# Credit management software

## The best price, the best service and the best product

Can your organisation's credit management be improved? Optimise your accounts receivable administration with credit management software. With the software of CreditDevic you can organise the dunning process at a glance. Set priorities, make strategic choices and create new opportunities based on valuable information generated by the credit management software. The actions and status of the debtor portfolio are clearly displayed in a personalised dashboard.

**CreditDevice**

# Improved cash flow, clear reporting and effective communication

Credit management goes well beyond follow-up calls to debtors for outstanding invoices. We have developed credit management software that addresses credit management throughout your organization. Get paid faster and at the same time improve your organization's efficiency and its internal and external communication.

How? Take a moment to discover how our software works! With the credit management software of CreditDevice your processes run more smoothly and you always have a real-time overview of the financial risks within your portfolio. In addition, you can send tailormade reports to the right persons within your organization.

## MORE OVERVIEW AND BETTER INSIGHT WITH CREDITDEVICE

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# Why credit management sofware?

## The importance of good reporting

### Get invoices paid faster

Our software will help you to communicate with debtors effectively. Automatically include e.g., a payment link to reminders, using the online payment options. And if you would rather send reminders by post or maybe even by text message, other forms of communication are possible. Determine the right tone of voice for each customer and take targeted action for the best result: getting invoices paid faster!

### Insight for better credit management

Quantify your customers' payment behaviour, predict the risks of defaulters and streamline all your activities. Transparent and well-organized reports and analyses mean that you are always informed about your customers' payment behaviour and provide a clear picture of their financial status. This lets you prioritize better and determine the strategy: what is important to me and what do I focus on?

### License fees

We believe that Credit Management Software doesn't only benefit the financial department: your entire organization can take advantage of the valuable information that the software produces. Deploy Credit Management Software throughout your organization - give the sales, purchasing and service departments access too. Which is why the number of administrative systems or users does not influence the fee.

### Automatic workflows

Configure workflows for efficient debtor management. Based on the customer profile, you can adjust the order, content, language and structure of the workflow yourself. Never again forget to take action and communicate unambiguously with your debtor in the right tone of voice, while saving time and money.

# Professionalize your debtor management with good software

## Good reporting

With reporting, you have endless possibilities. You decide whether you want to receive Excel lists or PDFs, including company logo and the desired diagrams. There are no limitations: you can report on everything! Do you want to inform the CFO about the top 10 debtors with the highest outstanding balance on a monthly basis? Do you want to send out consolidated DSO calculations? Or provide a weekly overview of outstanding invoices to your account managers? This can all be done automatically via our mail planner. Your colleagues only get the data they need - in the right form and with the right frequency.

## Add invoices to your reminders

A well-known excuse of non-paying debtors is that they "never received the invoice". In these cases companies often waste time and energy sending a copy. You can solve this by automatically sending the original invoice together with your reminder. If you store all invoices in PDF form on a server and give us access to that location, we will collect the invoice if the system asks for it. For example with manually generated emails or as part of a workflow. Which saves you a lot of time and hassle.

## Fully configurable

Our software is fully configured to your wishes upon delivery. Of course you can always adjust and optimize things yourself, such as workflows, debtor groups or email templates. You do not need the help of CreditDevice to do so. This does not only saves you money but it also saves you lots of time.

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# What makes CreditDevice unique?

## One integrated application

The way you structure your credit management differs per company. Which is why we offer solutions for effective debtor management that will assist the success and growth of any organization. Whether you use the modules together or on their own, our products are flexible enough to pave the path that's best for your business. For example, you start with Credit Management Software and later on add the Credit Information module. Risk Manager is a smart addition when you want to link your internal data to our database. And if you are credit insured, PolicyManager is highly recommended. You decide which products suit you best and when you want to scale up. And according to our customers, the major advantage of our software is that you always work within one single application.

"Because we combine the different modules of CreditDevice, we have more overview and better insights, handle complaints faster and are a lot more efficient. We work more professional and maybe even more important always with only one application".
**C. van Heezik Group**

## Service is everything

We are an independent company without external shareholders. In practice, this results into short lines of communication and personal contact with the CreditDevice team. The close relationship with our customers is also reflected in the development process of new and existing products. We develop our products in-house and always in consultation with our customers.

"CreditDevice is not our supplier but our partner"
**YoungCapital**

# Data exchange: how does it work?

**Our software communicates seamlessly with your system and your data is always up-to-date.**

## Import and exports

Our Credit Management Software requires a connection between your accounting package and our online environment. You provide an export script that collects your own XML or CSV files and puts them on our server. Then it is our turn. We process the supplied data according to an import script. Once both scripts are set to run periodically, everything runs automatically.

## Discover the many functionalities of our credit management software

## Customer segmentation

A private individual, multinational, self-employed person or private company: should all be approached differently. Within our software, you, therefore, form debtor groups based on size or risk, each with their own workflow. What is special about CreditDevice is that we support you in that classification, because we can estimate the risk of your debtors. As a credit manager or financial manager, you only have to decide which policy you want to pursue. The system does the rest.

## Flexible workflows

When you start with Credit Management Software you start with dunning process that you think works best. Slowly you learn to understand the behaviour of your customers and you discover where and how things can be improved. An important added value of CreditDevice is that you can adjust the workflows based on enhanced insights. You can, for example, change the order of the actions, the intervals or the content of your e-mails. The number of workflows is also unlimited.

# Create structure in your dunning process to create more overview.

## Useful dashboards

We create dashboards at stakeholder level and give you relevant insights. Your own data and ours come together in the dashboard. Everything related to your debtors can, therefore, be shown here. You can gain insight at the entity level or at a consolidated level. In addition, you are free to create your own dashboard with information that is important to you.

## Time-saving actionlists

If you have thought about what your workflows should look like, the software will provide you with all relevant actions. Working from those lists every day will help you avoid non-payment or late payment of invoices, and enable you to respond more quickly to customer enquiries. Sometimes an extra action is needed. For example, a complaint has been made and you need to check whether it is correct. You want to check whether a colleague has already carried out a certain task. Or you can't get hold of someone and have to call again tomorrow. This then becomes a new action in the action list.

## Sorting actions

You can sort your work in many ways. In the action lists, you can, for instance, filter who you want to call first: the one with the highest balance, the invoice that has been overdue for the longest time, the debtor with the highest number of invoices, etc. You choose where to start. In the debtor card you will find all available information about that company. After completing the action you can quickly click on the next action. If you work with several debtor managers, everyone will see their own work overview. Is one of your colleagues sick or on holiday? You can easily take over their work by adjusting the filters.
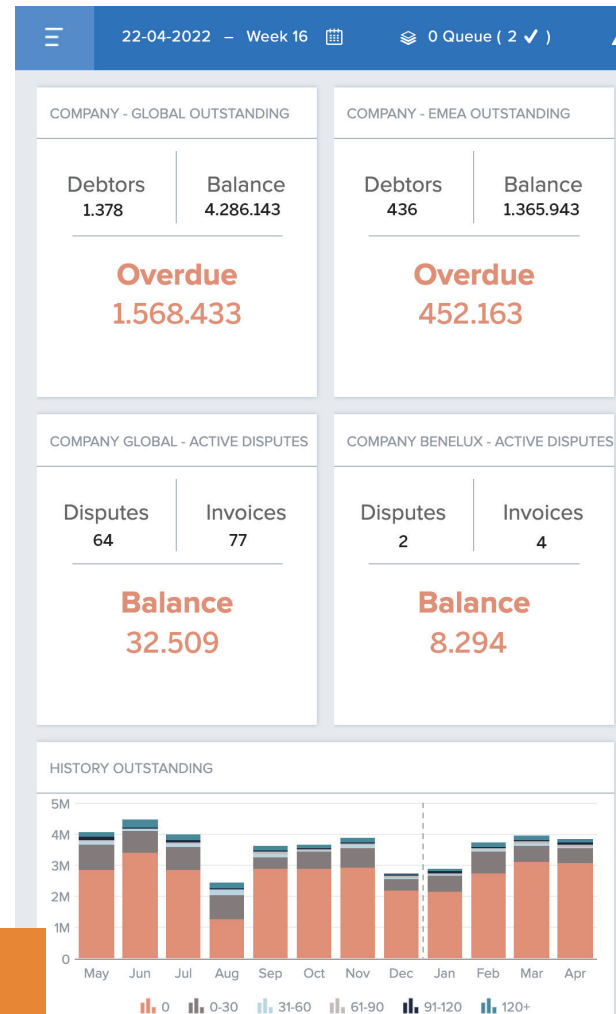
# All linked debtors in one central location

## Corporate view

In corporate view you can link several debtor numbers of the same customer to each other. Which means that you can easily send reminders to parent and subsidiary companies at the same time. In the central file, you also have a clear overview at group level of which amount is outstanding and which amount is overdue. This is extra useful if you, for example, have multiple administrations within your company, which at the same time do business with different business units at a customer. You always have all information together.

## Accurate complaint handling

Efficiency and communication are essential for adequate complaint handling. Our software ensures that it is immediately clear who will handle the complaint and that the customer is approached quickly and in the right way. We first map out what type of complaints exist in your organisation (e.g. service complaints) and attach templates to them. If a customer files a complaint, you immediately send him/her a confirmation with the message that a response will for instance, be given within five working days. The complaint file is then automatically assigned to the right employee. If that person does not resolve the complaint in time, another employee is informed. You can monitor the entire process and improve when necessary.

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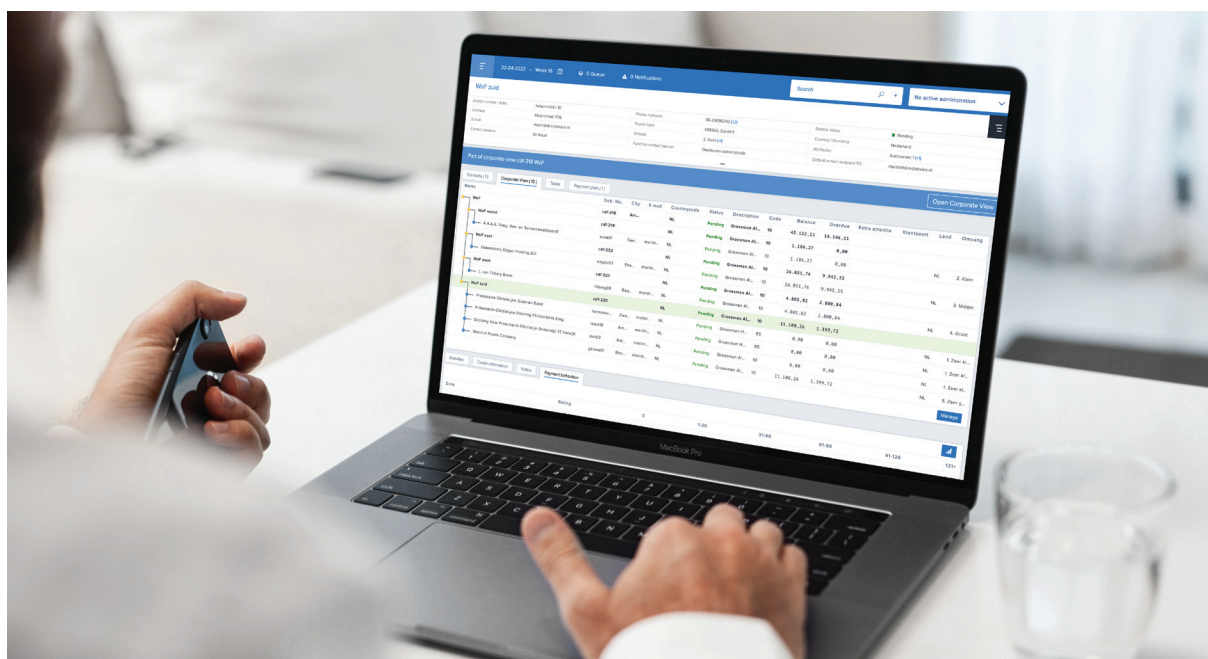
# Invoices are paid much faster and complaints are handled more quickly

## Write down important information

Always up to date with the help of notes. For example, you can indicate what is going on per invoice or group of invoices, so that when you next call the customer, you know exactly what was discussed. Special notes about a debtor automatically appear at the top of the debtors card. For example 'always ask for Peter Ingram'.

## Online payments

Our software can easily link online payments to your communication. This way you make it even easier for the customer to pay its invoices. E-mails and text messages then contain a payment link and letters a QR code. The debtor can therefore pay an invoice or all outstanding invoices with a single click or scan. Payments via iDeal, credit card, PayPal or Mister Cash are possible. These payment links produce spectacular results. In B2C, we see that 40% of debtors pay immediately. For small businesses, the figure is 25%. In comparison: without a payment link only 5% pay within a day!

# Mail Integration

## Connect your email

How many emails does your credit control department receive on a daily basis? Hundreds? Thousands? Every email that comes in is data. To optimize the efficiency of your department, we use that data to automate your actions. So, you no longer have to open and read all emails.

### Reply to emails or compose new ones

To make sure that you never have to switch to your e-mailbox while working in CreditDevice, you can directly reply to or create a new e-mail directly from the software. This obviously works both ways. If you reply directly out of your Outlook (or equivalent) the e-mails will directly be visible and captured in the software.

### Synchronize all e-mailboxes

Add different e-mailboxes to the software so that all your e-mails are directly visible in the application. Whether you have Outlook, G-mail or another e-mail provider you can easily connect your inbox and all other relevant folders. Decide yourself who will be able to see which inbox or folder.

### Connect your e-mail to your debtor files

After connecting your e-mail, you can integrate e-mails by connecting them with the right debtor file. You can also choose to let the software recognize the correct debtor and place the e-mail automatically in the debtor file.

# Artificial intelligence

## Save time with our smart robot

Let our robot process your e-mail so that you can focus on the important stuff! To optimize the efficiency of your department, we use your e-mail to automate your actions. This means that you no longer have to open and read all E-mails. Our smart robot gets to know your processes and requirements. After a while it can even answer the E-mails for you. The time you gain, you and your colleagues can spend on other things!

**Improve the cooperation with your robot**

Just like with any other new colleague, you also have to get the robot properly acclimatized. This takes time. In time, the robot will get to know the processes and data better and better and will gradually take more work off your hands. In the beginning the robot will prepare all actions for you to check. After a while you can entrust the robot with all standard actions.
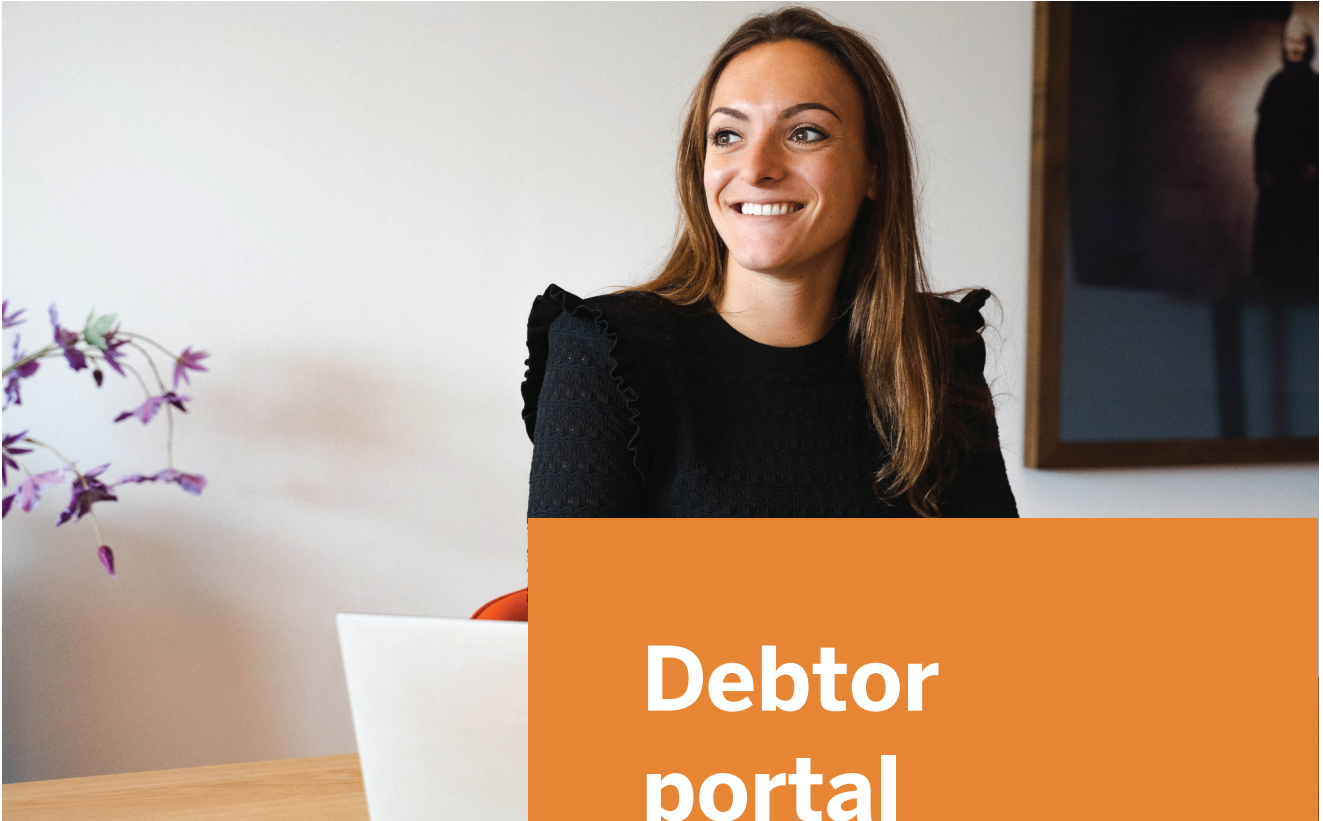
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# Debtor portal

The CreditDevice Debtor portal makes self-service credit management possible. It offers your customers the possibility to download invoice copies, request payment schedules, leave messages and make payments directly online. This saves you and your customer a lot of work.

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## The benefits for your customers

- make payments online directly via iDeal, among other methods;
- download copy invoices;
- request a payment plan;
- add a PO number;
- make a payment commitment;
- report a complaint;
- change contact details;
- ask a question about one or more invoices.

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## About CreditDevice

CreditDevice has been a leading player in the credit management industry for 20 years. As an IT company, CreditDevice develops its own credit management related software products. The solutions enable companies to make informed business decisions, identify opportunities and reduce risks. The advanced credit management software, meets the rapidly evolving market needs of today's enterprises and helps customers simplify communication about overdue invoices.

**CreditDevice. Credit management solutions.**
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