

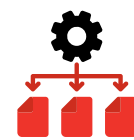
\$2.9M Recovered: How a Global Medical Device Leader Transformed Its AR Performance



THE CHALLENGE

- **Massive unapplied payments backlog** — Significant volume of unapplied cash accumulated under previous management, requiring urgent resolution
- **New ERP adoption struggles** — Limited training created challenges utilizing the new JDE system, hampering accurate reporting and workflow management
- **Neglected Collections function** — No proper follow-ups defined in AR workflow, allowing receivables
- **Customer inquiry backlog** — Large volume of unactioned client emails sat pending, missing turnaround requirements and damaging customer relationships

OUR SOLUTION



Proactive Payment Research & Resolution

Cleared all unapplied payments by researching payor information to identify parent account details and apply cash accurately



Prioritized Collections Strategy

Extracted AR reports twice daily to release orders promptly; prioritized top accounts and targeted past-due balances, initially focusing on invoices 91+ days overdue



IT Collaboration & Process Optimization

Partnered with IT to implement system improvements; reduced customer response TAT from days to 24 hours through enhanced dunning and third-party collections

IMPACT

01

Reduced past-due percentage from 32% to 22.9% the lowest level since the client began managing AR in-house in 2023

02

Receivables due decreased from \$10.2M to \$7.3M through systematic collections and cash application efforts

03

Customer inquiry TAT reduced to 24 hours clearing the full email backlog and restoring service levels