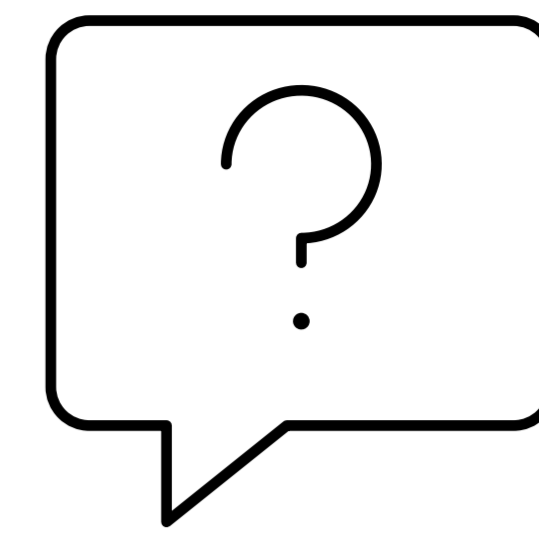


# Questions to Ask When Evaluating Your AR Provider



Choosing the right AR software is crucial for efficient accounts receivable management. To help you make an informed decision, here's a checklist with the most significant factors to consider. From payment options to customer experience, it will guide you to evaluate each software's capabilities and make the best choice for your business.

## **Payment Options**

Does the software offer all the payment options you need? In addition to credit cards and ACH, make sure you have access to other common options such as eCheck, digital processing of paper checks, push payments, and anything else you need (like a feeless bank-to-bank payment rail with next-day-funds availability 🙄).

## **Customer Experience**

The easier it is for customers to pay you, the faster you'll get paid. Can payers create an account to store and tokenize payment info for future use? Can they access and pay multiple invoices in a portal or through a mobile device?

## **Automated Cash Application and Deposit Reconciliation**

Does the software offer scan/remote deposit checks or lockbox services? Can it sync the cash application into your ERP and automate the payment settlement and month-end reconciliation?

## **Dispute Management**

Does the software have a dispute management system to handle payment conflicts with customers or suppliers?

## **Customer Segmentation**

Does the software allow you to segment customers with tags and send notifications to specific groups?

## **Pricing**

What are the transaction fees for each payment method? Does the software charge extra fees beyond transaction ones? Do fees increase as revenue increases, or is there fixed pricing?

## **Implementation**

How long does it take to implement the software? Is there a dedicated customer success manager to guide you through the process?

## **Contract Length**

How long does the contract with the provider last? Are there early termination penalties?

## **Integration.**

Does the software integrate with your existing ERP? If so, what features sync with the accounting software?

## **Support.**

What type of support does the software provider offer? Are there extra fees for premium support or training?