

SAP Inkasso-Link®

You rely entirely on your SAP® system and have everything under control. Almost everything! For what happens in the following situation – you have sent your defaulting customer reminders up to the last stage – but he is still not paying his bill. What is the next step? Since SAP® does not offer any advanced functionality by default, your receivables management must be handled outside the central system, which means more effort, is less transparent and has potential to introduce errors. Would it not be smart to close the process gap in receivables management?

Your goal – our mission

With SAP Inkasso-Link®, you have a system-integrated and thus efficient expansion of your customer dunning process within SAP®. This allows you to close your process gaps in receivables management and create 100% transparency in your operations.

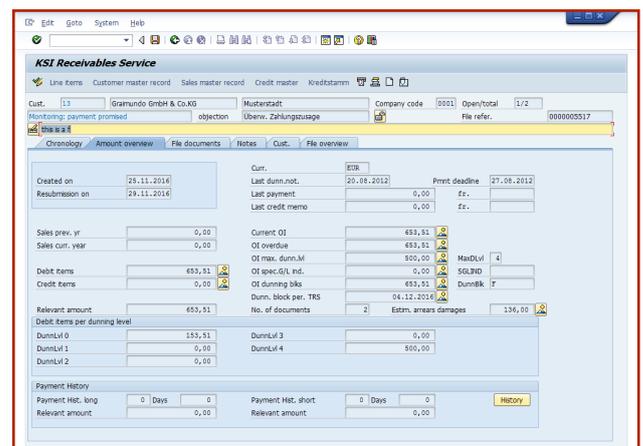
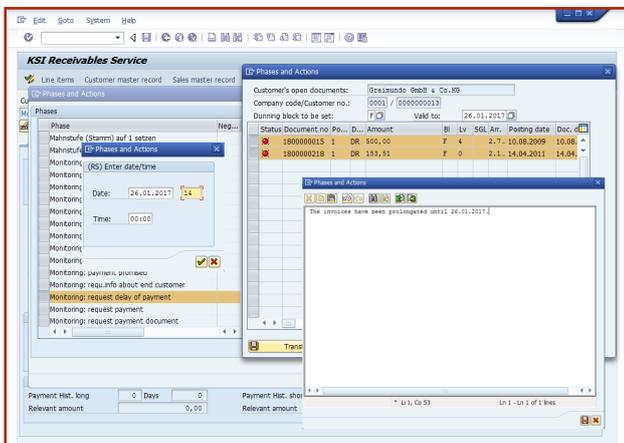
We will accompany you on your path to success

SAP Inkasso-Link® is an add-on for your SAP®-FI. It manages your outstanding receivables – even if the last stage of dunning level has already been carried out. You get an automated and complete overview of all relevant customers as well as OP.

SAP Inkasso-Link® ensures optimal workflow control. Depending on the respective circumstances, customer-specific open points and follow-ups are generated automatically. This is done on the basis of your individual rules.

The electronic customer file

For an optimal overview, SAP Inkasso-Link® displays the corresponding history for each operation in the electronic customer file. This creates transparency, which ensures that all persons involved in the process always have a current and comprehensive picture of the status quo. On request, all information is summarised via the reporting function.



Transparent control system and easy to use

Through an intuitive and clear user interface, all important information is displayed at a glance. The application needs no special knowledge. You learn how to use it in a one-day training session.

In-house and outsourcing solution

SAP Inkasso-Link® can be used to enhance your own dunning process as an in-house or outsourcing solution for the debt collection process. In this case, there will be a complete data exchange between you and us.

Three modules for greater efficiency in receivables management

SAP Inkasso-Link® ensures a workflow-controlled procedure creation and processing and consists of the following three modules:

1. TFS (telephone receivables service)

To optimally process and clearly display information during the conversation, there are practical memo and follow-up functions. These support the user by controlling the workflow and direct focus on what is essential. Other advantages include building a history of all activities and the monitoring of dunning periods. The module is completed by instalment payment functionality as well as the document attachment with barcode support.

2. Complaint

In the case of complaints, the module is very user-friendly and assigns these directly to the relevant departments or respective administrator. Improved efficiency is ensured by rule-based functions such as prioritisation and deadline setting, as well as notification via email in the case of new complaints, default, deadline extension or processed complaints. Detailed reporting leads to continuous improvement of the processes. In turn, the greater efficiency ensures more liquidity and higher customer satisfaction.

3. Outsourcing

This module is the seamless continuation of your commercial dunning process. Through the rule-based system of a suggestions list for potential debt collection customers, it ensures complete transparency up to

conclusion of the transaction. Transactions that are relevant for debt collection are automatically recognised and forwarded. Progress-driven access to the EOS KSI document archive is also ensured, as is the process-related note exchange function, the daily current receivables account and the building of a history of all activities. With the Inkasso-Module, you have an optimal overview – even in difficult cases.

If needed, you can supplement these three modules from SAP Inkasso-Link® with further individual developments.

We call you the reasons for success

Reliable guarantee

SAP Inkasso-Link® is officially certified by SAP® and is continually developed and enhanced to ensure it is compatible with new SAP releases.

From practice for practice

Many customers have been using SAP Inkasso-Link® successfully for years and are even involved in its further development. Thus, improvements are constantly being made more or less under real conditions, which are directly related to the respective needs of the different sectors.

Customisable

In SAP Inkasso-Link®, many settings can be customised according to your requirements. This ensures workflow-based processing that is fully geared to your company's needs and processes.

Automated yet controllable

To optimise the workflow, receivables management is triggered automatically. However, manually access is always possible, particularly when deciding when an EOS KSI process is to be transferred for receivables collection.