

Settlements - Billing

- Settlement Goals
 - Develop and Communicate New Invoicing Process:
 - Conform to Receipt Date terminology
 - Facilitate “time is of the essence” Nature of New Requirements
 - To maximize Customer available response time to invoices
 - Alleviate any issues prior to a high potential July implementation
- Before July
 - Pursue New Invoice Delivery Process Using Email as the Delivery Tool
 - Meet Receipt Date Needs
 - Eliminate Mailed Paper Copies? – Probably
 - Identify and Make Changes to the Invoice to Improve Appearance via Email
 - Share new appearance prior to implementation
 - Must Include all Documents Each Customer Currently Receives
 - Communicate Topic with Each Customer
 - Ensure Understanding
 - Audience is all employees that receive Invoices plus other employees associated with the Invoice
 - Each Customer will identify at least **2** Employees that will receive the emailed Invoice
 - Identify and Make Changes to the Current Approved Collections Process Flow
 - Share new process with Customers prior to implementation

Your Settlement Contacts

- Contact Liz Vent or Randy Lange with contact names and any questions.
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