

Collections Management

Eliminate time-consuming, manual tasks while improving collector productivity. Cforia's Collection Management solution empowers your A/R team with the data and intelligence needed to find the optimal balance between human touch and automation.



Automated Dunning

One-time set up of templates and automation rules save significant time.



Prioritized Worklists

Each collector receives a list of the day's highest priority accounts to focus on.



Real-Time Promise-to-Pay Tracking

Collectors are alerted as soon as payment is received in the ERP system.



Rules-Based Collections

Pre-defined rules ensure that customers are touched at the right time.



Robust Customer Profiles

Centralized, access to real-time customer data and detailed activity history.



Dispute Management

Streamline the process with lifecycle management and collaboration tools.

Collections Challenges

Manual, out-dated collections practices

Takes time for collectors to make phone calls and set up dunning email and letter templates.

Lack of up-to-date customer information

Collectors who don't have real-time access to information like payment status or past activity are working at a disadvantage.

Inability to achieve full portfolio coverage

Collectors have limited daily capacity. Trying to reach out to every account, every month is nearly impossible as the business grows.

Collections Automation Benefits

- Optimized Collector Efficiency
- Better Management Reporting
- Reduced Deductions Volume
- Increased Performance Visibility
- Improved Customer Experience
- Streamlined Disputes Management

Consolidating all of our collection and follow-up activities into Cforia's workbench not only improved our visibility, but it allowed us to create a more efficient workflow. In working with multiple sales territories the Deductions Workflow was key in collaborating between salesperson and the A/R Department which ultimately resulted in an 80% reduction in overall open deductions.

Mark Tomasi, Credit Manager | Sennheiser

CFORIA'S END-TO-END GLOBAL ORDER-TO-CASH PLATFORM



CASH APPLICATION	>
COLLECTIONS	>
Improve collector efficiency and reduce customer touches by automating daily collections tasks. Learn More...	
DEDUCTIONS & DISPUTES	>
CUSTOMER SELF SERVICE	>
ANALYTICS & REPORTING	>
ORDER MANAGEMENT	
INVOICING AND BILLING	>

ABOUT CFORIA

Cforia Software Inc. is a global enterprise solutions provider, delivering industry leading working capital and accounts receivable (A/R) automation software. Over 250 enterprises are managing \$425 billion in A/R turnover with Cforia today. Our 15 years of success have been driven by superior technology integrated with proprietary real-time data integration tools across complex and disparate ERP systems.