

Are Your Invoices Getting Through?

It seems like a simple question, but the answer may come too late – when payment is due and cash flow is already delayed.

Increased remote working saw delays in traditional paper invoices reaching customers during the pandemic lockdowns. Now, emailed invoices have become more popular but these do present a new set of risks.

Deliverability is far from assured via email – many emails end up in junk folders, especially if invoices are attached as PDFs or other document types.

The question you might be asking is...

**“
How can you quickly
fix your existing
invoicing processes to
ensure invoices reach
their target, on time,
every time?”**

At Corcentric, we help businesses such as ITV, The Guardian and VF Corporation send invoices every day. And they always reach their target.

Read on for some real-world examples of how Corcentric has already solved invoice delivery problems you may be facing.

DELIVERY VISIBILITY AND CONTROL



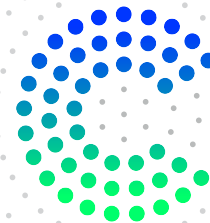
Corcentric EIPP offers VF Corporation complete transparency. I now have the real-time visibility I needed to enable proactivity. I can view a customer, or view a VF brand, on the parent portal, at any given moment and analyse when a document has been sent, has it been emailed or posted and what has happened to it.

With this level of clarity I can be preventative in managing any potential problems. Visibility that I never had in the past has now given me more control over our credit management process.

– **Ulf Springer**, VF Corporation

The Corcentric Advantage:

- + Knowing when a delivery fails means a resend can automatically be rescheduled.
- + Visibility of opens and clicks provides further indication that the customer has received and acknowledged the invoice.
- + Where no engagement is seen after a suitable length of time, statements can be sent as a reminder.



OVERCOMING DELIVERY BLOCKERS



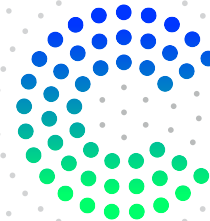
One example of the great level of service, from the Corcentric EIPP team, has been overcoming the restrictions put in place by the NHS, following their firewall data breach in 2018. It was initially impossible to get any money out of the NHS, because we couldn't get invoices into them for a while.

The NHS makes up about 90% of our clients' customer base, so this was a massive, massive ordeal for us. Corcentric were able to work with us and the NHS to come up with a solution to the issue and resolve this quickly.

– **Steven Dee**, Movianto

The Corcentric Advantage:

- + High-quality server reputation, reducing risk of being marked as spam.
- + Existing connectors and relationships with all major e-invoicing value-added networks (VANs) so your invoices can be sent, whatever the connection requirements.
- + Direct delivery to your customers' invoice portals – bypass manual uploads.



ULTIMATE FLEXIBILITY – TRANSITIONING FROM PRINT TO POST



If I'd had a team doing post and envelopes then that would have been a cost to bear, but Corcentric is a variable cost based on how much we send. That flexibility and the ability to easily switch from post to electronic delivery, supporting delivery preferences in lockdown, have been a great benefit to us.

– **Jim Small**, Peak Cashflow



A few times a year, we provide Corcentric with a list of our customers who could potentially be moved to e-invoicing. Through a dedicated campaign Corcentric helps us to transition these customers over. In the long run this helps us drive down our costs considerably, eliminating print and postage costs, etc.

– **Mark Eyers**, The Guardian

The Corcentric Advantage:

- + Proven methodology to transition more than 80% of customers to electronic invoices within one year.
- + Manage paper invoicing alongside e-invoicing in one platform and outsource the print and delivery to save costs.
- + Track the delivery of paper invoices, so an audit trail exists for paper and electronic delivery.
- + As-a-service business model means there is no need to tie up IT resources with development, deployment and management, or impact the smooth-running of invoice delivery and receipt of payment.
- + See a return on investment more quickly as investment is spread over the lifetime of use, so savings per-invoice are quickly realized.