Increase Free Cashflow & Reduce DSO

WHITE PAPER

GetBilled®

Powered by AI

SAP Certified - Working Capital Optimization Solution

SAP® Certified
Integration with SAP S/4HANA®

SAP® Certified
Integration with SAP NetWeaver®

www.esourcesol.com | salesinfo@esourcesol.com

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1. Introduction / Background

Across industries with <u>complex</u> SAP Order to Invoice processes, 9–18% or more of revenue is trapped every month in unbilled accounts, delayed billing cycles, and invoice disputes. For a $5B enterprise, this means $450M–$900M locked away annually. Industry research confirms that more than half of global companies have seen their AR performance decline (per working capital reports (e.g., Deloitte, The Hackett Group, PwC, and EY studies)), causing serious working capital erosion, raising the urgency of AR / billing optimization

Free Cashflow is the life blood of any organization. Days Sales Outstanding (DSO) is a Key Performance Indicator (KPI) that measures and monitors the accounts receivables of an organization. The Order to Cash (OTC) cycle can be broken into 2 parts: Billing Cycle Time (BCT), which includes invoice creation and submission, and Payments by the Customer. The organization's billing department has full control of the BCT cycle. But the Customer controls the Payment cycle.

Invoices need to be created as soon as possible to reduce BCT waste and should be of high quality and complete with no defects, i.e., the precise Customer requirements, so that when they are received by the Customer, they get approved and paid the first time with no disputes or escapes. The root causes of high BCT and invoice incompleteness can be broken into three main areas related to: process, systems, and governance.

Organizations need to use a Lean Six Sigma (LSS) methodology to have agile BCT processes, and practices to reduce waste and ensure high quality invoices, without defects are submitted, preventing escapes that cause disputes. The result will be lower DSOs and increased free cash flow.

2. Abstract / Business Case

This white paper describes how GetBilled uses Lean Six Sigma (LSS) as unique components of the digital transformation of your organization's Order to Cash (OTC) process. Successful adoption of GetBilled will provide agility by giving the people a tool to monitor and measure real time, key steps in the OTC process to ensure timely submission and creation of high quality, complete invoices. Data and information are kept current in the ERP system as they are entered and available to all who have access. The digitization and agility of the OTC process also provide the governance needed for success using GetBilled.

GetBilled is an SAP add-on certified for integration with SAP NetWeaver and SAP S/4HANA. It is also integrated and interfaced with Salesforce and several analytical tools

GetBilled provides the solution to reduce waste, defects, and escapes **with the following benchmarks:**

- Lower percentage of Unbilled $$ compared to your peer group or your industry average

- Proactive tools to shorten BCT (Billing Cycle Time)
- Added invoice quality improvements to ensure invoices are approved and paid with first pass yield and fewer disputes
- Lower DSOs below your peer group or your industry average
- Improvement in the free cash flow of the organization
- Agility with actionable Real Time Insights along with Generative AI and dashboards
- Centralized standard Order to Invoice Process with enhanced Governance
- Systematic Accountability and Workflow Escalation flows in real time
- Integrates into the customer's existing value chain, supports custom logic
- Fragmented Information Systems move to a single eco systemCentralized standard Order to Cash Process

3. Problem Statement

The Time it Takes to Convert Receivables into Cash has Increased 10% on Average, measured by Days Sales Outstanding (DSO). Millions of working capital $$ are stuck in any company year after year, which can have a severe negative impact on the growth of the company. Recognizing and fixing the causes of working capital becoming "Stuck" in the OTC cycle should be at the Top of any CFO's/CEOs agenda. OTC can be broken into BCT and Payment cycles. The organisation has 100% control of the BCT and the customer 100% control of payments. Figure 1 shows the BCT activities and actors.

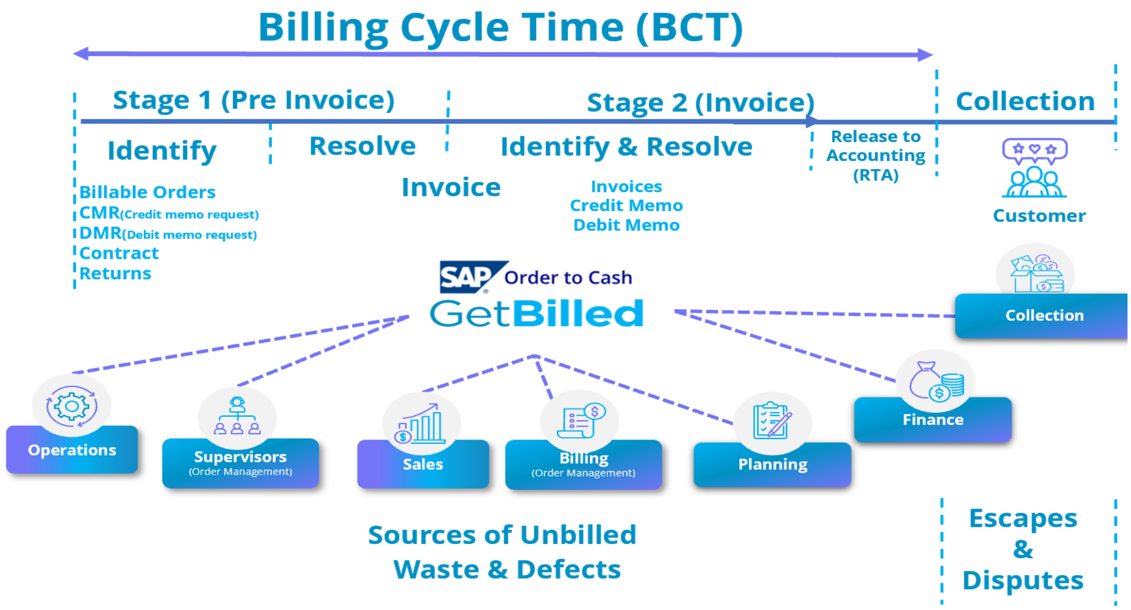


Figure 1. Billing Cycle Time (BCT) Key activities and Actors.

This whitepaper aims to explore the root causes of a lengthy BCT cycle, a high percentage of unbilled, and minimize defective invoices resulting in disputes/escapes. Industry peers observe that investing in real insights at the right time and place, vs after the fact, can significantly impact DSOs and cash flow. Creating an ecosystem for OTC versus siloed independent tools can improve user experience, reduce infrastructure costs, and provide master data control benefits.

There are many tools in the market for specific core purposes. Trying to stretch them to cover all areas of the OTC process flow can give a false sense of comfort because they are built to solve a specific issue.

Unbilled is the time from which a service or product is executed or delivered to the time it takes to invoice the customer. This area is often ignored.

The organization needs to assess the current state in its OTC Cycle vs its peers on its identified industry Benchmarks (DSO or BCT),Most companies have band-aid solutions for one or more of these issues with limited success. The root causes of the waste and defects/escapes can be broken into Process related pain points, Information Systems related issues and weak Governance of the OTC process.

3.1 Process Related Pain Points.

Most companies, with **complex SAP Order to Invoice processes,** have long lead times, waste, to deliver invoices to their customers. They operate in a complex global business environment. Many have a high ratio of manual invoices vs. electronic invoicing. The urgency to bill compromises quality leading to more than average invoice denial and dispute rates. The lack of a single Digital Ecosystem leads to Decentralized billing operating models across the organization. Invoicing is rushed; hence, reactive issue management is required to fix it after the fact.

Many companies underestimate the effort required to get the Invoice Package together to even Invoice. Chasing customers after the invoice is submitted is a whole new process handled by another team in the organization and always receives the most limelight.

People often forget that if you invoice on time and send the right invoice package with no defects, 90% of the problem is solved in the first pass.

3.2 Information System Related Issues

Siloed systems, with different teams on different platforms, means data is not real time, always waiting to be synced. Real time tracking of delay by who, where, when, and why does not exist. Siloed disjointed systems cause inaccuracy and more manual inputs as teams take data from one source, remap, and output to the end customer. Inconsistent information flow between sales, billing, operations, and collections leads to each team having different numbers and reasons why what happened.

Lack of workflows and escalation mechanism means teams use legacy tools like email/SharePoint, phone calls, and spreadsheets to track, trace, and report. This leads to inefficient internal communications while the customer clock for invoicing is ticking, leading to lengthy customer dispute cycles.

3.3 Weak Governance

When insights come in weekly or monthly, with just high-level details of who and what, actions can be hard to act on; lack of event driven, owner visibility of accountability and costs to the company means you cannot drive operational performance at the exact point in the journey. For example, a 500K USD invoice needs to go through 5 approvals internal/external before the invoice package can be sent to the customer; if four approvals were done on time, and the 5th is lagging, we tend to see the aggregation of the issue and not hold person number 5 responsible, but if escalated with that exact document to his Manager, then action would come in quick succession. The result is that we see the following common themes across most industries:

Manual biller assignments and poor productivity management.

No workflow escalation to upper management.

Nonstandard billing & order management operating models.

Lack of real time global and local insights instead; limited information in monthly or weekly operating rhythms.

Customer Invoice Requirements are managed in silos, with no central repository of what is required to submit the invoice to the customer.

4. The Solution: GetBilled Business Capabilities

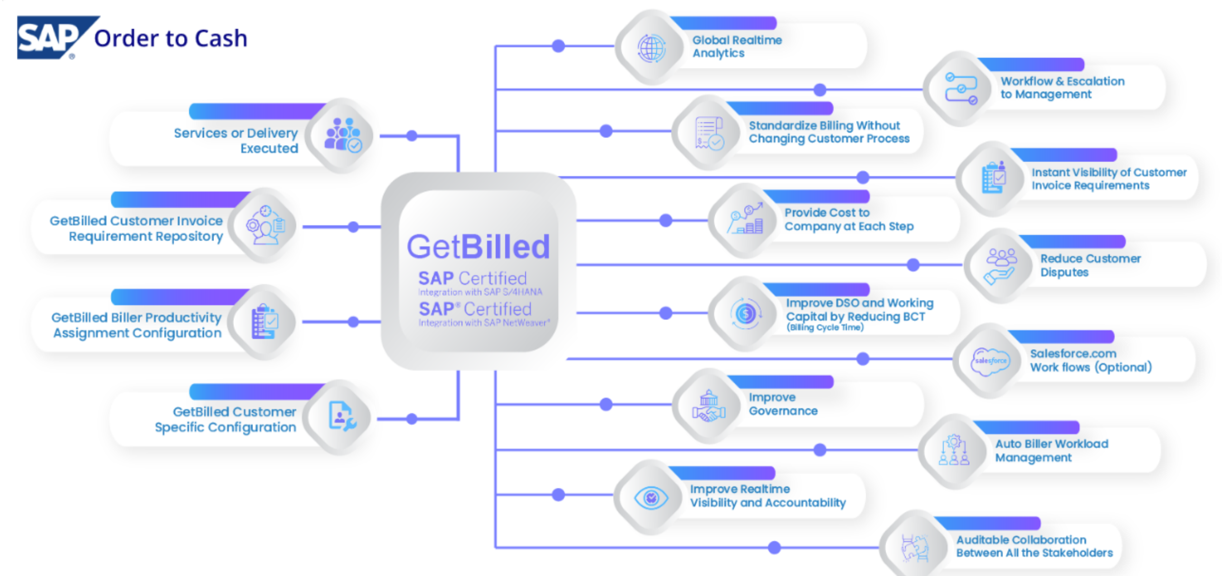
GetBilled provides the solution & insights to reduce waste, defects, and escapes for the BCT cycle with the following results:

- Lower percentage of Unbilled $$ compared to your peer group or your industry average
- Reduction of BCT (Billing Cycle Time)
- Added invoice quality improvements to ensure invoices are approved and paid with first pass yield and fewer disputes
- Automates workload distribution to reduce backlogs and cycle times
- Lower DSOs below your peer group or your industry average
- Improvement in the free cash flow of the organization
- Real Time Insights with Who, What, Where When and Why
- Delivers real-time KPI and dashboards tracking unbilled revenue, DSO, BCT (Billing Cycle Time), and working capital impact
- Single ecosystem following standard Order to Invoice Process
- Governance with Accountability and Escalation processes in real time
- GetBilled is an SAP Certified SAP Add-On. Which can be rolled out in less than six to eight weeks with minimal changes for the SAP Customer User Base , with no additional hardware and existing sap configuration changes

4.1 Introduction of GetBilled Business Capability

What is GetBilled?

GetBilled is a software solution that provides a unified platform to manage and track the entire BCT process, from **job completion to invoice release to accounting**. It is designed to help organizations increase capital efficiency, reduce billing cycle time, improve invoice quality, and cash flow, enhance governance, and reduce systems of systems issues by providing real-time visibility into the OTC process. It easily adapts to provide a LSS approach for the organization’s digital transformation OTC process. GetBilled is fully integrated with SAP and can work with no changes to the existing customer configuration and process to extend stakeholder collaboration within the OTC cycle. The product is SAP certified, ensuring compatibility with the latest SAP releases and maintenance requirements, and comes with an optional Salesforce.com interface. It brings together process, analytics, and technology. GetBilled helps organizations become more competitive and drives operational efficiency and business growth.



Getbilled Process Flow and Value Realization Diagram

Figure 2. GetBilled process flow, business capabilities and value added.

The GetBilled solution capability and benefits can be categorized into Process, System and Governance categories. It can be used for the digital transformation of the organization process and provide a Lean Six Sigma approach.

Gives biller, finance leaders real-time views of working capital locked, delay drivers, and unbilled KPI performance built using SAP BTP-based AI analytics and standards SAP reports. Lets teams ask natural language questions and get instant insights. Makes complex data accessible to everyone from billing leads to CFOs.

With GetBilled, Unbilled revenue shrinks, BCT shortens, DSO improves, disputes drop, and cash flow strengthens.

4.2 GetBilled OTC Process Management & Control

Standardize and Consolidate Billing Process in the OTC Flow

Enhanced Governance

Centralized Customer Invoice Requirements Module

GetBilled for Operational Excellence & Efficiency

Analytics -Cost to Company Measurement of every Step in the Doc Journey

Getbilled Connects All stakeholders to a single eco system

Process Intelligence Automation driving Quality in OTC

Generative AI capability enables teams ask natural language questions and get instant insights via KPI and dashboards. Makes complex order to invoice data accessible to everyone from billing leads to CFOs

4.2.1 Standardize and Consolidate Billing Process in the OTC Flow

- Provides continuous tracking of every stage of the OTC Process by identifying who, why, and reason(s) for the delay with the actual cost to the company.
- Addresses pain points in a standard format by transitioning from the decentralized billing model to an efficient centralized standard billing model, Billing inefficiencies are mainly caused by not having a proper way to measure and create a process to address the issues. Billing process can vary from one business unit to another, region to region, or country-specific; these localized inefficiencies are rarely addressed, improved, or centralized due to a lack of metrics and standard processes. GetBilled allows the company to formulate a standard process on a global scale by streamlining the information and billing process. This allows the company to improve cash flow and reduce costs on billing resources and infrastructure, resulting in millions of dollars in savings each year.
- Keeps track of communication, documents, and metrics for billing related data audits.
- Proactive billing pipeline management, in-platform auto-escalation, and single platform to integrate service delivery, sales & billing teams.

4.2.2 Enhanced Governance

- GetBilled provides a single comprehensive Enterprise ecosystem to manage and govern all the stakeholders, processes, and data in the Order to the Cash process flow. This enhances the ability to capture key decision metrics, identify risks and plan actionable QTC strategy, which is critical to improving DSOs and cash flow.
- Multiple Workflow Channels facilitate accountability and ownership

4.2.3 Centralized Customer Requirements Module

- Customer Requirements Module is a fully auditable global repository of customer contracts and requirements.
- The browser-based customer requirement modules allow users to update and access real time auditable customer invoice requirement data and information. Customer Service/Biller teams can view in real time what the requirements are before releasing the invoice.
- Users with access to the network can access it from anywhere using a web browser.
- Ability to customize and implement invoice quality automation and customer specific process intelligence in many data points of the product using Business Add-ins

4.2.4 GetBilled for Operational Excellence & Efficiency

- Realtime Visibility to Pain Points in the Order to Cash Process and Insights to Drive Better Operational Efficiency
- GetBilled for Fast Tracking Billing Cycle Time (BCT) with Flawless Execution Optimizes and Accelerates the Entire Billing Cycle.
- GetBilled allows operations to take ownership and move away from using manual folders, emails, and phones to owning the first step in resolving and collecting documents from the field and passing a clean document set to a Billing or Customer Service Team.
- GetBilled helps drive the organization to improve and excel in billing process standardization, enabling the company to address pain points in a standard format.
- Users who have access to the network can access it from anywhere using a web browser and emails.

4.2.5 Analytics -Cost to Company Measurement of every Step in the Doc Journey

- GetBilled has Standard Reports Designs in SAP, ready for the client to use, where Customer Support/Biller/Operations can slice the data, sold to-Parent Customers, Product Line, Reason Code by document, and the person responsible. The event-level data shows every action in the document journey.
- Ability to see real-time KPI, closed KPI, or Open KPI windows in the past
- Product is designed to provide report data in delta (change increments) to external systems like SAP, BW, or any reporting system. This can feed a client's existing dashboards and allow further machine learning and AI modeling

- Build Accountability in the Document Journey, measure each step, escalate
- Carry out real-time Process Tracking and Ownership with Continuous tracking of process steps identifying who is responsible, the reason for any delays, and how long with the actual cost to the company at every stage of the Order to Cash process.

4.2.6 Cost to Company Measurement

- Delayed billing, Unbilled, can cost the organization millions of dollars each year. By tracking documents and costs, Sales/Operations can be monitored, measured, and incentivized to drive process efficiency, and KPI data can be used to enforce Performance Measurement Actions (PMA).
- Overall reduction in DSO (Days Sales Outstanding) will result in improved cashflow, saving millions of dollars to the companies in terms of borrowing and opportunity costs each year
- KPI (Key Performance Metrics), including Cost to Company, can be tracked in real time and historical performance for trend analysis
- GetBilled KPI along with GetBilled AI deliver agile diverse analytics and dashboards in real time

Conversational AI and the trainable AI model adapts to customer specificbusiness processes and custom KPI

4.2.7 GetBilled Connects All Stakeholders to a Single Ecosystem

GetBilled is an SAP add-on certified for integration with SAP NetWeaver and SAP S/4HANA. It is also integrated and interfaced with Salesforce and several analytical tools. This guarantees easy Product Implementation, User Adoption, and Training.

- ROI is instantly measurable
- Easy user Adoption, Product Implementation, Change Management & Training
- Flexible Operating Model
- Auto – Billing/Operator assignment module
- Operations easy to use with web interface, email
- Licensing Model and Enhancements

4.2.7.1 Easy user Adoption, Product Implementation, Change Management & Training

- Since GetBilled is an SAP add-on, users can adapt to the product quickly with a few hours of Online Training.
- Implementation timelines are anywhere between 6 to 8 weeks (depending upon the customization).
- ROI is instantly measurable

Flexible Operating Model

- GetBilled is flexible with client needs from mixed operation/billing to billing alone operating models. It is also flexible from a small model to a complex setup.
- Varying degrees of roles can be enabled and utilized from a single platform. i.e., the GetBilled workbench can be used by operations, billing teams, customer service teams, supervisors, and managers with different authorization levels.
- Workflows or Document Owners can be reassigned instantly to balance workload or absence

4.2.7.2 Auto – Billing/Operator assign module

- GetBilled can assign thousands of documents to a Biller, or an Operator based on a flexible configuration that defines who is the Biller/Operator, the organization's key combination, and the percentage of assignments.
- GetBilled provides a simple spreadsheet-based configuration for maintaining a dynamic biller schedule. Operations easy to use with web interface.

4.2.7.3 Operations easy to use web interface

- Getbilled understands that all stakeholders are on different platforms. To enable ease of use, we have integrated, Email, Salesforce, and WebDynPro to give the stakeholder multiple options to interact with the product; this allows minimal upskill requirements, faster adoption, and change management for the organization.

4.2.7.4 Licensing Model and Enhancements

- GetBilled does not involve significant capital investments for implementing the software. We are the only SAP vendor that offers this solution in the market. Our solution is the best value for a low-priced subscription offering in the market.

- eSource Solutions can deliver any new requirements that supplement GetBilled products or any other need at cost lower than many vendors in this space.

4.2.8 Process Intelligence Automation Driving Quality in OTC

- Getbilled offers customer specific, quality checkpoints along its invoice journey.
- This allows proactive Data Quality Management, ensuring requirements, internal or external, are met before the process flows to the next stage.
- Error flags or stop actions in the Product can be built to suit Customer specific specifications to enable Robotic Process Automation of errors in the flow.

4.3 Improve Global Order to Cash Governance

GetBilled provides a single comprehensive Enterprise ecosystem to manage and govern all the stakeholders, processes, and data in the Order to Cash process flow. This enhances the ability to capture key decision metrics, identify risks and plan actionable QTC strategy, which is critical to improving DSOs and cash flow.

Workflow Channels

Accountability and Ownership

4.3.1 Workflow channels

GetBilled has three channels of workflows - Disputes, Credit Approval, and Revenue Management. They address the major pain points in the Service to Invoice Delivery Model. Most clients have these three in separate platforms and process flows, leading to inefficiency. GetBilled provides all this in one platform with an email interface and flexible configuration.

- **Invoice Package**: Have multiple channels for workflows to cover Internal Dispute Management to get sign-off on services or products delivered and get the required invoice package supporting documents to the customer ASAP.

- **Credit Approval** ensures that customer credit is vetted and root causes are fed into operational performance improvement goals.
- **Revenue Management** – All Aged Documents go through an approval cycle for Revenue Recognition and escalate documents reaching company aging cut-off cycles.

4.3.2 Accountability and Ownership

- Complete organizational billing process ownership by increasing teamwork and accountability in real-time
- From the beginning of the document journey until it closes, the document is tracked in its entire lifecycle. Multiple KPIs (Key Performance Metrics) is generated on who is working on it for how long, the cost to the company, what is the reason for the delay, and more
- Auto Escalation ensures the organization is synchronized and everyone is held accountable for a resolution.
- The entire organization can see a single version of truth using multiple KPIs.

4.4 Co-related Benefits to Solving the Order to Invoice Journey

4.4.1 AR Dispute Management

Most companies rush to Bill the Customer, and in this hurry, they lose sight of quality. Most of the invoice denial issues are due to the right supporting documents not being attached, invoices billed to the wrong legal entities, or sent to wrong locations, etc.,

Ensure you have a centralized repository of what are the customer requirements, they are maintained, and all can work on the same platform. Even for the same customer, different locations have different rules for the process.

4.4.2 Performance Management of Operations

Most companies' employee rewards are based on Job Done. Vs. Job Invoiced and Invoice finally Paid, Getbilled provides insights into who touched the document in its journey, when, and for how long. This should drive process improvement in the organization as you aggregate issues in unbilled, see a pattern, and put a team to fix it.

4.4.3 Billing Operating Models.

Most companies have siloed operating models. As they do not have the Digital Tools to manage in a centralized location, and cross-training is nonexistent, so you are dependent on that one resource that is allocated to a customer all the time. Investing in a product like Getbilled will enable you to drive working capital accountability across the organization.

4.5 How to Accelerate your Billing Cycle Time with a Digital Partner

4.5.1 Easy Deployment

- A Solution that can be deployed within a short period, with easy change management and user adoption within the SAP ECC and S4/HANA ecosystem. No need to alter the existing SAP customer configuration and business process.

4.5.2 Customer Specific Process Intelligence

- Having process intelligence specific to the clients -customer needs to be configured. This configuration enables process flows specific to the customer to be tracked and measured at every order to invoice process step. Ability to write custom code to enhance process intelligence to drive automation.

4.5.3 Data Portability, Extended Reporting, and Connectivity

- In addition, the Analytics available should be ported to the customer's reporting tool. Capability to transfer data from external data warehousing and reporting systems with a delta mechanism.

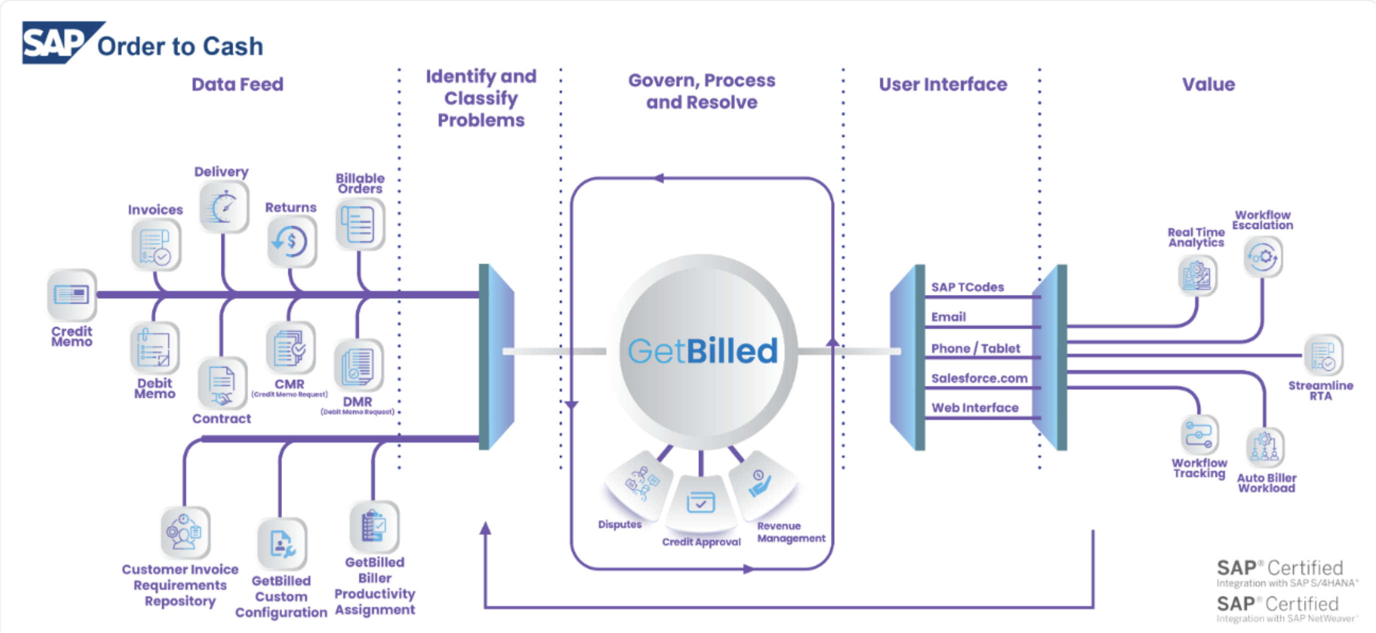
4.5.4 Value Chain Alignment & Scalability:

- Integrates into the customer's existing value chain, supports custom logic, and scales effortlessly across business units with no additional implementation costs.

4.6 Application of Solution

GetBilled Simplifies Complex Challenges in the SAP Order to Cash Process and Unlocks Value Across the Enterprise.

Figure 3 shows the GetBilled components and process and data flow.



GetBilled Data Flow Diagram

Figure 3. GetBilled components and process and data flow.

4.7 Key Components of GetBilled.

4.7.1 Getbilled Workbench (GBWB)

One Central Platform in SAP for Order to Cash team for streamlining Order to Invoice needs. The Billing Dashboard provides real-time visibility into the billing process, allowing companies to track the status of the invoices in the invoice life cycle (End of Job (EOJ) to Release to Accounting (RTA)), monitor cash flow, and identify potential issues or bottlenecks.

4.7.2 CUSTOMER INVOICE REQUIREMENT MODULE (GBCR)

Web Based Portal, which houses all Customer Invoice Requirements, available to sales, billing, operations, and collections teams. Customer Requirements Module: The Customer Requirements Module is a global repository of customer invoicing needs and contract requirements, which any user within the organization can access.

4.7.3 Auto Biller Workload Management Module(GBWM)

Manages the customer portfolio for each biller with the ability to configure % of the allocation to each biller. Automated Billing: Automated Billing allows companies to set up automated invoicing for regular, recurring invoices, reducing the time and effort required for billing and invoicing.

4.7.4 GetBilled Analytics Module with AI (GBAN)

Multiple insights of process status. Cost to the company by owner, customer, and reason. Ability to see history for any window of time for trend analysis. Reporting and Analytics: GetBilled provides robust reporting and analytics capabilities, allowing companies to export data to external reporting tools and gain valuable insights into their billing process. This can help companies to identify areas for improvement and make data-driven decisions to drive business growth.

4.7.5 Salesforce.Com Module (SFM) (optional)

GetBilled integration with Sales Force.com using GetBilled API.

4.7.6 Document Types and Line-Item Detail

GetBilled handles all documents generated in the Sales and Distribution Module of SAP mainly, Billable Orders, Deliveries, Debit Memo & Debit Memo Request, Credit Memo and Credit Memo Request, Contracts, Returns & Invoices.

Getbilled Tracks all metrics at the Line item level. As you can have an issue in one line holding up the rest of the invoice. Multiple stakeholders for a document cross paths at the line item level. The ability to create a workflow at the line item level. Allows customers to focus on the specific issue driving the problem.

4.8 Future Direction / Long-Term Focus

eSource Solutions continues to be part of the Industry 4.0 transformation and is reflected in the following road map:

GetBilled capability to be available to Integrate and Interface with

- Oracle
- Microsoft
- Other ERPs

GetBilled digital transformation capabilities are part of the Industry 4.0 transformation

- Mobile capability and Cloud applications
- Other OTC related Functionality

4.9 Results / Conclusion

A solution for Unbilled invoices like GetBilled can play a crucial role in an organization's digital transformation by streamlining and automating the Order to Cash process, improving agility and efficiency by reducing waste, defects, and escapes. As a result, companies can better manage their cash flow, improve customer satisfaction, and reduce BCT cycle time and overall costs. GetBilled real-time analytics and reporting capabilities provide organizations with valuable insights into their operations, enabling them to make data-driven decisions and optimize their processes.

Integrating with existing systems, such as SAP and Salesforce (GetBilled API available for custom development), ensures that companies can leverage their existing infrastructure and tools, reducing the need for additional software and training. GetBilled helps organizations become more agile, responsive, and competitive in a digital environment.

4.9.1 **End-to-End Tracking & Visibility**: Monitors every event in the order-to-invoice lifecycle — from job completion to RTA in real time. Gives billing and operations teams complete visibility into progress, bottlenecks, and delays.

4.9.2 **Real-Time Escalations & Proactive Billing**: Detects issues early and escalates them instantly. Prevents backlog by flagging unbilled items and helping finance teams protect cash flow.

4.9.3 **Root Cause & Impact Analysis**: Surfaces the who, what, and why behind billing delays, with quantified cost-to-company data to support finance and operations in driving process improvements.

4.9.4 **Workflow Automation & Standardization**: Streamlines billing process to improve invoice quality and first-pass yield. Reduces manual effort for billing teams and drives consistency across business units with measurable standard KPI.

4.9.5 **Process & System Consolidation**: Eliminates fragmented spreadsheets and manual processes by centralizing billing requirements, simplifying life for both operations and finance teams.

4.9.6 **AI-Powered Conversational Analytics**: Lets teams ask natural language questions and get instant insights. Makes complex data accessible to everyone from billing leads to CFOs.

4.9.7 **Customizable KPI Executive Dashboards**: Gives finance leaders real-time views of working capital locked, delay drivers, and unbilled KPI performance built using SAP BTP-based AI analytics and standards SAP reports

4.9.8 **Cross-Functional Collaboration**: Replaces scattered communication (emails, calls, shared folders) with structured, auditable collaboration across billing, operations, and finance.

4.9.9 **Seamless SAP Integration**: SAP-certified plug-and-play deployment, native to ECC and S/4HANA with no middleware or changes to existing customer systems.

4.9.10 **Flexible Reporting Integration**: Connects easily to enterprise reporting tools like SAP BW, Power BI, and others keeping all stakeholders in sync with their preferred platforms.

4.9.11 **Value Chain Alignment & Scalability**: Integrates into the customer's existing value chain, supports custom logic, and scales effortlessly across business units with no additional implementation costs.

4.10 KPIs & Outcomes

- **BCT (Billing Cycle Time) trend**: Shortened cycles = faster billing and cash inflows
- **Unbilled %: Reduced backlog** = less capital trapped
- **DSO reduction:** Direct measure of receivables efficiency
- **First-pass yield**: Higher approval rate = predictable cash flow
- **Cash Flow Improvement**: Reduced leakage, earlier inflows
- **Custom KPIs** defined by the customers, Opportunity to combine analytics from billed, unbilled, cash collected and disputed data very specific to the customer
- **AI Analytics:** Conversational insights enable faster decision making and democratized analytics access. Can produce dynamic complex analytics with dashboards based on training the AI models

With GetBilled: Unbilled revenue shrinks, BCT shortens, DSO improves, disputes drop, and cash flow strengthens.

4.11 Competitive Differentiation

Where others analyze working capital, GetBilled actually releases it and quantifies the impact.

- Only SAP certified solution, addressing working capital, cycle time, and DSO directly in the SAP order invoice flow
- First and only SAP Order to Invoice solution with MCP-powered conversational AI
- ROI > 300% in Year 1, driven by working capital release and cash flow gains and compounding gains year over year
- Enterprise-grade compliance and security, aligned with SAP best practices

Purpose

This document is prepared to help the audience understand, the value of GetBilled and the use cases where it can be used, how value is realized daily, how it can be customized for each company, and how the value drivers drive, agility, consistency and efficiency across the organization.

Appendices

Appendix A – GetBilled Modules & Roles

GetBilled Modules:

- **GETBILLED WORKBENCH (GBWB)**

One Central Platform in SAP for Order to Cash team for streamlining Order to Invoice needs.

- **GETBILLED ANALYTICS MODULE (GBAN)**

Multiple insights of process status. Cost to the company by owner, customer, and reason. Ability to see history for any window of time for trend analysis powered by standard SAP reports and **GetBilled AI.**

- **AUTO BILLER WORKLOAD MANAGEMENT MODULE(GBWM)**

Manages the customer portfolio for each biller with the ability to configure % of the allocation to each biller.

- **CUSTOMER INVOICE REQUIREMENT MODULE (GBCR)**

Web Based Portal, which houses all Customer Invoice Requirements, available to sales, billing, operations, and collections teams.

- **SALESFORCE.COM MODULE (SFM) (optional API)**

(GetBilled integration with Sales Force.com

GetBilled can have unlimited number of users at the same time depending upon license.

GetBilled Roles:

Biller / Customer Service (Order Management)

Billing Manager/Supervisor (Order Management)

Operation Manager/Supervisor

Operation Coordinator

Finance Team (Coordinating with Billing)

Credit Note and Aged Revenue Approval Management – Optional

Sales Executive

Employee Responsible for the information

Executive Leadership

Appendix B – Frequently Asked Questions (FAQ)

What is GetBilled

GetBilled is an SAP based Add on. Which brings operational efficiency into an organization by tracking the journey from the day the job is done. To the time it takes to get billed, It manages volume and customer specific attention through Auto Biller Assignment,

The customer Requirements module ties Sales, Operations, Billing, and brings the impact of inefficiency to the company by measuring the cost to company on a real time basis.

Why should a company use GetBilled?

Today Most Companies, handle the Order to Cash Process with multiple Tools which are siloed, many use, shared boxes, emails, phones, to escalate, track, jobs completed, paper is scanned moved across multiple platforms. GetBilled eliminates all this clunk, by giving a seamless integration between email to SAP

My Sales / Operations People Do not use or familiar with SAP, how Can GetBilled Help them.

The GetBilled Platform has 3 parts, the Email, Webdynpro(Web Browsers) and SAP Addon, These tools allow the sales and operations to do most of the response, attachments, feedback and workflow approvals. This flows into SAP directly so the people can see on a single platform all the responses, and take the attachments and attach directly to SAP.

Which Industry is GetBilled Used?

GetBilled can be used by any industry, as long as the customer uses SAP, GetBilled will work, GetBilled brings in operational efficiency across a broad spectrum of Industries, and customer types, regardless of the process in place, Getbilled brings standardization, governance, and accountability across the full organization.

What is the Customer Requirements Module, what are its benefits?

The customer requirements module helps the company keep all the global customer requirements criteria in one place, it helps the company to update, real time, the changes in contracts, changes in billing conditions & requirements etc., By having one place to update and see in SAP real time what the requirements are, we enable governance, accountability of who changed what when, and helps the whole company have one single source of truth, instead of siloed box files, emails, cheat sheets, and not updated documents, which leads to high billing failure rate.

When you say Getbilled is an SAP add on. what do you mean?

GetBilled is an SAP add on. Which means it is added to the customer installed SAP. Just like you add an add on to any program (Like Excel). The Add on is easy to implement, uses all the rules of the customer, has no code implications to customer current code configuration,

What Documents Does Getbilled Handle

GetBilled handles all documents generated in the Sales and Distribution Module of SAP mainly, **Billable Orders, Deliveries, Debit Memo & Debit Memo Request, Credit Memo and Credit Memo Request, Contracts, Returns & Invoices.**

When Does the Billings Documents Show up in the Getbilled Program?

Any Documents created in the Sales & Distribution Module are instantly reflected, in the Workbench.

How are the billers Assigned in the Workbench?

The Client has the flexibility to upload the list of billers by customer, by sales Org or by Division and the proportion of documents to be allocated, this is achieved by simple upload Excel Sheet, which is populated by the client. And uploaded into GetBilled.

When is the Biller Assignment Change Effective?

The Change is effective immediately, and all new documents coming into the bench will be automatically be assigned as per the new assignment.

What happens if a Biller Moves Role or resigns?

GetBilled is designed to address this. You can re-assign this a new biller, by clicking on the Biller Re-assignment

How many views does the Product Have, what are those?

The Product has 4 views,

1. Documents Arranged with Summary View on Top, Tree View (Grouped by Doc Type)
2. Documents Arranged with Summary View on Top, Detailed Line item View at the bottom
3. Detailed Line item View on the Top Section, Tree View (Grouped by Doc Type) at the bottom
4. Detailed Line item View on the Top Section, Tree View (Grouped by Doc Type) at the bottom

Appendix C – Top Causes of Unbilled Revenue

Since there no tools available in SAP to address unbilled, many customers try to deal with them during collection cycle.

a. Operational & Field Execution Delays

1. **Incomplete field tickets** – Manual field entries not posted or awaiting supervisor approval.
2. **Pending service entry sheets (SES)** – Common in-service PO billing (MM-SRV); missing SES blocks invoice creation.
3. **Missing delivery completion flags** – Goods or service delivery marked incomplete, preventing billing.
4. **Work Completion not communicated** – Field crew completes work but fails to trigger billing notification due to lack of mobile integration.
5. **Rework or change orders** – Ongoing adjustments delay final billing release until scope is clarified.
6. **Job not confirmed in SAP** – Work completed but technical or service confirmation missing.

b. Documentation & Approval Bottlenecks

7. **Missing customer-**required documentation – Certificates, QA forms, proof of delivery, or inspection reports not attached.
8. **Multi-tier approval process –** Internal or customer-side sequential approvals delay invoice submission.
9. **Email-based approvals –** Manual workflows not system-tracked; status unclear.
10. **Delayed 3rd-party verification –** In construction or oilfield services, third-party auditors or inspectors must verify completion.
11. **Incomplete billing package –** Billing team lacks contract, change orders, or cost backup data.

c. Contractual & Commercial Factors

12. **Milestone billing misalignment –** Work completed but milestone for billing not yet reached in SAP PS/SD module.
13. **Progress billing on hold –** Customer requests pause until additional work completed.
14. **Retention clauses –** 5–10% retained until project completion or warranty period; often misclassified as unbilled.
15. **Contract variation pending approval –** Change orders or scope additions not yet approved commercially.
16. **Split billing complexity –** multi-party or multi-contract split logic not finalized (e.g., JIB, consortium billing).
17. **Back-to-back subcontractor dependency –** Prime contractor waits for subcontractor invoice before billing client.
18. **Incorrect billing milestones setup in SAP –** Scheduling or WBS structure misconfigured.

d. Data & System Integration Gaps

19. **Missing purchase order (PO) or PO mismatch –** Customer PO number missing, expired, or incorrect; SAP blocks billing.
20. **Incorrect tax codes or jurisdiction data –** System validation failure prevents invoice posting.
21. **Interface delays from external systems –** Field service systems, maintenance apps, or non-SAP tools not syncing timely.
22. **Error in IDoc / API transmission –** Failed integration or error log unresolved between SAP and middleware.
23. **Revenue recognition misalignment –** Recognized revenue under IFRS 15 / ASC 606 not yet billed, creating timing gap.
24. **Configuration errors –** Missing condition types, account determination issues, or copy control errors block billing documents.

e. Pricing, Costing & Dispute-Related Causes

25. **Incorrect pricing or rate sheet –** Contract rate not updated or inconsistent with SAP master data.

26. **Quantity mismatches –** Delivered vs. billed quantities differ, triggering validation errors.
27. **Pending cost allocation –** Internal project cost not distributed; system cannot compute margin or final amount.
28. **Prior invoice disputes –** Current billing suspended until earlier dispute resolved.
29. **Credit or compliance hold –** Customer exceeds credit limit or pending regulatory clearance.
30. **Pending debit/credit adjustments –** Reconciliation of prior period adjustments before final billing.

f. Customer & External Dependencies

31. **Pending customer signoff –** Client approval of field tickets, progress reports, or job completion outstanding.
32. **Customer portal delays –** Client requires upload to external billing portals (e.g., Ariba, OpenInvoice) which queue or reject data.
33. **Customer-requested consolidation –** Clients request monthly or consolidated invoices instead of transactional billing.
34. **Customer holiday or shutdown period –** Billing paused due to customer's financial close cycles.
35. **Incomplete vendor onboarding –** Billing delayed due to missing vendor setup or tax documents on client side.

g. Compliance & Governance Barriers

36. **Regulatory invoicing requirements –** e.g., e-invoicing (India, Brazil, Mexico) delays due to compliance configuration.
37. **Audit hold –** Invoices withheld during internal or external audit review.
38. **Country-specific fiscal rules –** Local tax or language documentation requirements not met.
39. **Credit notes dependencies –** Pending issuance of credit note before next billing cycle.
40. **Internal freeze or system downtime –** Month-end freeze or SAP batch job delays invoice posting.

h. Behavioral & Organizational Causes

41. **Billing deprioritized vs. delivery –** Field teams focus on execution, not invoicing.
42. **No defined billing ownership –** Ambiguity between Operations, Finance, and Shared Services.
43. **KPI misalignment –** Performance metrics reward delivery volume, not billing timeliness.
44. **Inadequate training –** Billing clerks unaware of SAP process flow or milestone triggers.
45. **Reactive management –** Unbilled addressed only during quarter-end reviews.
46. **Lack of visibility tools –** No dashboard or alerts to track unbilled at customer, region, or job level.

Appendix D – Authors

- Anthony Aming
- Ronald Pinto
- Kartik Shetty

Appendix E – References on Working Capital Inefficiencies and Unbilled Receivables

{bibliography of resources and **references}**

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