Collections Management

Free up working capital and improve cash flow by releasing cash from customers outstanding debt.

An effective collections process is a foundational building block of working capital optimization, and the efficient use of resources is critical to success.

BlackLine Collections Management delivers intelligent automation to streamline your collection management processes, so your teams can focus on driving strategies that speed up collections and reduce bad debt.

Understand which collection strategies work across your customer base with intelligent automation and decision intelligence.

Proactively respond and adapt to changing customer behaviors by bringing together your relevant data, such as risk or payment performance data, to create dynamic collection strategies. With the most current information at their fingertips, AR teams can better understand the impact of payment trends.

Scale your customer outreach by creating a series of recovery processes with escalating outcomes that support collections activities. Automate communications through various platforms of delivery such as email, text, and phone.

Measure collection success from each strategy with operational reporting to allow for continual improvement and greater operational resilience.

Give time back to your teams, so they can use their skills, knowledge, and expertise to drive better decision making and actions that lead to better outcomes.

Intelligent automation and real-time analytics help your teams:

Spend more time engaging with key customers and prioritizing outreach. Automation makes it possible to manage large volumes of customers and apply appropriate strategies to increase cash collections.

Shift to a more proactive approach. With business intelligence available at their fingertips, your teams can focus on improving decision-making, rather than report writing.

Perform more value-added activities and track customer actions, such as promise to pay being fulfilled or not.

Quickly and easily monitor changes in customer behavior at any given moment and over a period of time.

Key Features

Measure your results and understand the strategies that drive the best outcomes:

- Discover what is and isn't working when it comes to your collection strategies and recovery sequences
- Use best-in-class dashboards to ensure that team productivity and performance is on plan
- Measure workload actions versus capacity, with the ability to prioritize controller's actions

Build and define segmentation that allows for the analysis of your customer base and the distribution of work across your collections team

Track customer invoice/account status for promise to pays and SLAs for dispute management, so controllers can focus on actions rather than spending time checking event status

Create any number of collection strategies with different recovery sequences that optimize customer outreach

For example:

- Low value and high volume
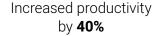- Above average risk
- High value and low volume

Enable touchless dunning and customer outreach with automation based upon defined actions held within the recovery policy and customers' preferred contact methods (e.g., email, SMS, letter, or via in-application alert)

Standardize the prioritization of recovery calls to improve efficiency and effectiveness

VEOLIA

Increased productivity by **40%**

LOOMIS

Reduce aged debt by **30%**

creditsafe

Achieved **greater visibility** and control globally

BlackLine Unified AR Solutions

- ✓ Payments received in Cash Application automatically update recovery sequences and collection strategies, providing real-time impact and visibility
- ✓ Risk data is available for any assessment for collections, either by an individual account or for any number or type of customers

- ✓ Payments received automatically update Team & Task Management so controllers are working in real-time, and there is no need to check promise to pay commitments
- ✓ Realign tasks easily and quickly to ensure optimum performance while maximizing your time and resources

Collections Management provides teams with the visibility and insight to adapt to changes in data or performance and respond with the appropriate actions to optimize cash collections.

To learn more, visit **www.blackline.com/collections-management.**

BLACKLINE