



## Process Tracking Solution for Accounts Receivable Lockbox

### Manage your Lockbox Process Easily and Effectively

#### ***The Business Challenge***

Many organizations with large volumes of incoming checks use bank lockboxes. An all too common challenge for Accounts Receivable centers is resolving exceptions – deductions and short pays, for example – that occur when the amount of a remittance check is not directly applicable to an open invoice or group of invoices. Standard SAP® handling provides the base functionality to apply customer payments against open invoices, but SAP provides no direct mechanism for handling these exceptions. And there is no means or visibility to track and view the payment application and check and remittance documents throughout the process.

**Many companies see their DSO's reduced by 20% to 30% or more without increases in headcount or overtime costs.**

What's more, the process itself is inefficient, as information comes from various sources and is not made available automatically. Documents such as purchase orders, order confirmations, bills of lading, signed delivery receipts, sales invoices and credit/debit memos are not readily available.

#### ***The Dolphin Solution***

Dolphin is solely focused on taking the time and cost out of essential business operations for users of SAP solutions. Our unique Dolphin process tracking system for Accounts Receivable Lockboxes improves the visibility of your lockbox processes with the benefits of imaging. Dolphin's process tracking system leverages the inherent workflow capability in SAP to accelerate the exception handling process so that cash is applied faster. Many companies are seeing their DSO's (Days Sales Outstanding) reduced by 20%-30% or more without increases in headcount or overtime costs.

#### **In the Dolphin solution:**

- Scanned images of checks and/or remittances and related check detail sent by your bank are **automatically uploaded and linked** to your applied payment documents.
- SAP ArchiveLink™ functionality **stores the check image and any backup documents in any content repository**, including the SAP Content Server.

#### **Proven Results**

- Improve process for cash application
- Decrease Days Sales Outstanding by 20% to 30%
- Increase productivity
- Dramatically accelerate exception handling
- Reduce costs
- Leverage your SAP investment
- Fast ROI – 4 Week Implementation

**The Dolphin solution streamlines the exception handling process.** Exceptions, such as partial payments, deductions, unapplied cash, and payments on account require customer follow up, and often research, until they are resolved by the AR staff. This is a time consuming, manual and error prone process.

The Dolphin Lockbox tracking solution streamlines exception handling by enabling you to view the entire exception workflow history and status of payments from one view. Dolphin's lockbox process tracking works within SAP to allow you to view the status of checks in the lockbox, associated images, and remittance documents and automatically links checks and remittance documents to SAP payment records. Additionally, you can use it for tracking customer service issues and search all payments for a particular customer.

**Dolphin provides simultaneous, continuous access to documents for multiple users via the web and SAP.** All of the information that is required for document processing and analysis, process monitoring, and administration is at your fingertips and from anywhere, anytime with the proper authorizations. This enhanced visibility delivers a number of advantages, including:

- **No need for extensive training** as all parties have the same point of reference and access.
- **Resolve discrepancies faster**, since the necessary information is available immediately.
- **Reduced cost for paper-related activities** such as filing, copying and mailing.
- **Indexing of all check data linked to the corresponding images, and customer data - such as dates and amounts - is easily visible.** Anyone in the organization who needs information about incoming payments – including the sales team – has easy access provided they have the proper permissions. For remote salespeople, this functionality can be web-enabled for availability on any web browser, improving customer service.

### **Dolphin Lockbox Solution:**

#### **Advantages**

- Improve visibility into the cash application process
- Automate uploads of scanned documents and data files
- Automate linking of checks and remittance documents to SAP payment record
- Automate creation of exception handling work items
- A single system, SAP, for cash application, deduction management, and exception handling.

### ***The Dolphin Advantage***

Dolphin is solely focused on taking the time and cost out of essential business operations like Accounts Receivable for SAP users. Our Accounts Receivable solution can be integrated with Dolphin best practice solutions for sales order management to automate and optimize the order-to-cash process within the SAP Business Workflow.

Dolphin is the one vendor that can help customers manage the lifecycle of data and documents across an enterprise, assuring integration and support of critical business applications to meet your objectives. Dolphin's approach is to leverage your current infrastructure and the applications you already own to deliver a process that costs less, is implemented faster and helps you manage your growth over the long term.

### ***About Dolphin***

Dolphin makes crucial business operations like data management, data archiving, accounts payable, accounts receivable and order management run better and smarter for organizations using SAP solutions. Focused on improving business performance through Information Lifecycle Management and Business Process Management, Dolphin produces the right solution for each customer, faster, through its unmatched experience in SAP technologies, and its proven best practices, tools and SAP add-on applications. Dolphin solutions improve business and IT performance, lower total cost of ownership and deliver high return on investment.

The company was founded in 1995 and has offices in Philadelphia, PA and San Jose, CA. Dolphin solutions are implemented across North America and around the world.

Visit us online at [www.dolphin-corp.com](http://www.dolphin-corp.com) to learn more!

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