

CUSTOMER SEES EIPP ADOPTION JUMP FROM 10% to 60%

Robust platform-based capabilities and rapid implementation made CEDAR the perfect partner for this leading provider of information and information solutions.

CEDAR Contact

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The Situation

Our customer's clients rely on them for rapid, reliable information solutions. Several years ago, the company implemented an Electronic Invoice Presentment and Payment (EIPP) portal hosted by an outsourced service provider to deliver an electronic invoicing option to their business customers. After years of continuous effort, they had transitioned about 10 percent of their largest active monthly invoice customers to the paperless system. Then, in 2004, our customer learned that their portal service provider would be going out of business in six months.

While the time to find and implement a new EIPP portal solution was short, this represented an opportunity for them to address some major deficiencies in their current system:

- ◆ The system had not attracted the number of users they had originally projected. While 10 percent was better than none, the costs of printed invoices, plus the lack of flexibility in messaging through printed documents, were strong reasons to get their clients on the electronic system.
- ◆ Their very largest customers needed functionality such as sub-account and cost center subsets and specialized data extracts that the outsourced application did not offer.
- ◆ The majority of the company's customers, both portal and print, had indicated a preference for an email-based, push delivered solution, which their current vendor's technology did not support.
- ◆ They needed a solution with a Web archive that would support paper-based invoices as well as those delivered by the EIPP solution, a capability their existing supplier's EIPP portal could not provide.

After evaluating several alternatives, our customer chose CEDAR Document Technologies to deliver the complete EIPP solution they needed.

The Challenges

The new EIPP Web portal had to provide a cost-effective way to deliver on a backlog of customer requests (such as XML data extracts, credit card payment, and special user workflow rules). Our customer wanted to be able to give their customers the option of choosing to receive invoices in whatever way they preferred: print; secure, interactive PDF; or through a portal. And they wanted to be able to provide on-demand electronic access to all historical documents to facilitate more efficient, more effective customer service and support.

The short time frame for transitioning to a new solution was another challenge. Our customer couldn't afford a glitch – when their current supplier shut down, they had to be sure that the new systems was up, working properly, and seamlessly delivering invoices to their clients. CEDAR focused on addressing these issues to provide them with an EIPP solution to meet the company's information handling requirements and deliver the much higher levels of electronic adoption they hoped to achieve.

The Solution

CEDAR's Communications Platform was deployed to enable a full-spectrum of electronically delivered invoicing capabilities. The CEDAR solution provided:

- ◆ A technologically advanced EIPP Web portal

Based on CEDAR's support Web services framework, the portal provides invoice summary and PDF at the company, cost center and sub-account level; line item dispute management; ACH payment with user self-administration; invoice review, approval and payment workflow; and company Statement of Account reporting, including information such as accounts outstanding, invoiced amount and past due accounts

- ◆ Mapping of the existing print data feed to support CSV and XML data extracts

This allowed our customer to integrate visibility and management of both electronic and print delivered invoicing into a single system for greater accountability and control while offering their customers a variety of data extract formats for reconciliation and review purposes.

- ◆ Interactive PDF invoices

Our customer gained the ability to create and deliver invoices via email as secure, interactive PDFs. This invoice delivery vehicle provided customers with flexible ACH and credit card payment options, as well as line item dispute, customer service contact and real time Statement of Account updates – all from within the electronic invoice.

- ◆ Web-based archiving for all AR staff and customers, with comprehensive search and retrieval for all invoices, reviews, approvals, disputes, payments, deliveries and transactions

Through CEDAR's Web portal administration tools, our customer gained the visibility and control to define all their business rules, workflows and user rights. These tools improved the company's insight into their invoicing and A/R functions and extended the features they could provide their clients.

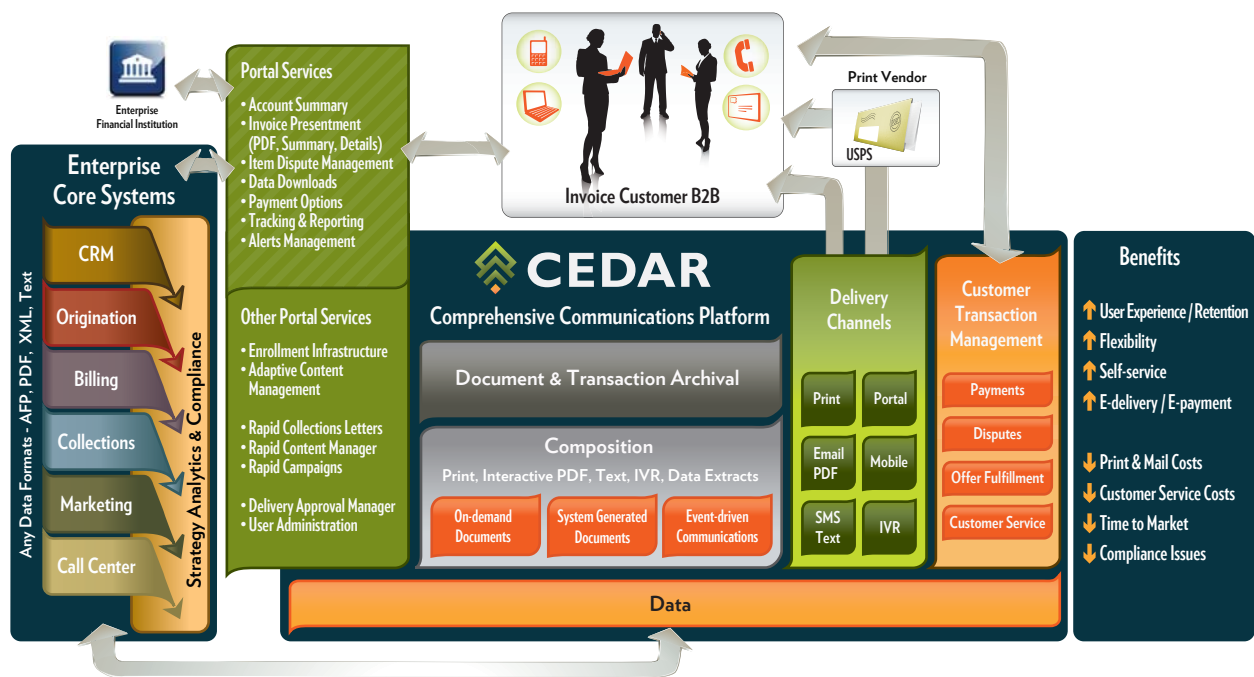
The Results

After rigorous pretesting, CEDAR went live with the new portal application seamlessly and on schedule the same evening the previous vendor sunset their application. Once deployed, CEDAR immediately began delivering invoices, processing payments, handling disputes and gathering analytical data.

Four months later, CEDAR rolled out a secure, interactive PDF invoice and began supporting the conversion of customers from portal or paper to their preferred delivery solution. Today, **60 percent of the company's active customers are completely paperless through CEDAR's solution.** And an impressive 2/3 of clients using electronic invoicing do so using the email-delivered interactive PDF option, compared to the 1/3 who pay via the CEDAR-based portal.

About CEDAR Document Technologies

Since 1993, CEDAR Document Technologies, Inc has delivered integrated solutions to address the communications challenges of many of the Fortune 500. CEDAR's document-based, Communications and Servicing Platform enables companies to communicate with customers across multiple distribution channels, while meeting the requirements of regulators and customers for personally relevant communications and increased self-service. Our platform integrates with clients' core systems to unlock the communications potential of the data inside.



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From a single technology platform, CEDAR delivers everything necessary to effectively manage the communication requirements of today's customers and the multitude of systems that support them. Our technology is highly scalable and flexible, delivering integrated services for complex customer communications across all mediums including email, website, interactive PDF, mobile, text, IVR, and traditional print/post.

Invoices
Open, Approved, and Payment Pending Invoices

Invoice Original Amount	Dispute Amount	Net Balance Due
\$867,486.45	\$102.00	\$867,486.45

36 Documents were found. Displaying 1 - 20

Select	Status	Date	Account Number	Invoice Number	Summary Document Detail	Original Amount	Dispute Amount	Net
<input type="checkbox"/>	Open	08.04.2010	BA88123405	5662966	Summary Document Detail	\$354.72	\$100.00	
<input type="checkbox"/>	Open	08.04.2010	BA88123404	5662967	Summary Document Detail	\$891.90	\$2.00	
<input type="checkbox"/>	Open	08.04.2010	BA88123403	5662884	Summary Document Detail	\$1,245.26	\$0.00	
<input type="checkbox"/>	Open	08.04.2010	A881234507	5657133	Summary	\$21,716.25	\$0.00	

Statement of Account

Invoice Date	Customer	Summary Invoice
05/15/10	ATL 123456	1234567800
Balance	Amount Due	Payment Due
Net 30 Days	06/14/10	884.21

Account Overview

Any Company
John Doe
1234 Anystreet Drive
Anytown, US 12345

Contact Information

B2B
1234 Anystreet Drive
Anytown, US 12345
For Billing Inquiries, call 888-555-1234
For customer service inquiries, call 877-555-4321

Make checks payable to: B2B
Days ATL
PO Box 12345
Anytown, US 12345

Invoice Summary

Invoice Date	Customer	Summary Invoice
05/15/10	ATL 123456	1234567800
Please Pay By	Terms	Amount Due
06/14/10	Net 30 Days	884.21

Bill to Account: @X01234

Budget Center	Purchase Order	Release	Order Number	Invoice	Net	Tax Misc/Freight	Total
View Details	John		0012345678-000-001	1234567890	697.43	55.79 .00	753.22
View Details	John		0012345678-000-002	1234567891	121.29	9.70 .00	130.99
Subtotal					818.72	65.49 .00	884.21
Total Due by 06/14/10					818.72	65.49 .00	884.21

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Business to Business
1234 Anystreet Drive
Anytown, US 12345

For billing inquiries call 888-555-1234
Make checks payable to B2B, Dept ABC PO Box 12345, Anytown, US 12345

For order logs
Make checks payable to B2B, Dept ABC PO Box 12345, Anytown, US 12345

To find out how your company can improve its electronic invoicing, please visit us at www.cedardoc.com or call **Bob Herdina** at **770.395.5025**.