

360° Solutions for a Digital World

arvato digital services



Case Study: Global Disbursement Solution

Worldwide Processing of Mass Payments

Challenge

arvato's client, one of the world's biggest software makers, regularly conducts voucher campaigns for its end customers. If a voucher is redeemed following the purchase of a product, this results in a disbursement to the end customer. In addition, the company works with many partners worldwide. These partners handle consulting services as well as sales of software to third parties, and in return they receive bonus payments that must subsequently be disbursed.

Due to the multitude of customers and partners, arvato's client conducts many different disbursement transactions. Prior to working with arvato this company processed some of these transactions itself, and the rest were handled by various service providers. This led to a rising volume of transactions that could no longer be processed in a secure and scalable manner. The client approached arvato with a desire to consolidate their entire disbursement business into a single integrated system.

Case Study Overview

Many companies include with their products vouchers for payment in cash as a direct marketing method. When vouchers are redeemed by customers it results in a high number of disbursements that must in part be handled



worldwide, and that therefore involve complex processes. arvato possesses the special know-how and the necessary worldwide IT network to disburse these monies quickly and securely. This makes arvato a strong partner in the processing of its customer's mass payments.

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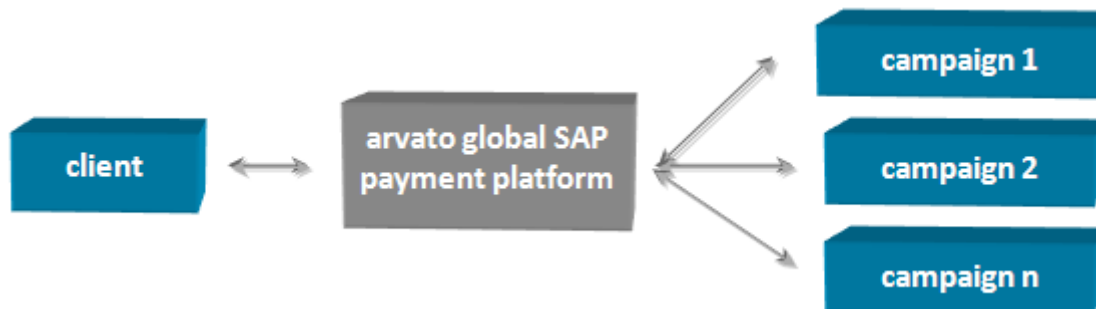


Solution

arvato offered its client a global payment platform based on SAP, in which all of the client's disbursement transactions could be consolidated and processed. Modern interfaces that have passed security testing are used to link arvato's payment platform to the customer's system. This guarantees the customer secure and scalable processing of its disbursements despite a constant increase in transaction volume.

All disbursements transmitted to arvato are validated with the use of the SWIFT database, which contains information about international cash flows, and are verified through AEB compliance screening. This ensures a real-time check of the business partner's address against the sanctions lists of EU and US authorities.

The global payment platform allows the client to send its disbursements to a central location (credit institution), from which the payment is processed at particularly favorable conditions as an in-country payment through the automated clearing house (electronic network for financial transactions).



In total, arvato handles the following accounts payable management tasks for its customers:

- Verification of suppliers
- Acceptance and validation of disbursements
- Credit account postings in SAP
- Reconciliation of accounts
- Cash management and treasury services
- Disbursement in more than 10 currencies with various disbursement methods
- SAP-based reporting
- Online portal for communication with our customers
- Processing of customer queries in partnership with customer service centers

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Customer Benefits

Outsourcing disbursement transactions to arvato provides customers with a global payment platform for disbursement processing. This offers customers multiple advantages:

- High efficiency in business transactions
- Full online transparency and compliance
- Lowest costs due to global flexible process and system set up
- Real reduction of management effort on customer side by BPO
- Global solution framework offering standardized set up for business demand
- Uniform reporting / online BI

Arvato Services Portal

Welcome Wendrich, Bernd | My Site | My Links

Disbursement Reporting

Arvato Services Portal » News » Public Area » Venezuela » Valencia » Sites » Computer » Search » Human Resources

Arvato Services Portal » Sites » Disbursement Reporting » Disbursement Reporting Library » Folsom Funds Tracking

Folsom Funds Tracking

View All Site Content

Lists

- Disbursement Issue log
- Disbursement Contact Details
- Payment Status Report Russia

Documents

- Disbursement Documents
- Disbursement Reporting (link)

Dashboards

- E-Mail Tracking
- Funds Tracking
- MS CSA
- MS Club
- Coupon EUP
- ESA EMEA
- SSA EMEA
- SPP / PP
- Other (DISU, DIDA, MDP)
- Coop Marketing Funds
- Folsom Payments Russia

Process Tracking

- Text Site
- Recycle Bin

Contact Details

Open POs

Program / Currency	Sum Count	Sum Amount
⊖ Coupons		
EUR	1	332.152
⊖ ESA		
CHF	1	596.929
DKK	1	6.533.642
EUR	1	5.089.265
GBP	1	896.446
NOK	1	1.005.032
SEK	1	2.899.042
USD	1	1.505.384
⊖ MS Club		
EUR	1	75.981
USD	3	78.812
⊖ Other		
EUR	1	1.250
⊖ PP/SPP		
EUR	3	383.729
GBP	1	123.444
USD	1	86.374
⊖ SA Voucher		
EUR	2	460.591
GBP	1	85.006
⊖ SSA		
USD	2	10.687

TTT Allday

Program / Currency	Sum Count	Avg TTT	Max TTT	Min TTT
⊖ Coupons	65	11	27	4
CHF	8	8	9	6
DKK	5	15	26	8
EUR	25	10	27	4
NOK	4	17	26	9
SEK	22	10	26	5
USD	1	8	8	8
⊖ CSA	85	7	11	4
CHF	9	7	11	4
DKK	15	7	11	4
EUR	16	7	11	4
GBP	14	7	11	4
NOK	10	7	11	4
SEK	7	7	11	4
USD	14	7	11	4
⊖ ESA	205	9	17	4
CHF	30	9	17	4
DKK	28	9	14	5
EUR	31	9	14	4
GBP	28	9	14	5
NOK	29	9	14	4
SEK	28	9	14	4
USD	29	9	14	4
⊖ MS Club	52	8	61	2
EUR	22	8	31	3
USD	30	8	61	2
⊖ Other	86	6	28	1

TTT Last 30 Days

Program / Currency	Sum Count	Avg TTT	Max TTT	Min TTT
⊖ Coupons	2	15	15	15
EUR	1	15	15	15
SEK	1	15	15	15
⊖ CSA	7	6	6	6
CHF	1	6	6	6
DKK	1	6	6	6
EUR	1	6	6	6
GBP	1	6	6	6
NOK	1	6	6	6
SEK	1	6	6	6
USD	1	6	6	6
⊖ ESA	7	9	9	9
CHF	1	9	9	9
DKK	1	9	9	9
EUR	1	9	9	9
GBP	1	9	9	9
NOK	1	9	9	9
SEK	1	9	9	9
USD	1	9	9	9
⊖ MS Club	2	6	7	4
EUR	1	7	7	7
USD	1	4	4	4
⊖ P'Club	6	4	4	4
DKK	1	4	4	4
EUR	1	4	4	4
GBP	1	4	4	4
NOK	1	4	4	4