

Optimizing Cash Flow and Improving AR Quality with Strategic Receivables Management Software



In today’s fast-paced and financially complex business environment, companies need more than just simple process automation to manage accounts receivable. To truly optimize cash flow and reduce risk, a strategic approach is essential.

That’s where SMART comes in. SMART is The Credit Department, Inc.'s advanced AR platform. TCD's SMART combines AI-driven automation with industry-specific best practices and expert reporting. SMART helps businesses resolve cash flow barriers and improve AR performance.



Strategic AR vs. tactical AR solutions

While traditional AR automation tools can streamline existing tasks, they often stop short of solving the underlying issues that drive late payments and disputes. Strategic AR automation goes beyond just automating tasks to offer a strategic framework that uncovers and corrects the root causes of AR challenges – issues like:

1

Contract/terms misalignment



2

Mismatch between AR portfolio and team leadership



3

Vendor portal and PO confusion



4

Unbalanced risk tolerance



KEY FEATURES NEEDED FOR A STRATEGIC AR MANAGEMENT PLATFORM



EXPERT SERVICES

Receive daily guidance and leadership from expert AR professionals who use root cause analysis and proven process flows to find systemic issues and provide appropriate strategies to the portfolio to collect faster, reduce disputes and prevent reoccurrence.



VENDOR PORTAL INTEGRATION

Seamlessly **integrates with payment platforms** like Ariba, Coupa and Taulia, giving you full visibility to disputes, invoices acceptance and payment schedules, and provides reporting capability across every transaction and item level in the portfolio – no manual tracking required.



FAST IMPLEMENTATION

Rapid deployment – most clients have a customized working solution within 48 hours of signing a service agreement, with minimal disruption to current workflows. In a fast-changing environment, companies cannot wait 9-12 months before an automation solution is ready for deployment.



ADVANCED DISPUTE RESOLUTION

Tracks, resolves and prevents future disputes. Captures the source of problems – such as product issues, shipment delays and invoicing errors – and helps you resolve disputes and deductions faster while reducing future disputes.



WORKFLOW AUTOMATION

Connects all relevant departments – finance, sales, operations, shipping and customer service – by intelligently routing files and issues to the right teams. This ensures faster resolution of AR problems and improved cross-functional collaboration.



KPI REPORTING AND PERFORMANCE MANAGEMENT

Uses exceptions-based reporting to **emphasize and prioritize** the need for process changes. Allows you to set custom goals, track KPI's, and continuously improve AR operations with meaningful, real-time data.



COMPREHENSIVE RISK MANAGEMENT

Tracks, analyzes and scores customer creditworthiness at parent levels, providing a holistic view of risk. This allows clients to make informed decisions and adjustments on credit limits, terms, hold policies and collection strategies for every customer.



GAP ANALYSIS & CUSTOM QUERIES

Identifies gaps in your AR process and allows users to employ custom queries to **analyze root causes, monitor recurring issues, and evaluate team performance.**



REAL-TIME FORECASTING

Go beyond predictive modeling with **data-based cash flow forecasting**. Incorporate actual expected payment dates (or lack thereof in the case of disputes) from customers, enabling more accurate budgeting and more proactive financial decisions.



CUSTOMER STRATIFICATION

Segments your customer base by risk, behavior, payment history and size, and then applies tailored collection strategies to improve efficiency and reduce friction.

UNLOCK THE FULL POTENTIAL OF YOUR RECEIVABLES

Whether you're facing rapidly growing past dues, rising dispute volumes and/or increasing customer risk, SMART can help. TCD’s receivables platform enables the transformation of your receivables management processes and provides significant insights to improve your business operations.