

# Quote to Cash Automation Case Study Fox Entertainment Group

## EXECUTIVE SUMMARY

Fox Entertainment Group, Inc. operates through four segments: Filmed Entertainment, Television Stations, Television Broadcast Network, and Cable Network Programming.

In an effort to lower costs, days sales outstanding (DSO), and increase controls, Fox Entertainment engaged DataServ to implement a wide-ranging solution for their Accounts Receivable (AR) department. This solution included:

- ✓ Centralized document storage with instant access to images
- ✓ Automated workflow for the credit, collections and deduction management processes
- ✓ Expanding access to documents important in improving AR performance, for example Proof of Delivery (POD) documents
- ✓ Improved communications with external partners, such as Cinram

## HOW DATASERV HELPED

DataServ provided Fox with a tailored document management Quote to Cash solution to improve their AR processes. This comprehensive solution provides:

- ✓ 100% electronic receipt of data, regardless of how Fox receives the information
  - DataServ's Digital Mailroom receives and processes all paper, email, and electronic data files and integrates this data into Fox's ERP
- ✓ Quality checking of all data through DataServ's 5-tier quality assurance process
- ✓ Integration of all documents into one easy-to-use workflow automation solution
  - Including debit memos, PODs, invoice/credit memos, remittances and more
  - Daily automated retrieval of POD documents from third party (carrier) websites
- ✓ 24/7 availability of all document images and data through the DataServ SaaS platform

- ✓ Sophisticated security controls and documented retention and storage procedures
- ✓ Easily exported document images into a single PDF providing customers with complete documentation to support credit collection payment requests

This system has greatly increased visibility and enhanced management control of the entire AR process.

*The long-term business relationship approach DataServ takes makes it easy to work with them on our document and process automation needs.*

— Marilou Kahawai  
Director of Credit

## Debit Memos Solution Overview

DataServ receives all forms of debit memos. DataServ scans and then utilizes a tailored OCR process to capture relevant data fields. All data elements are validated and quality checked by DataServ's Digital Mailroom and sent to Fox for import into their ERP system. DataServ also formats the file to create the appropriate debit memo image. These debit memos are then used to create a customer packet for further collection efforts or other processing.

## POD Solution Overview

For processing PODs, Fox submits to DataServ a daily request file from within their ERP that details all PODs they expect to retrieve from carriers. DataServ uses this information to match related data (like sales order number, invoice number, customer number, customer name, etc.) to the POD based on the tracking number. DataServ then links the POD to other documents associated with the transaction and assigns a unique identifier number. This number provides access to all related documents and greatly speeds processing, collection activity, and dispute resolution.

# Quote to Cash Automation Case Study Fox Entertainment Group

DataServ downloads the POD data and images using the carrier's (UPS, FedEx, and Roadway) API where applicable and stores it in the system. DataServ also has established FTP transfer routines for accessing POD data and images from CTI, Bax Global, ATS, Roadway, Conway, Averitt, Pitt Ohio, and DHL Express (Canada).

For smaller carriers, the carrier pushes the information to DataServ when it is created and DataServ then creates the POD image for all transactions. These images are available as needed by Fox.

All PODs are stored in DataServ in accordance with the carrier's guidelines for signature storage.

DataServ's solution also includes detailed exception reporting that indicates if the POD match was successful or if there was an error in retrieval. If the retrieval was not successful, the DataServ workflow automation includes rules and processes to facilitate resolution.

## A LASTING SOLUTION

Measurable improvements have been rapid and the new system is running Fox AR processes much more efficiently. Specific accomplishments include:

- ✓ Great user acceptance of the new process with more than 7,000 unique logins on the DataServ system last year alone
- ✓ 100% electronic document receipt with more than 4 million documents (PODs, debit memos, remittances, invoices, credit memos and other documents) received and worked through the system
- ✓ Redeployment of AR staffing to higher value activities

DataServ helps clients achieve results like this through its unique SaaS + Services approach.

DataServ also provided Fox:

### Change management tools:

Helping people adapt to the new business process and technology is often a concern with automation projects. Gaining acceptance of internal staff and outside vendors to the changes and improvements automation presents is key to making the new program successful. DataServ provided Fox with the **Rapid Adoption Kit**, a structured, proven set of tools, including documents and templates that were easily tailored for their unique business needs. These tools assisted in giving the client the best possible transition plan for the project.

**Comprehensive training:** DataServ provided Fox comprehensive training on all Quote to Cash capabilities necessary to support the new program. As with all clients, this training was tailored to fit Fox's unique business and culture. DataServ Client Support staff went to Fox to conduct hands-on training sessions, which included using the software to ensure they understood and could immediately realize the benefits. Also, DataServ provided full documentation to the users. These training sessions included:

- Process overview
- How documents get into DataServ
- DataServ site navigation
- Document retrieval processes
- DataServ Client Support processes

Lastly, DataServ provides all first and second tier support, saving Fox's AR and IT staff time and ensuring superior user satisfaction.

DataServ has numerous other client success stories in the form of additional case studies and testimonials. A short phone call or quick email is all it takes to find out more. Call us today at 877-700-DATA (3282), email us at [info@DataServ.com](mailto:info@DataServ.com) or visit us at [www.DataServ.com](http://www.DataServ.com) to get started.