

How much access does a third party need to drive receivables?



Many companies have established strong partnerships with third parties to support their daily collections activity. While most of us associate third party companies solely with collecting bad debt, in reality, third parties that specialize in collections can aid you across every stage of your AR process.



WHEN SELECTING A THIRD PARTY, COMPANIES EVALUATE MULTIPLE CRITERIA:

- Experience
- Credentials
- Customer-Service Focus
- Security
- Credit Reporting

As the relationship between a company and their third party evolves – it may become apparent that sharing more data with them helps deliver better results.



THE QUESTION BECOMES:

How much access does my third-party need to drive receivables?

Consider the priorities that are important to your CFO and CIO when building a case for increased third party access. Billtrust Consulting has created the following tables to clearly show the advantages of providing third-parties with system access, and the challenges you'll need to consider.

Third Party Access to System: Considerations

Access to System	Non-Access to System
Visibility	
Visibility into the accounts a third party works on each day	Delay in information on accounts
Visibility into the Stages accounts are in	Possible duplication of efforts on accounts
Allows better coordination with third party on accounts	Inability to see full picture of total portfolio
Allows for easier escalation for first party intervention	-
Prevent duplication of efforts on an account	-

Continues on next page »

Access to System	Non-Access to System
Permissions	
Ability to update contacts (controlled by supplier admin)	Maintain control over contacts
Ability to alter configurations (controlled by supplier admin)	Maintain control over configuration
Security	
No added security concerns with third party use of the Solution	-
Responsible to onboarding third party new hires	-
SOW	
Billtrust SOW contains language for third party usage	-
Customer Comments	
Real time information captured in system	Notes are not updated immediately
Comments made by all parties are visible	Overhead involved with entering notes from third party
Emails are automatically loaded into system	Third party will need to copy and paste emails
Customer Experience	
Standard policy and process across teams	Deferring polices and processes across teams
More influence over calls scripts and how third party collects	Deferring customer experience
Standard email templates	-
Training	
Train third party	No training necessary
Escalation	
Policy workflow can be used to escalate from third party to first party	Escalation takes place outside of system and may not be standardized
Standard internal and external escalation	Third party may not be escalating at proper time
Visibility into which accounts are in the stage of intervene	-
Policy	
Workflow: Accounts will be advanced through the proper steps	Workflow: Accounts may get stuck in steps with no ability to advance
Contracts	
Adjustments to current third-party contracts	No change to current contract
Possible pricing re-evaluation	-
Systems	
All collectors use one system for customer contact	May need access to multiple systems (ERP, Invoicing, act...)
Disputes	
Dispute invoices in real time	Lack of visibility to disputes
Standardized dispute process	Need to ingest disputes into system
All disputing contained in one solution	May lose ability to report on disputing
Promises to Pay	
Entering and reporting promise to pay status in system	Lack of visibility to promise to pays
-	Need to ingest into promise to pays into system
-	May lose ability to report on promise to pays
Reporting	
Reporting is centralized in one location	Dependent on third party for reporting
Transparency into collector activity	Reporting is scattered in multiple systems
Centralization allows ability to better strategize policies and portfolios	Not robust reporting on disputes, payments and promise to pays
Payments	
Ability to take payments right in the Solution and associated reporting	All payment taken outside of the Collections Solution
-	Delays with ingestion of payments



WANT MORE INFORMATION:

If you'd like more information or to consult with one of our collections experts, contact your sales rep or simply send us an email at sales@billtrust.com.