Dolphin

A member of the Hanse Orga Group

SAP® ACCOUNTS RECEIVABLE AND CASH APPLICATION MANAGEMENT

THE BUSINESS CHALLENGE

The payments landscape is experiencing a seismic shift that is changing the way that corporations manage their Accounts Receivable process.

Electronic payments have increased dramatically in recent years as business-to-business payments via check are declining steadily, while Automated Clearing House (ACH) and Electronic Data Interchange (EDI) have skyrocketed.

Today, corporations must be able to handle decoupled electronic payments and remittance information, in addition to what is still a large volume of paper checks and remittance services information from traditional bank lockboxes. This diversity in receivable options and lack of standardization in payment formats has created substantial processing challenges for corporate finance departments.

THE DOLPHIN SOLUTION

Dolphin's comprehensive approach to automating Accounts Receivable prepares your organization to effectively manage the evolving mix of payment and remittance formats as well as handling the most demanding exceptions. With it, you can offer payment flexibility to your customers without sacrificing processing efficiency.

The solution leverages the Dolphin Process Tracking System framework which is also the foundation for our Accounts Payable, Order Management and Human Resources solutions. It addresses four key aspects of the payment receipt and cash application process.

Diverse Payment Document Capture

Many organizations still rely on banks to deliver the payment details via standard SAP® Lockbox programs. Dolphin extends this capability through the use of automated capture of the check and remittance images, including any supporting documents, and makes them accessible through the cash application process in the SAP system. It also provides the ability to capture, extract and digest the remittance documents and data related to a full range of EFT payment types that are often decoupled, with emerging remittance file formats through intelligent data extraction.

Cash Application Optimization and Workflow

Managing payment exceptions is cumbersome. The Dolphin solution provides a 'wrapper' around standard accounts receivable processing together with a standard workflow enabling automatic presentment of the remittance detail image during cash application.

Once the SAP auto-match process has taken place, any exceptions – including payments on account, partial applications and unidentified remittances – can easily be tracked and routed via standard workflow routines to provide visibility and automation for routing tasks to individuals or teams within the organization. Additionally the Dolphin solution includes a powerful InfoCenter, or dashboard, to track every payment processed using status codes to track the various stages of the process.
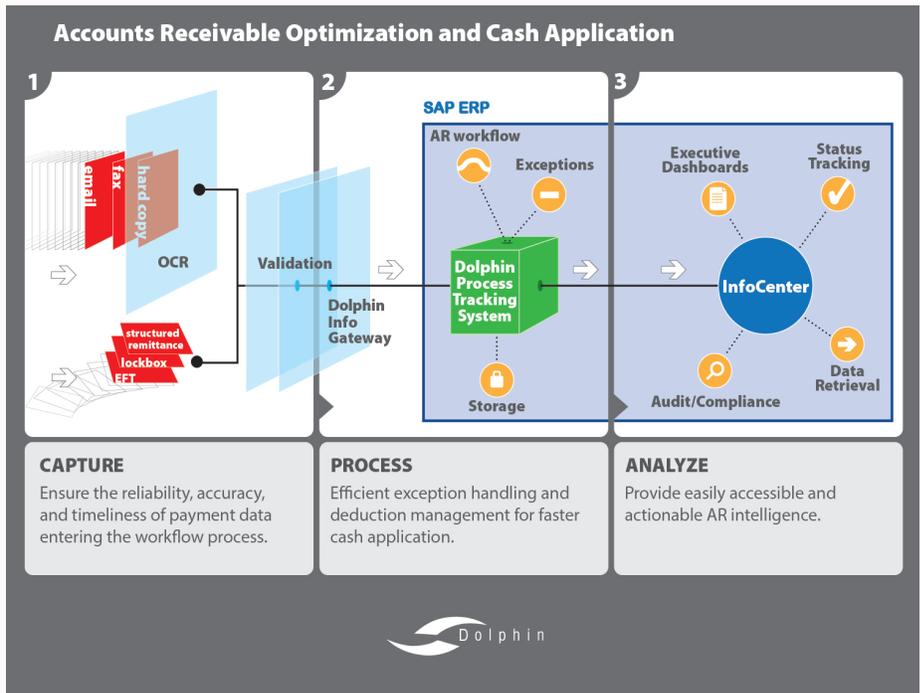
Document Management

Critical to the timely management of exceptions is having supporting documents such as signed proofs of delivery, purchase orders, bills of exchange and many others immediately available. Our document navigator solution provides a 360 degree view of all documents captured throughout the document flow as well as the ability to aggregate, print or email documents on the spot.

Discrepancy Management

Payment discrepancies can have a disastrous impact on profitability. Dolphin minimizes this problem by including a Discrepancy Management workflow for managing payment mismatch exceptions. This functionality allows users responsible for cash application to clear any discrepancies using a structured workflow and tracking process including facilitating case management of residual items, chargebacks and other credit/debit reason code workflows. Often, it replaces current Excel, email and paper based processes. The entire history of the workflow along with any notes serves as an audit trail and is always available for audit or customer service purposes.

THE DOLPHIN ADVANTAGE

Dolphin is the one vendor that can help customers manage the lifecycle of data and documents across an enterprise, assuring integration and support of critical business applications to meet your objectives. Dolphin's document-centric approach leverages your current infrastructure and the applications you already own to deliver a process that costs less, is implemented faster and helps you manage your growth over the long term.

Accounts Receivable Optimization and Cash Application

CAPTURE	PROCESS	ANALYZE
Ensure the reliability, accuracy, and timeliness of payment data entering the workflow process.	Efficient exception handling and deduction management for faster cash application.	Provide easily accessible and actionable AR intelligence.

ABOUT DOLPHIN

Dolphin leads the way in SAP business performance improvement and is the one partner that manages both data and processes. From data and information lifecycle management to end-to-end solutions for SAP procure-to-pay and order-to-cash processes, Dolphin delivers a competitive advantage that drives cost savings, optimizes cash flows and fosters a lower total cost of ownership. Leveraging SAP technology, Dolphin's data lifecycle and business process management solutions, and SAP-certified add-on applications, have built-in flexibility and are designed to be tailored to each customers' specific business processes and IT environments.

The company was founded in 1995 and has offices in San Jose, CA, Philadelphia, PA and Toronto, Canada. Dolphin's smart, adaptable and proven solutions are implemented by hundreds of companies across North America and around the world. Among Dolphin customers are more than one-third of Fortune 100™ companies running SAP systems. **To learn more, email us at contact@dolphin-corp.com or visit www.dolphin-corp.com.**

888.305.9033
www.dolphin-corp.com
contact@dolphin-corp.com

ASUG DIAMOND PARTNER

SAP Silver Partner