

# From Manual to Modern

## A Step-by-Step Guide to Digitally Transforming Your Accounts Receivable Processes

Understanding Your Options and Unlocking What's Possible



# Your accounts receivable (AR) processes might be functional, but are they optimal?

Paper invoices, manual spreadsheets, and fractured systems have financial teams spinning their wheels instead of gaining momentum. As companies relentlessly optimize every corner of their operations to drive innovation and growth, AR shines as a strategic advantage – streamlining order-to-cash (O2C) processes, accelerating revenue, and optimizing spend.



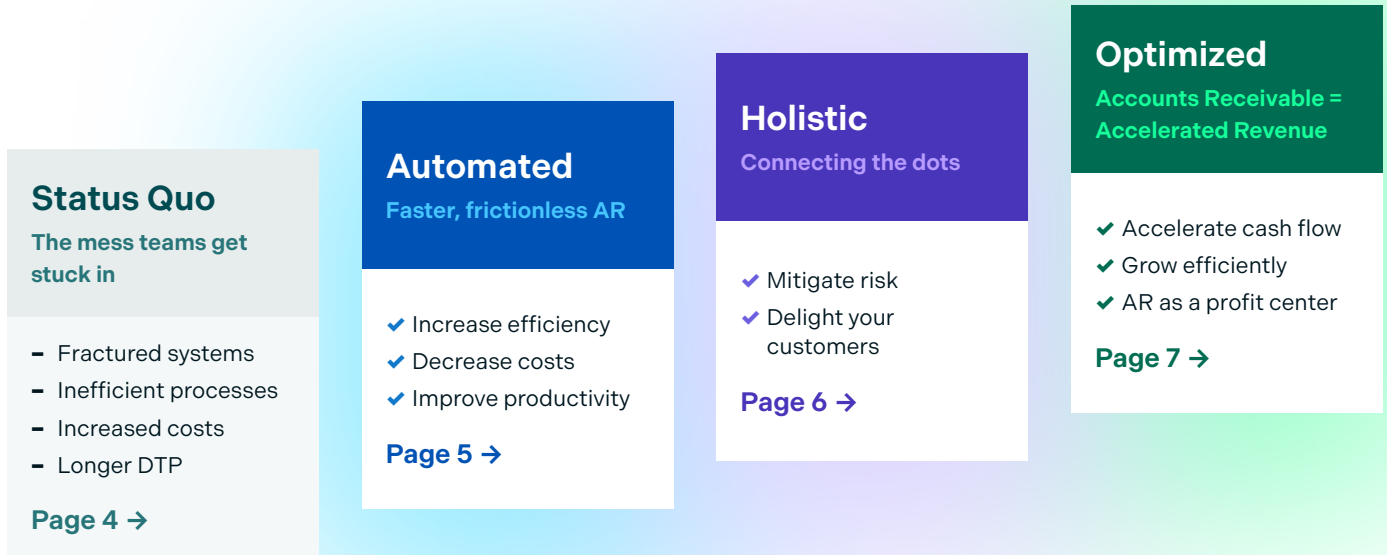
- ✓ **Faster payments:** 85% of organizations automating over half of their AR processes report a decline in Days Sales Outstanding (DSO) associated with payments and exceptions handling ([source](#)).
- ✓ **Greater efficiency:** Digital tools like AI and automation reduce manual AR tasks by nearly 90%, giving teams the ultimate gift of time they otherwise wouldn't have ([source](#)).
- ✓ **Digital transformation:** 64% of companies have transitioned away from paper invoices since 2020, and 67% are embracing faster, more secure digital payments ([source](#)).
- ✓ **Significant savings:** Paper invoices cost as much as \$22 per transaction compared to less than \$2 for digital invoicing, saving over 90% on processing costs ([source](#)).

This is what happens when you embrace tools like AI-powered insights, workflow automation, seamless integrations, and multi-channel invoicing. As a company that processes \$1T in transactions each year and has guided thousands of digital finance transformations, Billtrust knows what it takes to succeed – and we understand the stakes.

Full-scale transformation thrives on a strategic, phased approach that builds confidence and delivers value at every step. Whether you're looking for targeted fixes or a complete AR transformation, your journey should be powered by purpose-built tools under a unified platform that unlocks all that's possible.

**Ready to unleash the potential of intelligent AR? This guide is your blueprint for transforming your AR process one smart step at a time.**

# A guide for your AR digital transformation journey



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92%

of finance and AR leaders believe improving the B2B digital buying experience is important to achieving organizational goals like revenue growth  
([source](#))

63%

believe having an end-to-end platform will improve market share  
([source](#))

# The path to AR excellence: Four stages to mastery

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## STAGE 1: STATUS QUO

### The mess teams get stuck in

Manual AR is like using a flip phone in a world of smartphones – it works, but at what cost? Fractured systems, labor-intensive workflows, and error rates that give financial leaders sleepless nights are just the beginning.

Does any of the following sound familiar?

- **Blind spots in spending:** Over 54% of finance teams have zero visibility into corporate spending until it's too late, and 65% say this lack of control is stifling growth. Almost all wish they had better expense management tools to make faster, data-driven decisions, prevent overspending, and allocate resources more strategically.
- **Manual task overload:** Reentering data, chasing invoice details, and correcting errors... 41% of finance teams spend over a quarter of their time on these tedious tasks. Teams using AI can cut paperwork time by up to 45%, freeing them for higher-value work (and no, AI doesn't mean job cuts – it means empowered employees).
- **Security and compliance risks:** Disconnected systems and error-prone processes leave the door wide open for data breaches, fraud, and costly compliance issues. Intelligent solutions help minimize risks – like one Billtrust customer, a legal firm that avoided six-figure PCI compliance fines using our unified AR platform.

Your team might not say it outright, so we'll do it for them: outdated methods are holding them back. Smart tools will streamline financial operations and elevate your entire organization's performance – it's time to make the switch.



## STAGE 2: AUTOMATED

# Faster, frictionless AR

Ready to leave the manual grind behind? The first step out of the wilderness is automation. Automate invoices, payments, and those never-ending repetitive tasks so your team can focus on the big picture of business growth.

Start by identifying the processes causing the most bottlenecks like manual invoice processing, payment reconciliation, or credit approvals. Then, evaluate secure, flexible, scalable solutions that seamlessly integrate with your existing systems, maximizing efficiency and setting the foundation for future innovation without disrupting operations.

Let's look at two Billtrust customers who successfully integrated intelligent automation into their AR workflow:

### Ward Transport & Logistics

- Global transportation company with \$250M+ in annual revenue
- Implemented AI for invoice processing and approvals
- Now automating \$80M+ in payments
- Saved 1,300 hours of manual processes
- Achieved 99% electronic invoice presentment and 91% match rate for lockbox and electronic payments

[Read their full story here.](#)

### Leica Microsystems

- Medical technology manufacturer with \$780M+ in annual revenue
- Implemented AI to automate their credit card payments process
- Saving \$880K in annual fees
- Saved \$79K in payments acceptance
- Pivoted headcount to strategic projects, improving retention

[Read their full story here.](#)



Most finance leaders agree that AI-powered tools like automation will boost revenue by more than 50% by 2030, and firms ahead in adoption are already realizing up to 39% more revenue per employee.

Sounds like a no-brainer. AI is a proven growth engine, and process automation is the perfect first step on your transformation journey.

## STAGE 3: HOLISTIC

# Connecting the dots

Ready to move beyond automation and see the bigger picture? The next step requires end-to-end visibility across your entire O2C process, from the moment an order is placed to payment collection to reconciliation. A truly holistic AR operation brings every piece together, creating a connected ecosystem that maximizes efficiency, accuracy, and results.

Take invoice automation. You'll save time by cutting out manual data entry, but if order management, payment processing, and cash application are still disconnected and manual, you're stuck in reactive mode, chasing inefficiencies instead of preventing them.

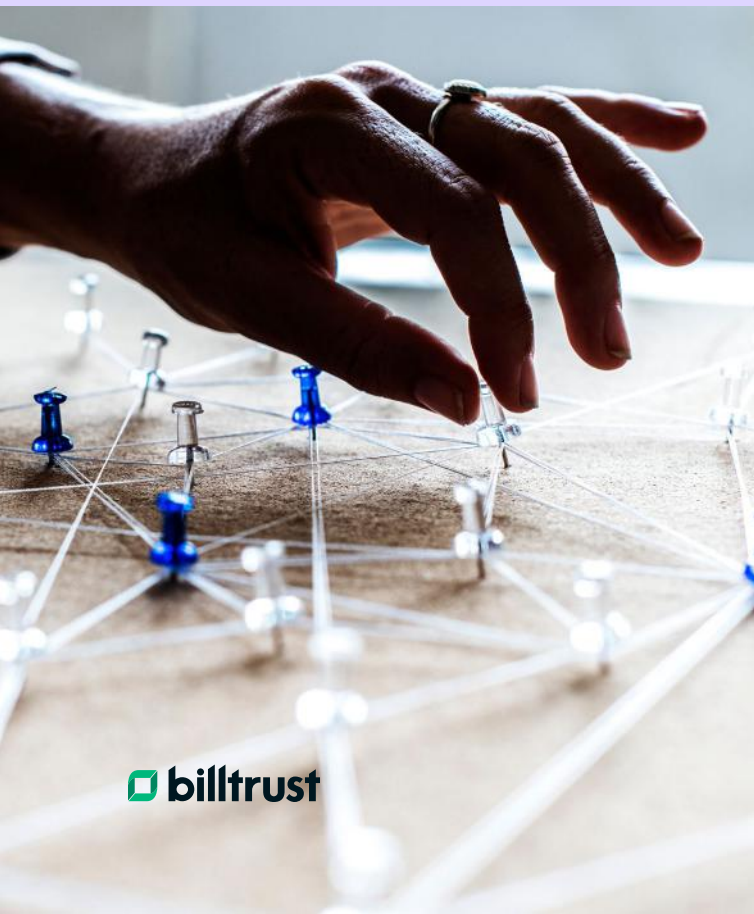
Under a holistic model, invoice automation isn't just a one-off fix. It's one piece of the puzzle that prioritizes efficiency, accuracy, and strategic alignment:

- **Invoices delivered through multiple channels** reach customers fast, eliminating bottlenecks.
- **AP portal integration** removes the hassle of manual uploads, increasing on-time delivery rates.
- **Automated tracking** shows exactly when invoices are received, viewed, or acted on – no more guesswork.
- **Self-service portals** empower customers to pay easily with multiple options (ACH, credit card, etc.).
- **AI-powered cash application** reconciles payments with open invoices in real-time, achieving match rates as high as 90%.
- Payments are instantly reflected in the **AR ledger**, keeping cash flow visibility up to date.

And it doesn't stop there. Every step of the O2C process works better together:

- Orders placed are **automatically captured and synchronized** with ERP or CRM systems, reducing errors and improving tracking.
- **Automated credit assessments** speed up risk evaluation and credit approvals.
- **Customizable collections workflows** prioritize accounts likely to pay, boosting recovery rates while cutting down tedious manual work.

When every piece of your AR operation is connected and aligned, you're doing more than automating – you're building a profit-driving engine that works smarter, faster, and better.



## STAGE 4: OPTIMIZED

# Accounts Receivable = Accelerated Revenue

Your AR process is running smoothly with end-to-end integration. Now it's time to put the pedal to the metal. The final step in your transformation journey is a fully optimized model that turns AR into a profit center by anticipating payment behaviors, transforming workflows, and improving cash flow visibility and efficiency. Revenue moves faster, and your team is fully empowered to focus on what matters.

### What optimized AR looks like across the O2C process

- ✓ **Smarter credit decisions:** Identify risks early, protect your bottom line, and approve credit with confidence.
- ✓ **Predicting vs. reacting:** Analyze your customers' payment history to predict when invoices will be paid and forecast cash flow with accuracy.
- ✓ **Streamlined invoicing:** Get on-time, right-channel invoicing, track every step, and minimize disputes to speed up payments.
- ✓ **Cash flow clarity:** Identify ready-to-pay accounts, offer flexible payment options, and benchmark your collection efficiency. Billtrust's smart algorithm shows how efficiently your business gets paid compared to others like you.
- ✓ **Insight-driven efficiency:** Fix mismatches proactively and make your working capital work harder with actionable insights.
- ✓ **High-value accounts prioritized:** Focus on top-priority opportunities and tailor follow-ups to drive higher recovery rates.
- ✓ **Data = impact:** Leverage real-time insights to optimize processes and keep your O2C cycle running at its best.

### What does this mean for your organization?

Here's what some of our clients have achieved:

- ✓ **45% improvement in match rate:** Predictive analytics in cash application significantly reduces manual reconciliation efforts.
- ✓ **84% payment line-item match rate:** Behavioral insights enhance accuracy in applying payments to invoices.
- ✓ **6x increase in ACH volume:** Optimizing customer payment preferences to drive electronic payments.
- ✓ **145% increase in electronic invoices:** Targeting customer behaviors and preferences for invoice delivery drives adoption.
- ✓ **1,300 hours of manual processing eliminated:** Predictive tools streamline processes, saving time and resources.
- ✓ **Hundreds of thousands in annual savings:** Analytics optimize processes, cutting waste and driving efficiency.
- ✓ **53% increase in electronic payments:** Predictive strategies improve collection efficiency by prioritizing accounts more likely to pay.

# 6 Reasons financial leaders choose Billtrust

Accounts receivable is ripe for digitization, but we won't pretend there aren't hurdles. Outdated tools, fragmented data, and unclear strategies can slow progress.

Here's how Billtrust helps you clear them:



## 1. One comprehensive platform

Our unified AR platform brings every step of the O2C cycle into one seamless solution designed to integrate, automate, and optimize at every step while always keeping data protected and compliant with industry-leading security features and control mechanisms.

## 2. Plug-and-play integrations

Seamless connections to 260+ AP portals, 40+ banking systems, and popular ERPs eliminate one of the most significant hurdles in digital adoption: system fragmentation.

## 3. Customizations that transform

Digital tools are most effective when applied to critical pain points. Our customizable workflows ensure tools like AI and automation are aligned with your specific processes – whether it's cash application, payment reconciliation, or invoicing.

## 4. AI-powered insights

Harness a range of tools, from benchmarking metrics to prescriptive analytics and cognitive workflows, to optimize processes without adding complexity. There's also Billtrust's generative AI tool, Finance Co-Pilot. Think of it as your AR team's personalized, supercharged ChatGPT – ask questions about your business and get expert guidance in seconds.

## 5. User-friendly platforms

Intuitive interfaces ensure your team adopts automation easily while 24/7 self-service portals give your customers the frictionless experience they deserve.

## 6. Professional services

Our experts are at the ready to help ensure your success, from seamless implementation to ongoing optimization. With tailored training, expert consulting, and dedicated support, we help you navigate your digital transformation with confidence so you can get the most out of your AR solutions.





# Ready to make AR your secret weapon?

Get the freedom you need to innovate at your own pace. Start with a win (like automating invoicing), build momentum (connect your O2C), and then optimize to perfection.

It's your move. Start redefining what's possible on your terms with Billtrust.



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