

Mail and E-invoice Delivery: Going 100% Electronic with Customer Invoicing

Esfer offers a complete customer invoice automation solution that grows with your business. Integrating directly with your invoicing application, the Esfer solution completely automates archiving and sending of invoices in the formats your customers prefer: postal mail or electronic delivery. Through a convenient customer portal, your customers have complete access to their invoices and you know exactly when those invoices have been read. Automating with the Esfer solution can significantly reduce Days Sales Outstanding (DSO) by shortening the time between invoice generation and customer payment.

Manual to electronic invoicing at your customers' pace

Our 3-step process to electronic invoicing allows you to start benefiting immediately while your customers adapt at their own pace.

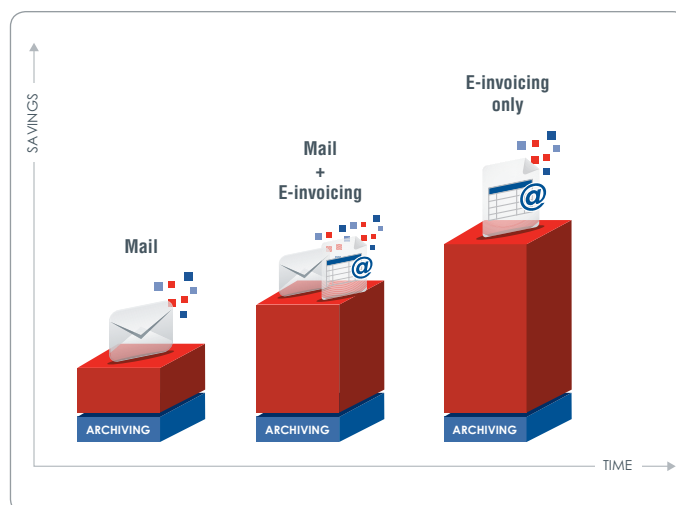
- 1. Mail:** Automate all the manual touch points on your side and continue to deliver invoices by mail to your customers.
- 2. Mail + Electronic Invoices:** Offer your customers the capability to receive their invoices electronically, giving them access to your customer portal to view their invoices 24/7. They can make the choice on their own terms to continue to receive mail or convert to electronic invoices without the hassles of international compliance, archiving, etc.
- 3. Electronic Invoices:** Deliver 100% of your invoices to customers electronically. You can quickly activate e-invoicing for all your customers in just a few clicks.

Comparing time and cost of invoice processing

	Manual Invoicing	Esfer Mail Delivery	Esfer Electronic Delivery
Preparation	4 minutes	10 seconds	10 seconds
Delivery	1-2 days	1-2 days	Instantly
Cost	US\$5	US\$1	US\$0.15

Benefits

- Cut the cost of sending billing documents by 40%-80%
- Reduce document handling time by up to 96%
- Reduce billing errors and returns by up to 90%
- Significantly reduce DSO
- Prevent lost invoices and related documents
- Support compliance with local tax regulations in over 40 countries
- Free-up CSR time



Automated invoice delivery options

Esfer automates document sending regardless of media type (e.g., mail, fax, email, EDI and/or publication on a web portal).

Invoicing by mail



Esfer takes care of mail processing for you: printing, folding, stamping and delivering your customer invoices to the postal service. Your invoices are processed as they arrive. In addition, invoices sent to Esfer before 12:00 noon are placed in the hands of the postal service within 24 hours.

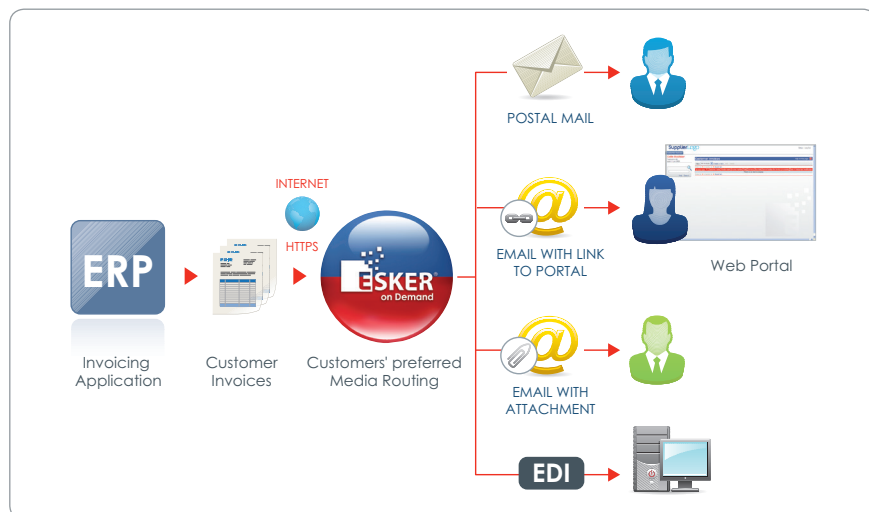
Electronic invoicing



Esfer processes e-invoices with the appropriate options to ensure compliance (e.g., formatting in PDF, e-signatures, etc.), archives and sends them to your customers either by email, published to your web portal or by EDI.

Completely integrated and on-demand

Esker on Demand is a document automation solution as a service (SaaS). Requiring no software, you can implement an automated document processing solution in days, rather than months. The solution is completely transparent, integrating directly with your invoicing application to send your customer invoices.



24/7 access to customer invoices

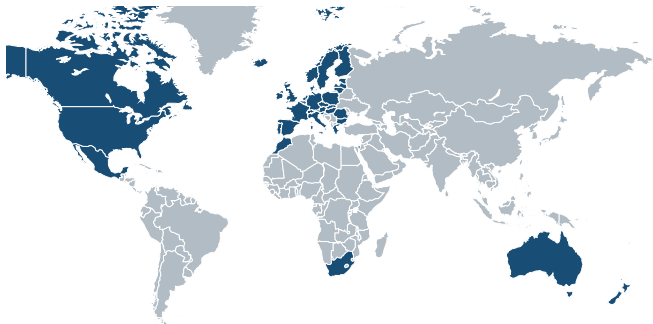
Give your customers access to a web portal personalised with your company logo. Send them a welcome email and/or activate a welcome message allowing customers to select their sending preferences. Once your customers have a username and password, they will have secure access to all their invoices (current and archived) along with the ability to change how they receive their invoices to any media type you offer: mail, fax or electronic invoices.

Regulatory compliance

Conforming to the European Directive 2010/45 and all local variations, the Esker solution supports e-invoice compliance with tax regulations and ensures the integrity and authenticity of each invoice during transmission and archiving.

Whichever method a company may chose for ensuring e-invoice compliance (e-signature, business controls audit trails (BCAT), EDI), Esker can support them.

Through its partnership with TrustWeaver, a leading expert on e-invoicing compliance issues, Esker applies appropriate e-signatures, time-stamps and verifications in over 40 countries (see map below). For those who chose to demonstrate the validity of an invoice through BCAT, the Esker Sales Order Processing automation solution and audit trail and reporting capabilities make this possible. For those with partners requiring EDI, Esker can help as well.



Real-time invoice tracking

At any stage in the process you can access online information about the status of every invoice sent. Each invoice is tracked via a unique identifier.

Guaranteed end-to-end tracking:

- **Mail tracking** — a bar code is added to each page of the mailing to ensure traceability and to determine the exact status of each piece of mail.
- **Electronic invoices** — when published on the web portal each electronic invoice creates an acknowledgement when it is read. In case of a dispute, the acknowledgement allows you to verify the date and time of each sent invoice.

Secure archiving

Your invoices are available 24/7 for reference or download. The original supplier invoice and the original customer invoice are stored in two separate and secure locations for a period of one year up to 10 years, depending on the options chosen and specific tax regulations.

- **Powerful search tools** allow you to quickly filter and locate specific invoices,
- **Secure login, group level restrictions and identity administration** guarantee controlled access,
- **Information security** is ensured through duplication of information across three independent sites,
- **3rd party archiving** is also possible with Esker partners,
- **Validity of archived documents** is guaranteed by a signature and timestamp.

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