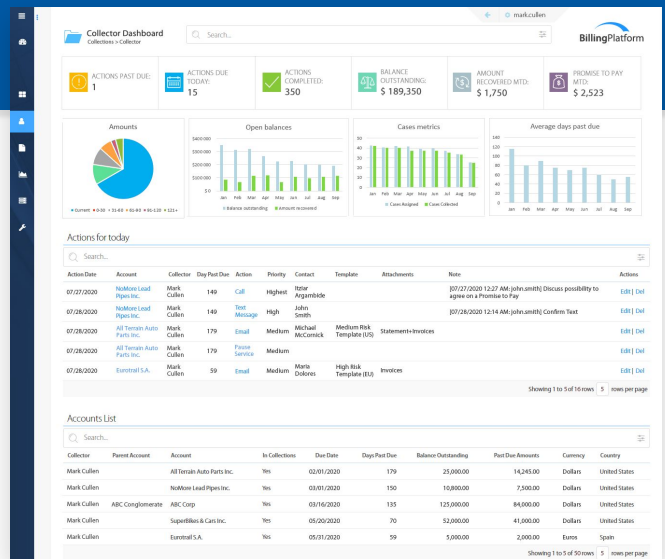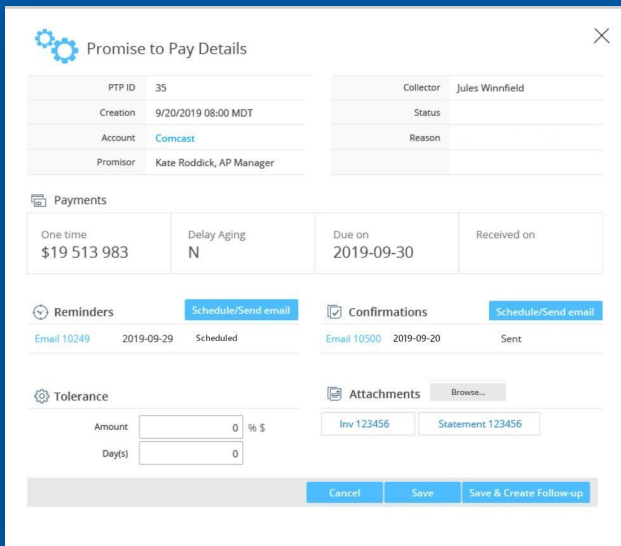
✓ Segment accounts based pre-defined parameters

✓ Prioritize accounts needing attention

✓ Automate tasks when action is needed

✓ Analyze performance of past collection scenarios to dynamically deploy the most effective strategies

BillingPlatform Collections ties your collection processes to aging and allows you to tailor strategies with the right mix of manual and automated actions. These actions can be as simple as adding a note on an account, setting a reminder to call a customer, sending an automated email or text, or triggering workflow in the system.

BillingPlatform also provides the ability to segment customers based on the parameters you define. Fully automate collections activities for low-risk customers and create custom strategies that include a mix of manual and automated actions for high-risk accounts.

Collection strategy example:

■ Customer account is past due 5 days
  → Trigger email reminder
■ Account is past due 15 days
  → Trigger collections agent reminder to call
■ Customer agrees to pay in next 5 days
  → Agent enters Promise to Pay details
■ Day 21, Promise to Pay is broken
  → Trigger account suspension and email notice
■ Customer pays outstanding invoice on day 25
  → Trigger service to resume

With the Collector Dashboard, never lose sight of past-due accounts:

✓ Real-time view of the Collector Status

✓ Prioritization of accounts requiring action

✓ Easy access to customer history

Don't manage collections in-house? No problem, Collections can easily share your collections data with the collection agency of choice.

With billing and collections in a single solution, BillingPlatform Collections will help eliminate spreadsheets and redundant solutions to streamline debt collections, reduce DSO and improve collector productivity.