SAP Fiori Application

highradius
Receivables. Payments.

Advanced Correspondence Automation Fiori App

HighRadius Advanced Correspondence Automation Fiori App enables the automated creation and delivery of customer correspondence, such as collection letters, dispute denial correspondence, and credit notifications, directly from SAP. The HighRadius solution natively extends the functionality of SAP ERP and Receivables Management and can be deployed either on premise or on SAP Cloud Platform.
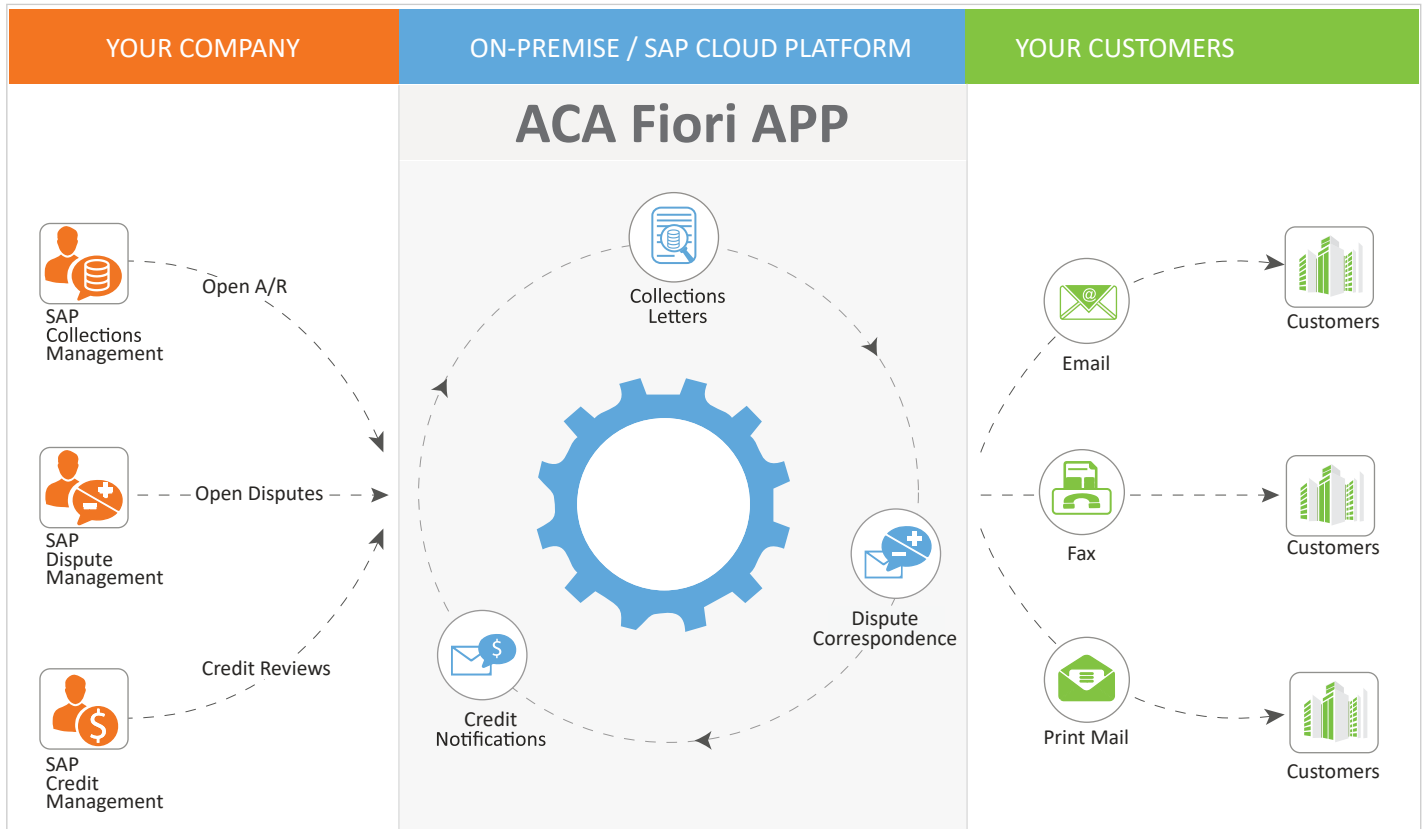
Challenge

Credit & collections analysts regularly correspond with customers about the status of their accounts. Despite the fact that most of the information needed for this correspondence is available in SAP, analysts spend a considerable amount of time manually gathering it from multiple SAP modules and collating it for delivery. What should be a standardized and automated process - creating past due letters, invoice copies, credit hold notifications, deduction denial letters and backup - turns out to be customized and cumbersome as analysts "reinvent the wheel" for each customer. In addition to being time consuming, the above manual process is error-prone and is difficult to scale. Significant amounts of analyst time are being occupied with mundane, clerical activities which results in an inability to focus on core credit and collections activities.

Solution

The HighRadius Advanced Correspondence Automation solution enables the automated creation and distribution of credit, collections, and disputes correspondence. Using data inputs from SAP Financials, Sales & Distribution, and the Receivable Management modules, a robust rules engine automatically drives key decisions in the correspondence process: where to send, what to send, how to send, and when to send. It also dynamically creates the collection correspondence, gathers any backup documentation, and collates it into a package to be sent via email, fax, or mail. The result is a less cumbersome process that reduces errors, increases productivity, and improves KPIs like Days Sales Outstanding (DSO).

HighRadius is the leading and most specialized expert on SAP Receivables Management and offers accelerators for each module in addition to services for implementing and optimizing them.

SAP
Gold
Partner

YOUR COMPANY	ON-PREMISE / SAP CLOUD PLATFORM	YOUR CUSTOMERS

ACA Fiori APP

SAP Collections Management — Open A/R

SAP Dispute Management — Open Disputes

SAP Credit Management — Credit Reviews

Collections Letters

Dispute Correspondence

Credit Notifications

Email → Customers

Fax → Customers

Print Mail → Customers

Key Features

- Integration into standard SAP Fiori apps including Process Receivables and Collections WorklistS
- Library of best practice collection & dispute letters and the ability for end-users to create individual correspondence letters dynamically in SAP without requiring Smart Form development by IT.
- Ability to automatically send collection correspondence such as past due letters, invoices, etc. via email and fax en masse directly from SAP.
- Auto-attachment of additional documentation such as Proofs of Delivery (POD) and Bills of Lading (BOL) to correspondence.
- Ability to mass generate collated claim denial packages for invalid deduction cases including customer denial forms, invoice copies, debit memos, PODs, etc.
- History logs to track all correspondence and the ability to view the original content of each correspondence package.

Benefits

- Access to fiori apps from browsers or Fiori launchpad without the need to enter transaction codes in standard SAP GUI
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