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eAdoption Series Part III: The Solutions are Out There

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You have to admit, the process of converting paper to remittance data and then again, from the remit to electronic can be a tedious, prone-to-error endeavor that's fraught with bad data and underutilized employees.



My last two blogs posts were all about [the perks](#) and [the pains](#) of going totally electronic with your billing and accounts receivable. With the United States Postal Service in

the news so often about how it's hemorrhaging money, losing business, and alienating customers, going electronic is almost a no-brainer. But of course it isn't that simple. Sure, ditching as much paper as possible reduces labor costs and manual errors and right, you'll probably improve your cash forecasting while taking a big bite out of fraud.

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But there's no real standard format for remittance content — at least not one that everyone has agreed to follow. But even if that were not an issue, there's still the battle of convincing customers to pay electronically. Some people are just not onboard with that yet; it may take them a little more convincing, no matter how much it makes sense for the majority of them.

Electronic payments: From presentment to payment to cash application

So while everything hasn't been solved in the quest for 100 percent electronics, there are steps you can take, technologies you can implement, and ways of thinking that will aid you in your quest to ditch the paper and set out for greener — both in color and capital — pastures.



Offering your customers electronic bill delivery and payment options is going to end up working the best for everyone involved. As long as you've got the ability to deal with those electronics coming into your system, this is a win/win green solution that should make it easy for your eAdoption campaign.

The Billtrust solution provides the presentment and payment solution, while Open Scan takes over the cash application portion.

Presentment and payment

- **eBill CONNECT**

EBPP is a service that combines the convenience of emails with the benefits of receiving electronic payments. Your customers receive customized emailed invoice summaries along with PDF bill attachments. Read more about [email Connect](#) from Billtrust.

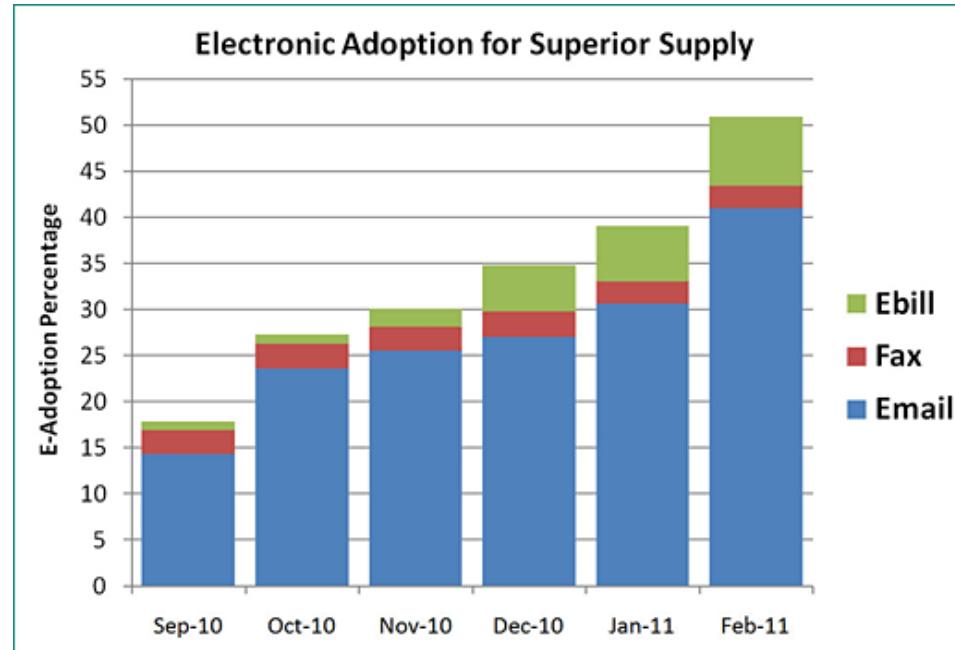
Cash application

- **Dynamic Receivables with Electronics Correlation**

It's all well and good if your customers are now convinced to pay electronically but if your cash application system can't handle the decoupled remits and payments, it's all going to sit there and prevent you from connecting with your cash.

The Open Scan's Dynamic Correlation Engine correlates incoming decoupled electronic payments and remittances automatically. Imagine the efficiencies, the lowered DSO, the feeling you're making [Edward Abbey](#), [Rachel Carson](#), and even [Al Gore](#) (if you're so inclined) stand up and take notice.

Billtrust has developed a formalized [eAdoption program](#) to help you migrate your customers to electronic solutions. It'd probably behoove you to look into that before jumping headlong into any decision to change your process.



"Our major obligation is not to mistake slogans for solutions." — Edward R. Murrow
