ONEASIT

EASY RECOVERY MANAGEMENT

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Easy Control Bad Debits

A FICA integrated debits recovery control system to allow a close follow of bad payers internally and externally after the release to external collections agencies.

Bad payer can reach high dunning levels quickly and often, the dunning history of a customer it's not enough to control these bad debits and utility companies don't always have CRM and WEBUI implemented to be able to use the collections work list, with ERM we bring an easy to use work list directly to FICA, that can also be used in CRM, to consult and treat recovery cases.

Work list cases

Recovery cases can be created in a dunning activity after reaching a certain dunning level or manually due to bankruptcy or collective debit management. This recovery cases can then be treated or consulted via the recovery work list.

Customer 360 degrees case view

Detailed 360 degrees view screen with the situation of the customer (All open and completed recovery cases) and his account balance, at business partner level with overview of all contract accounts of the customer

Recovery case

A recovery case can be created at contract account or business partner level and it's possible to allow or block the link of the same open item to multiple cases.

All details in a screen

In a single screen, all the information related to a case is available:
- Invoices linked to the case
- Amounts and other recovery data
- List of case at business partner level
- Actions related to the case
- Notes inserted on the case
- Log all the actions and changes on the case
- Creation and last change data
- Invoices can be added or removed from the case
- Changes on a case can be transferred to other cases on the same business partner

Categorization and follow up

Different sets of fields like case categories, status, closing reasons that can be customized to each company way of working to allow a close flow up and reporting on the recovery situation.
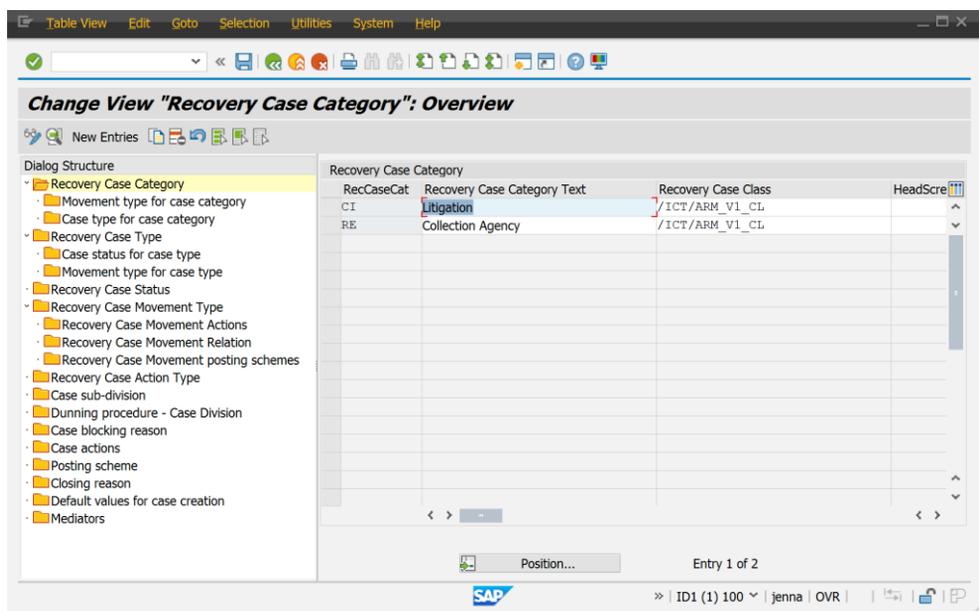
Actions and GOS

Easy Recovery management is based in an actions framework and the recovery case is linked to a GOS.

The GOS allows the archiving of letters and other documents to be linked with each recovery case. A document overview can be activated to display all the archived documents linked to all the cases related to a business partner.

With the action framework it's possible to add additional functions like disconnection, service orders or end of contract.

Mass update and resubmission

A mass update programs keeps the situation on the each recovery case up to date, automatic closing or status changes can be implemented so that users only work on the cases that they need to work. Resubmission of cases it's also possible so that cases only appear on the list when an action needs to be performed.

Easy Notifier Integration

Easy Recovery Management uses Easy Notifier to create recovery case notification online when treating a recovery case, an mail or SMS can be sent to a customer or an external collection agency with some clicks.

A Bad payer is an exception

Integration with BPEM, together with the Easy Exception Management "Except your Customer" overview allows you to have a full overview of all the exceptions of the customer, sometimes customer don't pay due to internal issues, with this kind of integration unnecessary actions can be avoid

Return on investment

Easy Recovery Management has proven functionalities that can help companies recovering more bad debits in a short period of time, reducing recovery costs and improving cash flow.

Continuous Improvement

At Oneasit Solution, we believe that working with our customers and partners it's the best way to improve our tools and also the best way to give customers what they think it's important for them to run their business. Feedback from our customers it's very important for us and we take that feedback very seriously in consideration. Our tools are build in a way that any extra requirements or related functionalities can be added, either as a specific customer development, as an enhancement or as a general improvement of the tool. You feedback counts a lot for us.

GET IT IN TOUCH

We want to hear from you

Address

Oneasit Solutions
Business Center Ideia Atlântico
4719-005 Braga
Portugal

Contacts

info@oneasit.com

Social Media

linkedin.com/company/oneasit-solutions