Extend Your Reach and Accelerate Receivables Processes

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Summary
The SAP® Customer Financial Fact Sheet mobile app gives your business managers and sales executives real-time information to negotiate better and close more profitable deals. They have self-service access to relevant receivables data, including credit-limit utilization, invoices, and critical sales orders. With integration to the SAP ERP application, they can collaborate with the back office on collections and dispute resolution using an app tailored to their mobile lifestyle.

Objectives
- Help sales teams prepare for customer interactions without calling into the back office
- Push critical information regarding customer credit and payment trends to managers
- Accelerate dispute resolution and enable better customer service

Solution
- Access to financial details for your customers, including details of payments, invoices, and sales orders
- Collaboration with the receivables team using notes and push alerts triggered by changing credit profiles to your sales team
- Recording or updating customer invoice disputes to avoid delays in resolution
- Capturing information on promised payments to extend the reach of your collections team

Benefits
- Negotiate better with customers
- Drive down days sales outstanding
- Provide immediate customer service

Learn more
Call your SAP representative, or visit us at www54.sap.com/pc/tech/mobile/software /lob-apps/sales-customer-profile-app /index.html.

Sales representatives and senior business managers often want to access their customers' financial data but find it difficult to access that information when they need it because of their travel schedules. With the SAP Customer Financial Fact Sheet mobile app, you can view all your customer data on your iPhone, iPad, or Android or Windows device and collaborate with your accounting back-office team via real-time data integration with the SAP ERP application. You can access accounts receivable financial data, invoices, and critical sales orders without having to call the back-office team or send e-mails to collect the required information.

The mobile app extends the reach of your receivables processes. You can notify the sales team about changes in the credit risk profile or the payment behavior of their specific customers. Credit-limit utilization information can help them avoid credit-blocked sales orders and negotiate for payments of outstanding amounts. These promised payments can be recorded, and the customer's performance against the promise can be monitored for improved working capital planning.

Sales reps can provide additional detail on invoice disputes, to accelerate resolution and decrease the amount of receivables tied up in disputes, which has a positive impact on your days sales outstanding. Customer requests for order processing or delivery updates and invoice reprints can be dealt with immediately, speeding customer service and further decreasing call volume for the back office.

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