



## Order-to-Cash Processing

Build competitive advantage — accelerate revenue cycles, optimize cash flow, and enhance customer relationships with order-to-cash processing solutions.

Minimizing costs and maximizing profits are fundamental to business success — yet relatively few enterprises consider their order-to-cash process a strategic priority when it comes to improving the bottom line. An ineffective order-to-cash process can rob an enterprise of available capital through:

- High order-taking error rates
- High order-fulfillment error rates
- High DSO (days sales outstanding) rates
- High cost of dispute resolutions
- Inefficient / ineffective collection processes
- Long-term losses due to customer defections

### Get a clear look into your order-to-cash process, gain knowledge of your customers, and mitigate risk

Dell Services' automated, rules-based order-to-cash processing optimizes workflow to reduce costly errors, decrease receivables and DSOs, increase collections, and enhance the customer experience. A complete, end-to-end solution, it features a Web-enabled portal that gives you greater insight into your back-office order-to-cash process and a deeper understanding of customers. With enhanced reporting and communications tools, you'll have immediate access to the information you need to support internal controls and compliance requirements, and to mitigate risk and financial exposure. The suite of services includes:

- **Credit Analysis**, including management of credit applications, integration with credit reporting agencies, coordination of credit status, and generation of customer acceptance and credit-denial letters
- **Billing**, including preparation and mailing of invoices, interfacing of billing status, and handling of customer billing inquiries
- **Cash Application**, including receipt, reconciliation, and application of cash and credit card payments as well as chargebacks and other exception processing
- **Collections**, including account analysis and reporting, outbound calls, collection letters, and coordination with other internal and external collection efforts
- **GL (General Ledger) Posting and Reporting**, including general ledger and trial balance account review and analysis, write-off preparation, and reporting

### Build business value with order-to-cash solutions from Dell Services.

- Manage costs of operations and administration
- Cut length of cycle from order to application of cash
- Gain insight into customers and increase satisfaction
- Support internal controls and ensure compliance with Sarbanes-Oxley requirements
- Choose the service level that's right for your business

### Dell Services Business Process Solutions can help you achieve measurable results through:

- F&A Process Assessments
- F&A Process Outsourcing
- Order-to-Cash Processing
- Procure-to-Pay Processing
- Imaging and Mailroom Operations
- On- and Offshore Transaction Processing Capabilities

## Leverage capital before it's lost

Focused, skillful management of your order-to-cash process can improve cash flow and free up working capital to significantly improve your profit/loss ratio and balance sheet—and boost shareholder confidence. You'll benefit from the freedom to focus on business-building core capabilities, plus:

- Lower order-to-cash processing costs
- Greater order and fulfillment accuracy
- Reduced receivables and lower DSO rates
- Faster collections and higher collection rate
- Better knowledge of profitable and unprofitable customers
- Enhanced reporting and communications
- Continuously updated documentation to support Sarbanes-Oxley requirements and internal controls

## Higher customer satisfaction and retention

Dell Services' expertise in business processes, combined with our unique blend of on- and offshore capabilities, enables you to enjoy lower costs while benefiting from proven technologies and best practices. We initiate 12 million calls per year and process more than 40 million complex accounts payable and receivable transactions per year. As your business teammate, we'll ensure optimal credit, billing, and collection results through balanced cycle time, cost and quality performance metrics, and customizable service levels.

## Choose from a suite of order-to-cash solutions:

- Credit Analysis
- Billing
- Accounts Receivable and Cash Application
- Collections
- General Ledger Posting & Reporting

Dell Services can rapidly transform your order-to-cash process to reduce transactional costs and shorten cycle times. Our expertise in Business Processes, our unique blend of onshore and offshore capabilities, and our commitment to proven technologies and best practices ensure the results you need through a relationship you can trust.

For more information about any of our service offerings, please contact your Dell representative or visit [dell.com/services](http://dell.com/services).

## The order-to-cash process

