



# Electronic Invoice Presentment and B2B Payment customer self-service portal

Maximize your chances of getting paid by rethinking how you bill customers and manage your Accounts Receivables (A/R). Across the insurance industry, payments processing – particularly paper invoices and checks – can prove to be highly inefficient, costly, fraught with security concerns and deliver a less than ideal customer experience.

Present and pay your invoices online – faster, cheaper and more securely. Better manage your A/R with First Data SnapPay.

## A secure, cloud-based solution

- A simple-to-use, self-service portal allows you to view and pay invoices
- Deeper insights and improved management of your A/R processes
- Centralized communications for easier resolution of invoice and charge disputes
- Full integration with leading Enterprise Resource Planning (ERP) systems
- Smart, least-cost routing functionality to help lower the costs associated with transaction interchange

## Benefits to your business

**Customer satisfaction** – A good experience with A/R helps build customer satisfaction, a main driver for insurance contract renewals.

**Payment convenience** – More and more customers want to be able to read and pay their invoices online.

**Customer engagement** – Take advantage of your invoice's high open/read rate to introduce customized insurance offers to your customers.

Source: Creating New Ways blog/February 14, 2019.

The SnapPay EIPP portal can help streamline your invoice and payments processes, and expedite cash collections.

### As an insurer, you can benefit through:



Faster cash collection



Improved security



Easy customer self-service



Elimination of manual acceptance, lowering cost of payments



Reduced Days Sales Outstanding (DSO), improved cash flow



Enhanced customer experience



Insightfully managed A/R



Increased revenue and business growth



Improved competitive position in the marketplace

First Data's SnapPay portal offers industry-leading features that can dramatically improve your A/R processes:

#### View and pay invoices

- View invoices with line item detail
- Download PDF invoices
- Pay invoices by credit card or ACH
- Make on-account/advance payments
- Autopay program for recurring payments
- Schedule future payments
- Support level two and level three card payments
- Search and download payment history
- Access early payment discounts, late payment penalties

#### Manage A/R and cash collections

- Dispute invoices or individual charges
- View dispute history
- Communicate with customers through email alerts and portal messages
- View administrative dashboard to manage cash collections
- Simplify reconciliation process
- Shorten DSO
- Improve the accuracy of A/R

#### Integrate with leading ERPs

- Achieve deep integration with major ERP systems including:
  - SAP ECC, SAP S/4HANA
  - Oracle JD Edwards
  - Oracle e-Business Suite
- Integrate with other ERP solutions
- Batch Upload Invoices
- Integrate with the A/R module

#### Help reduce risk and improve security

- Remove internal systems from PCI scope
- Protect credit card and bank account data through tokenization and offsite storage

To learn how SnapPay EIPP can be a game changer for your insurance business, contact your First Data Representative.

FirstData.com