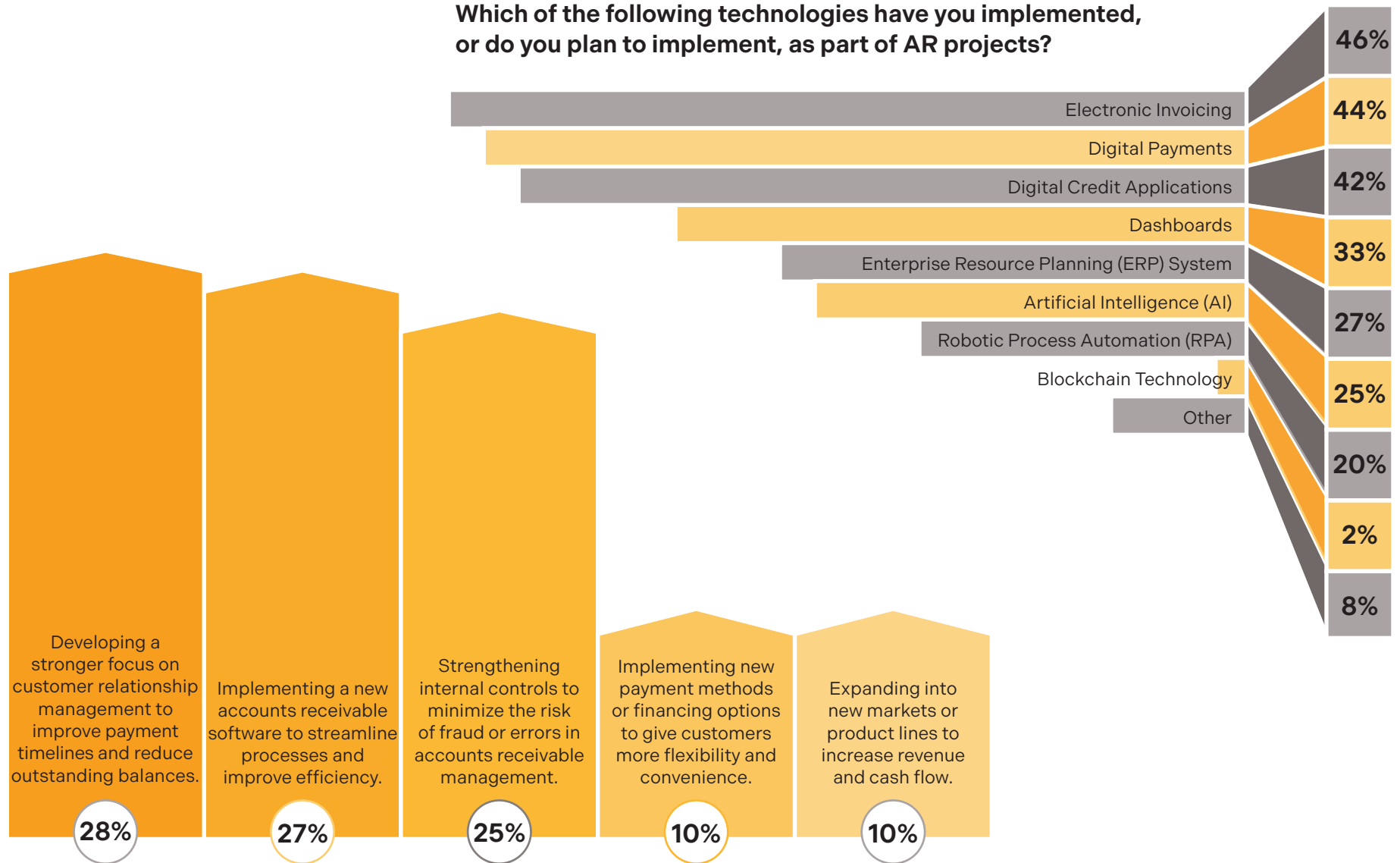


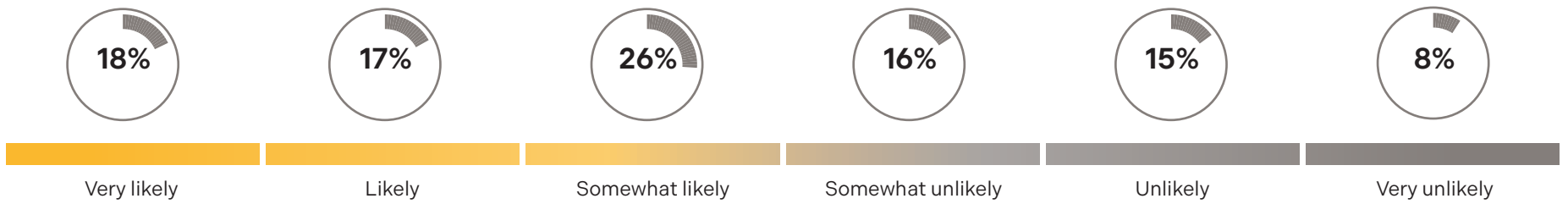
# STATE OF AR AUTOMATION 2024

**Which of the following technologies have you implemented, or do you plan to implement, as part of AR projects?**

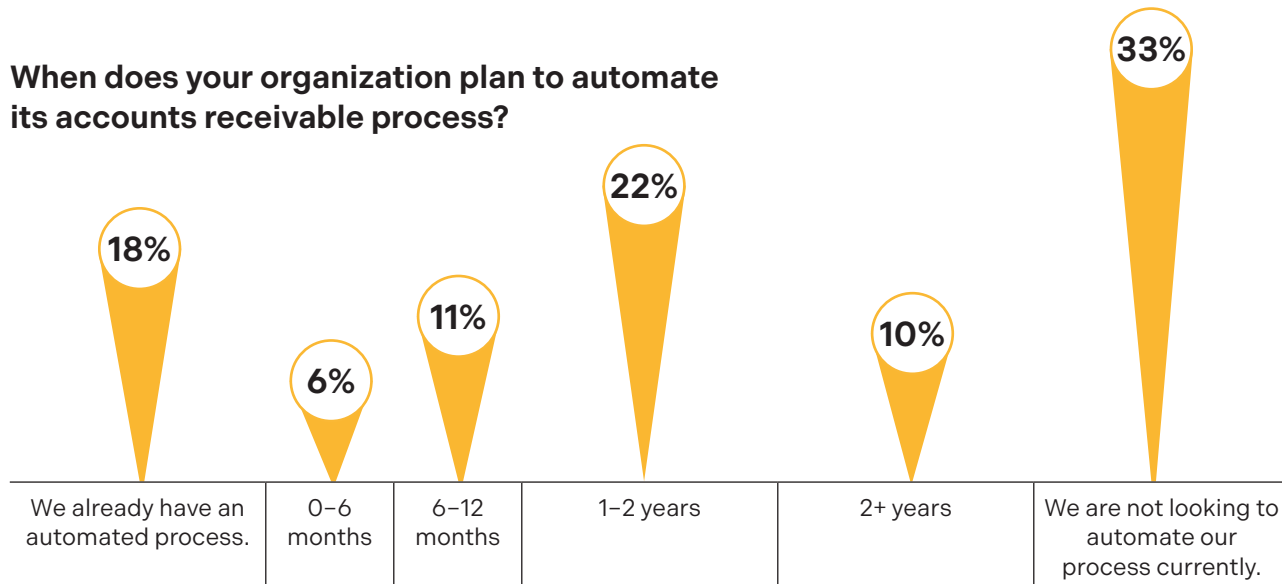


**What do you see as being your biggest focus in accounts receivable over the next 18 months?**

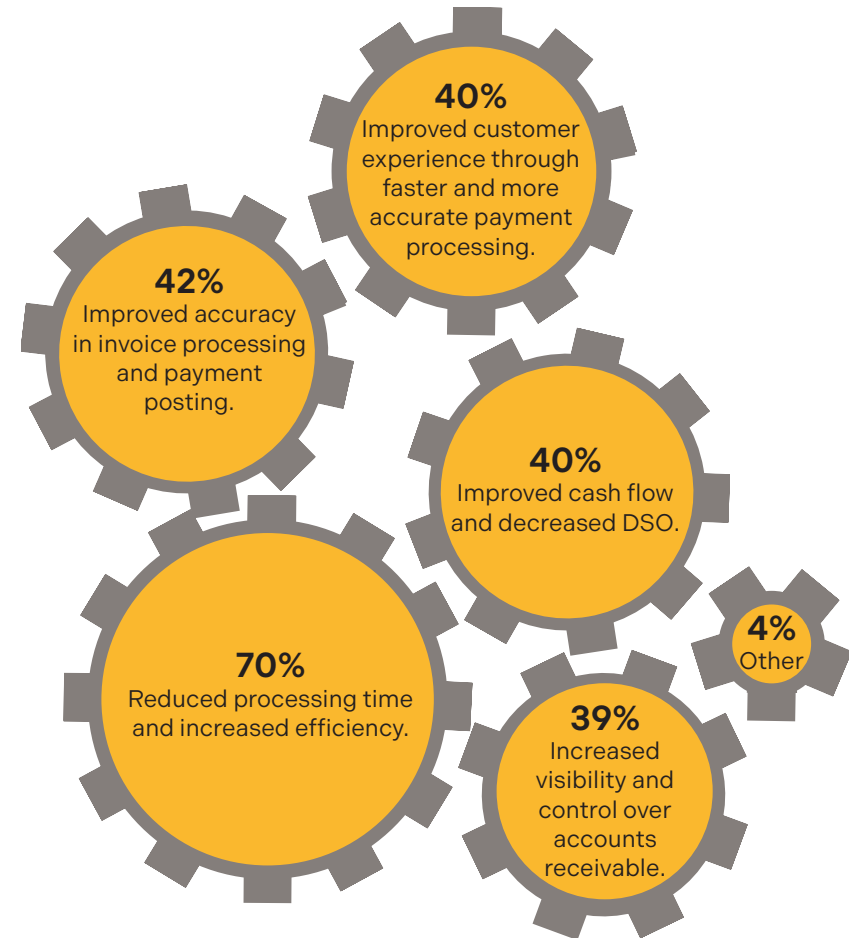
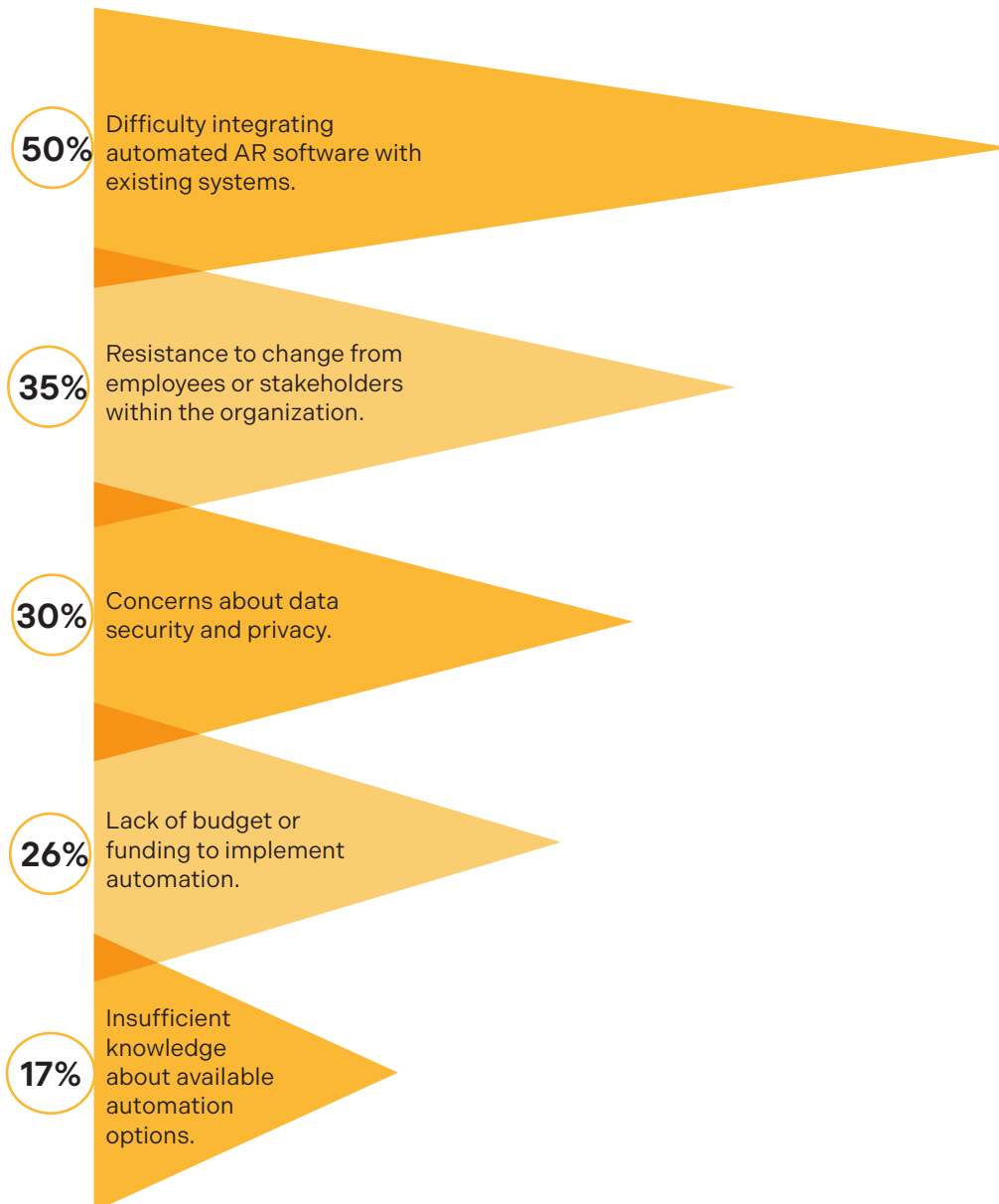
### How likely is it for your organization to automate your accounts receivable processes?



### When does your organization plan to automate its accounts receivable process?

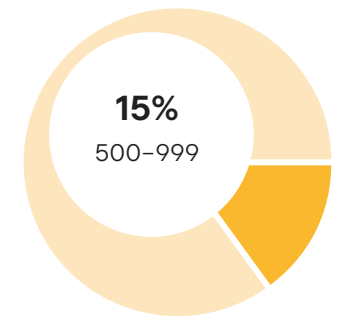
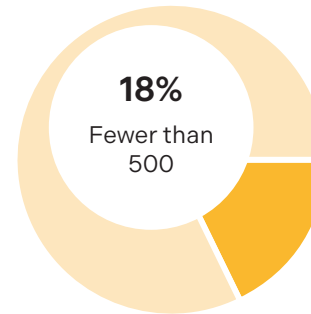
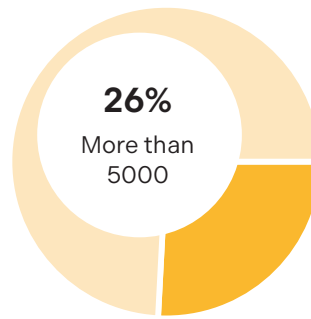
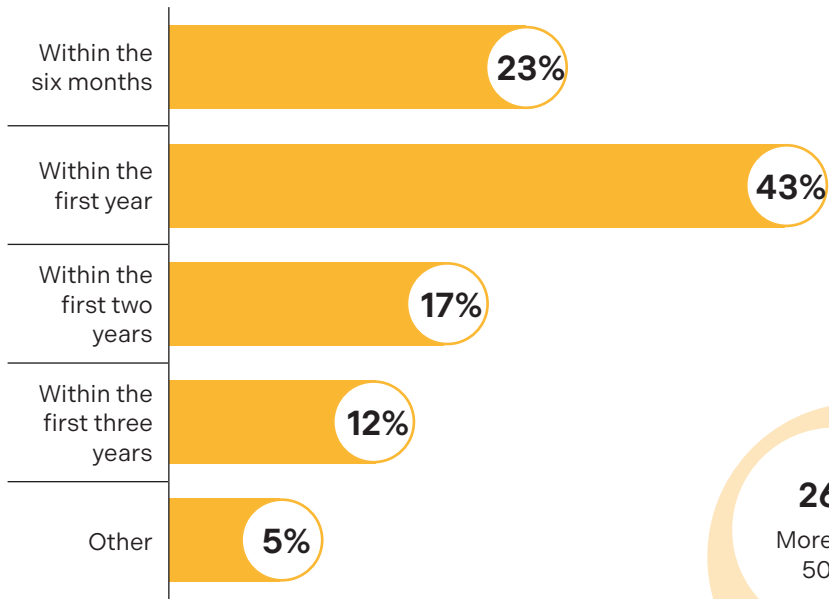


Whether you have already automated or plan to automate your AR process, what has been, or do you anticipate will be, the biggest bottleneck(s) to change?

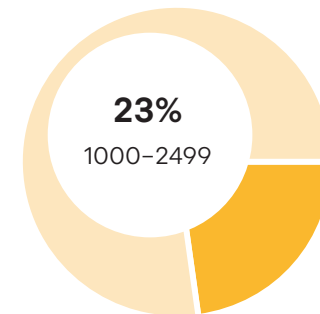
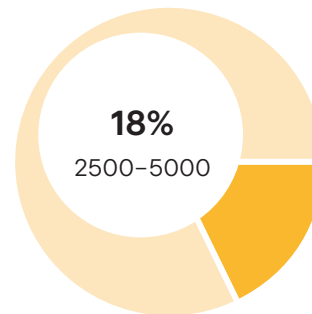


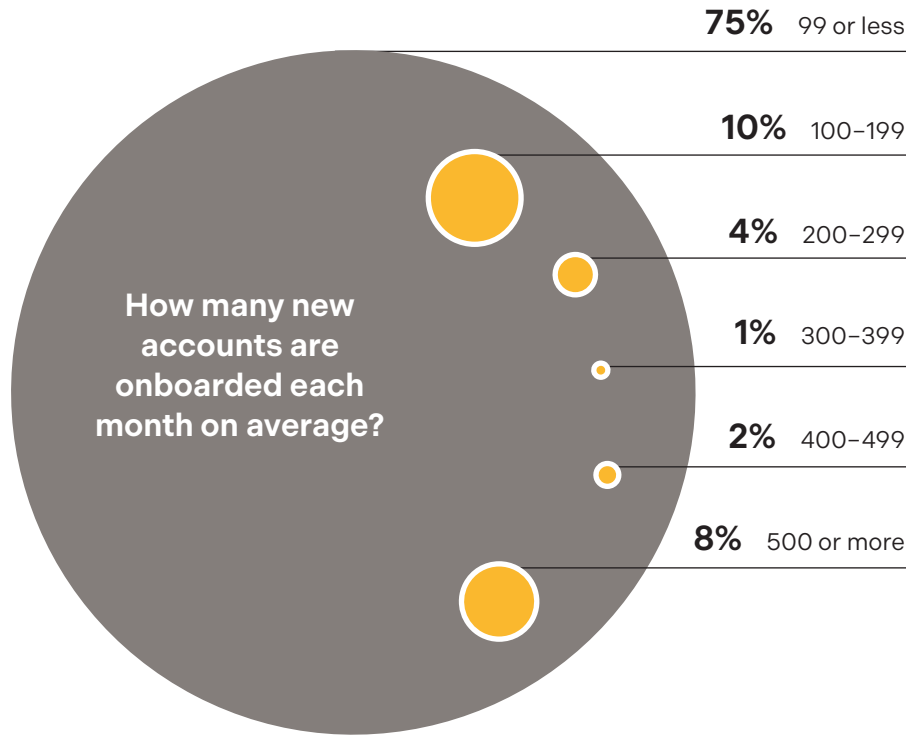
In your opinion, what are the benefits of automating your accounts receivable process?

**What time frame, post go live, would you expect to see a return on investment from an automated AR process change?**

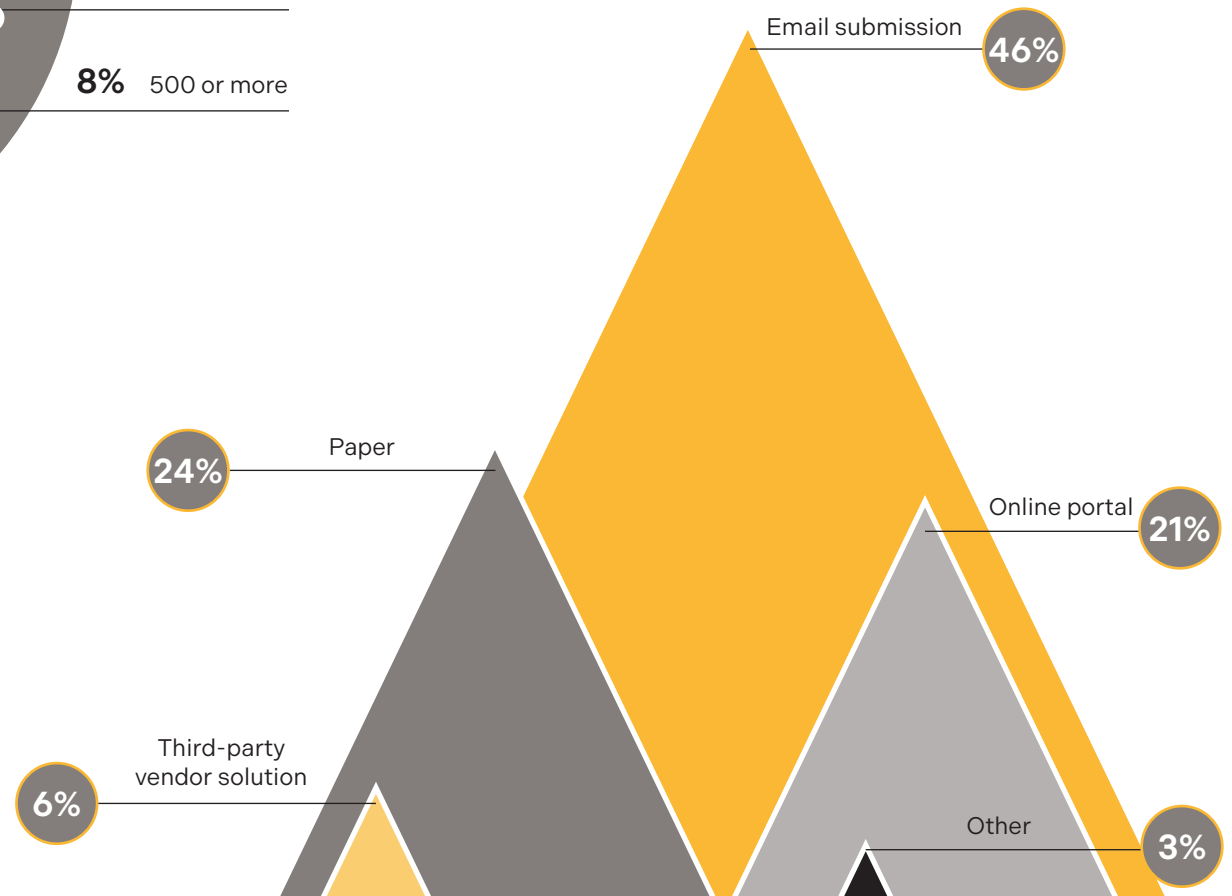


**How many active customers do you currently have in your accounts receivable portfolio?**

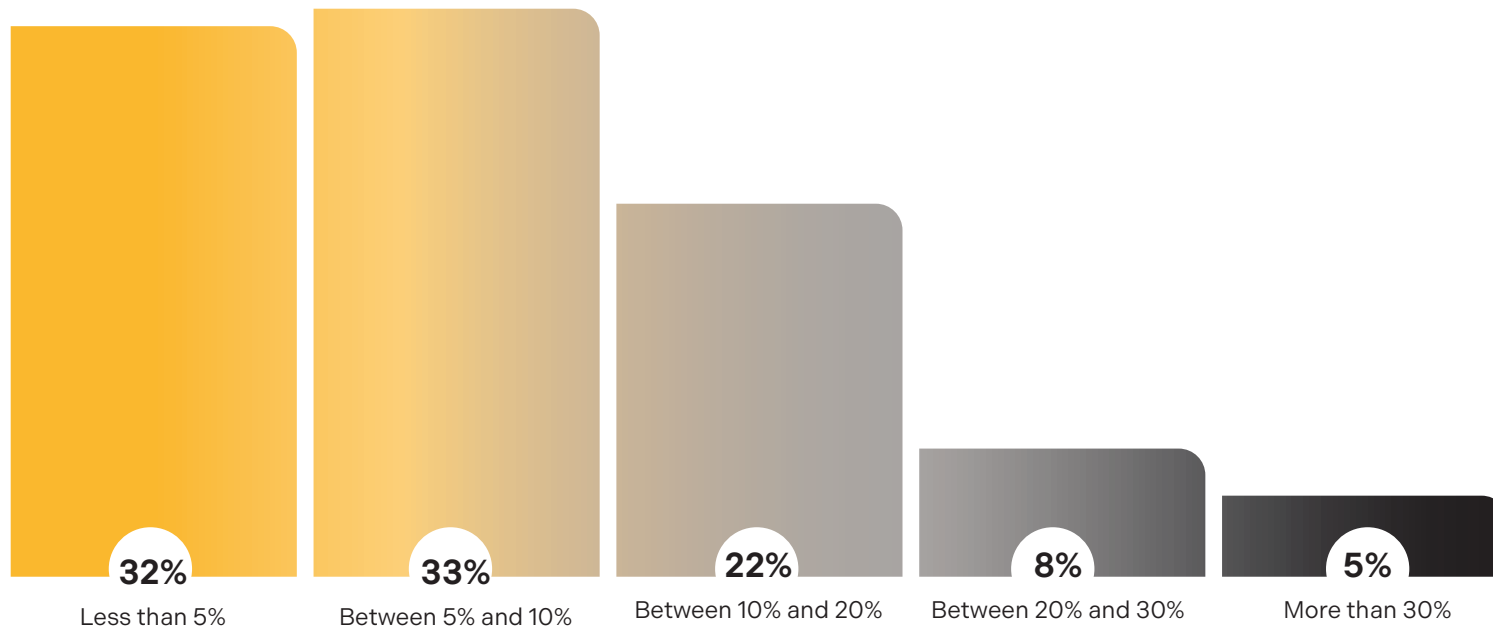




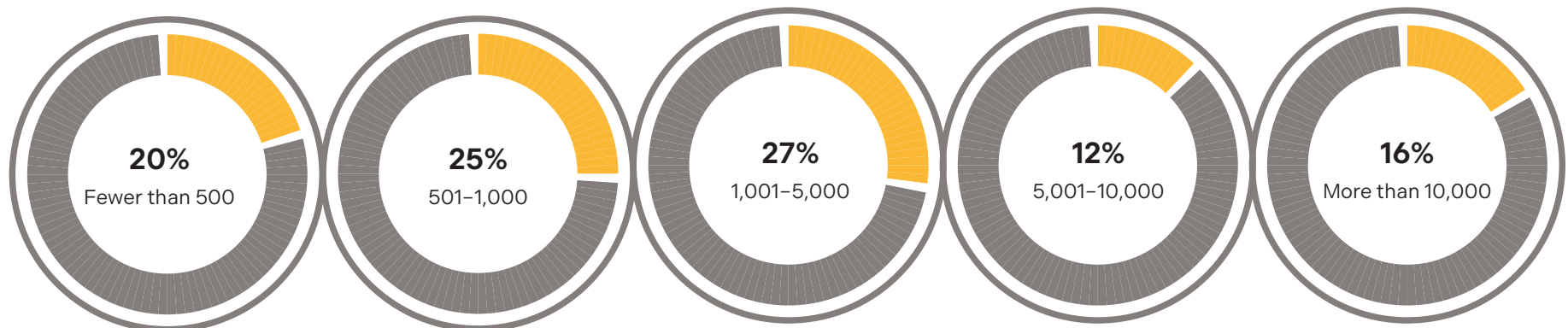
**How do you process account applications for newly-onboarded accounts?**



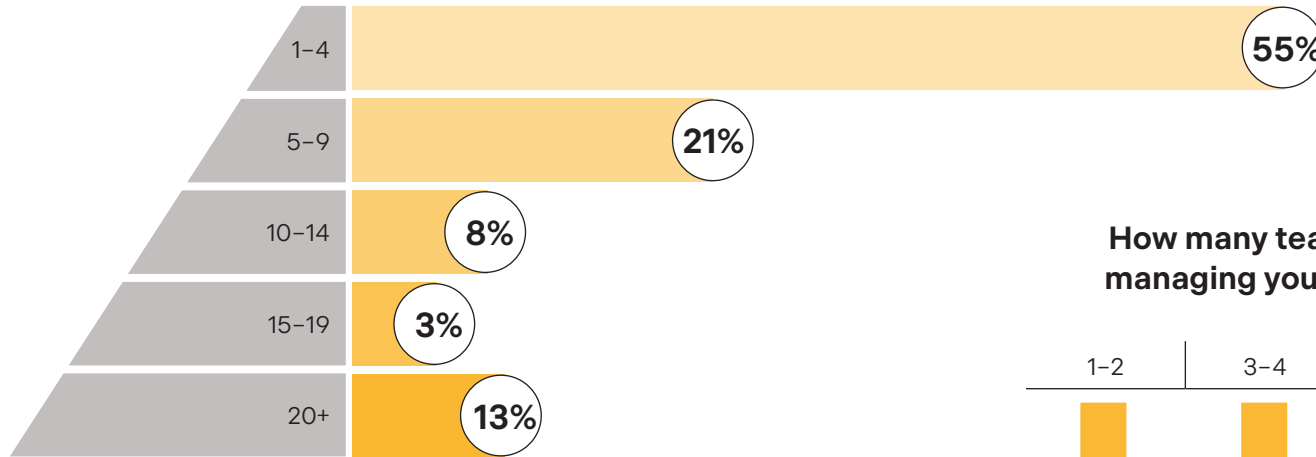
### What percentage of your accounts receivable portfolio is past due?



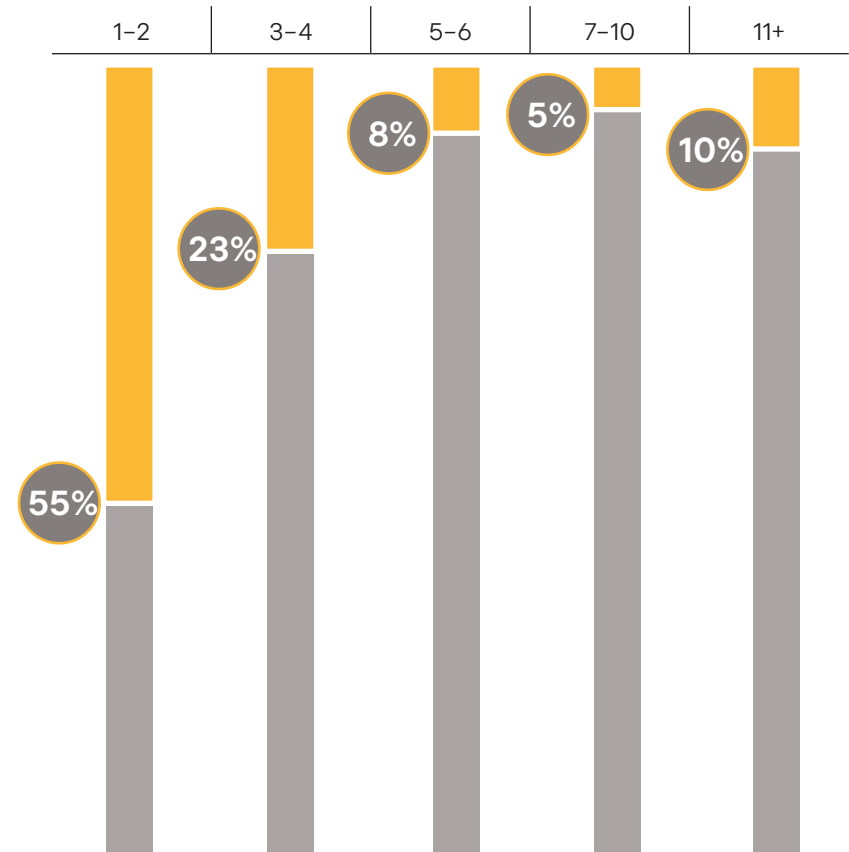
### How many customer payments do you process on an average month?



### How many team members are involved in managing your collections process?



### How many team members are involved in managing your cash application process?

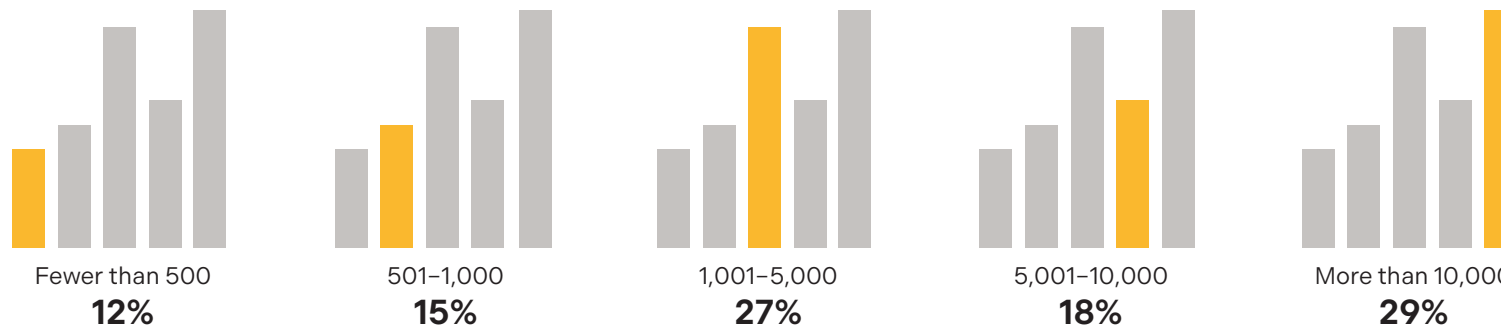


### Do your collections teams help apply payments during busy periods?

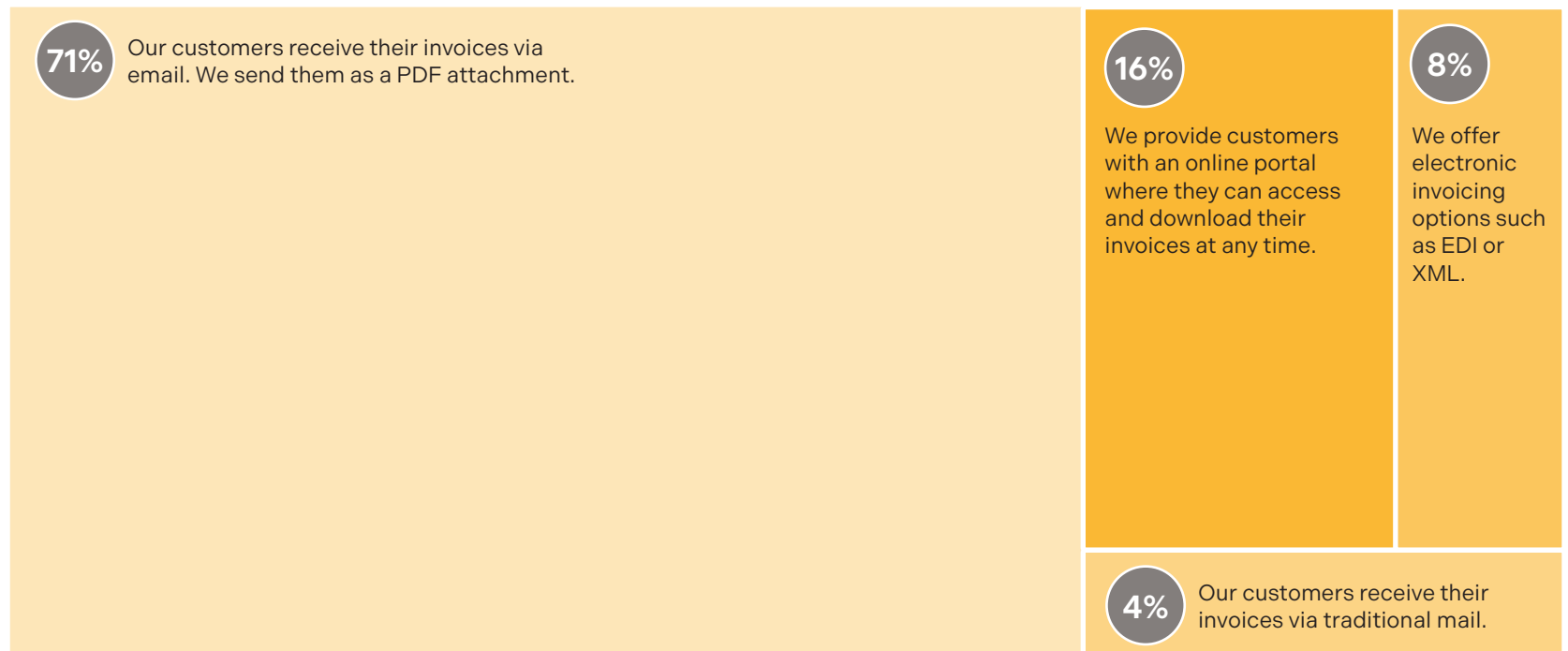




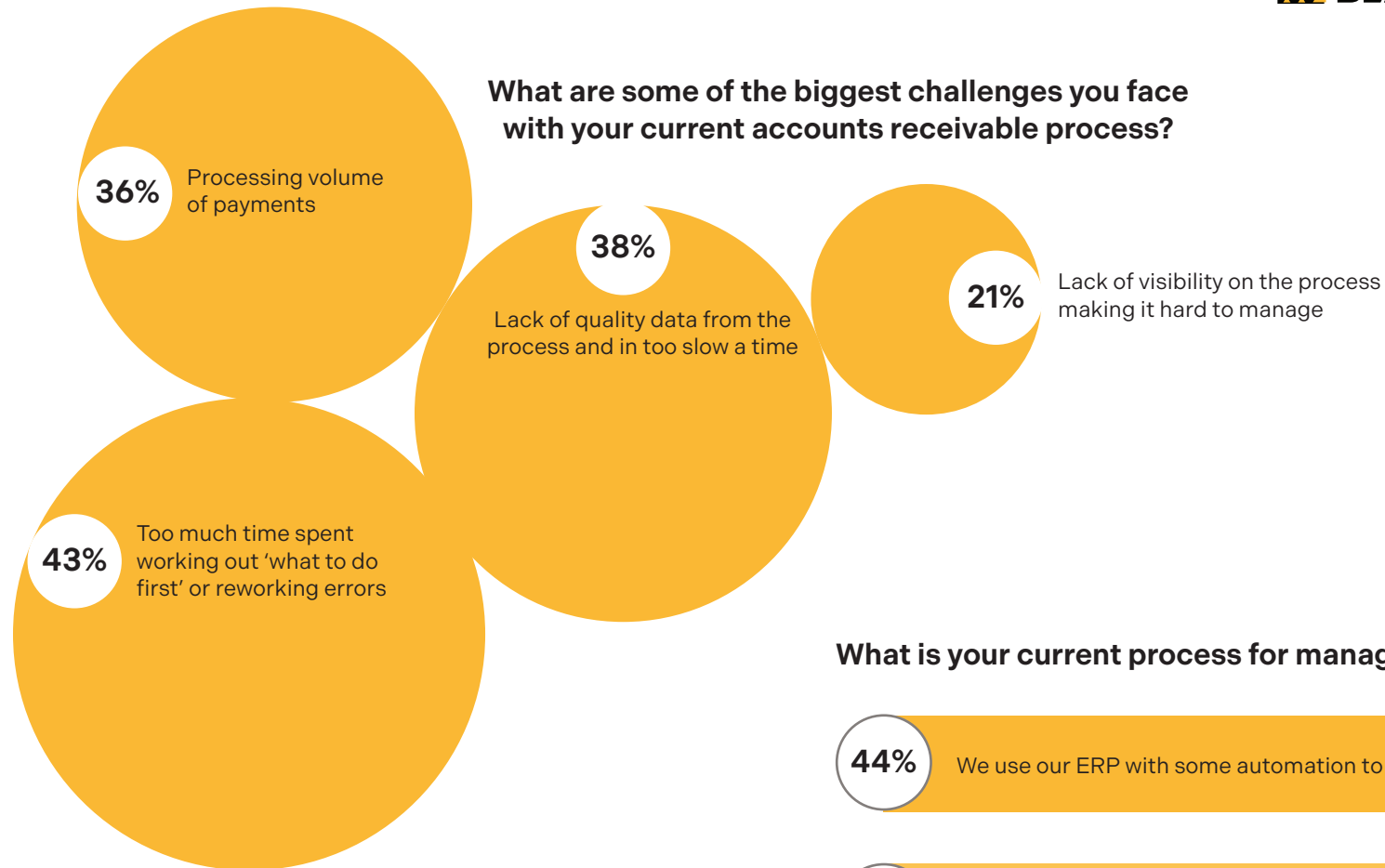
### How many invoices do you send out on an average month?



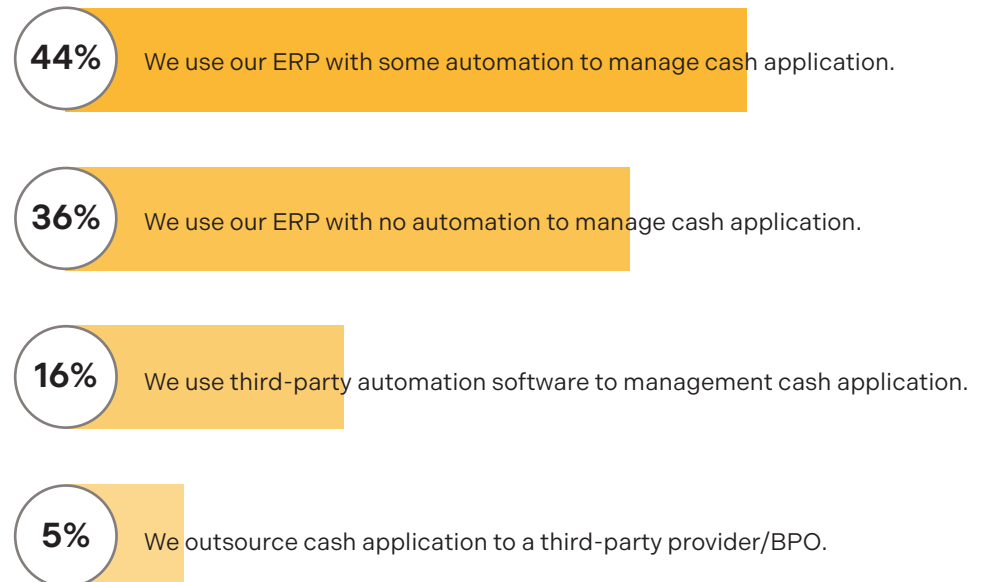
### How do your customers receive/access their invoices?



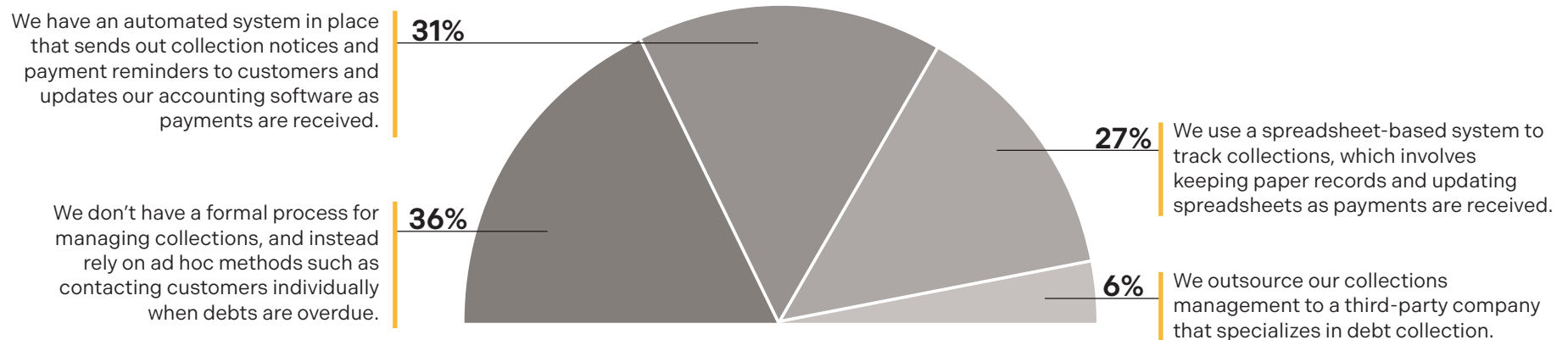
### What are some of the biggest challenges you face with your current accounts receivable process?



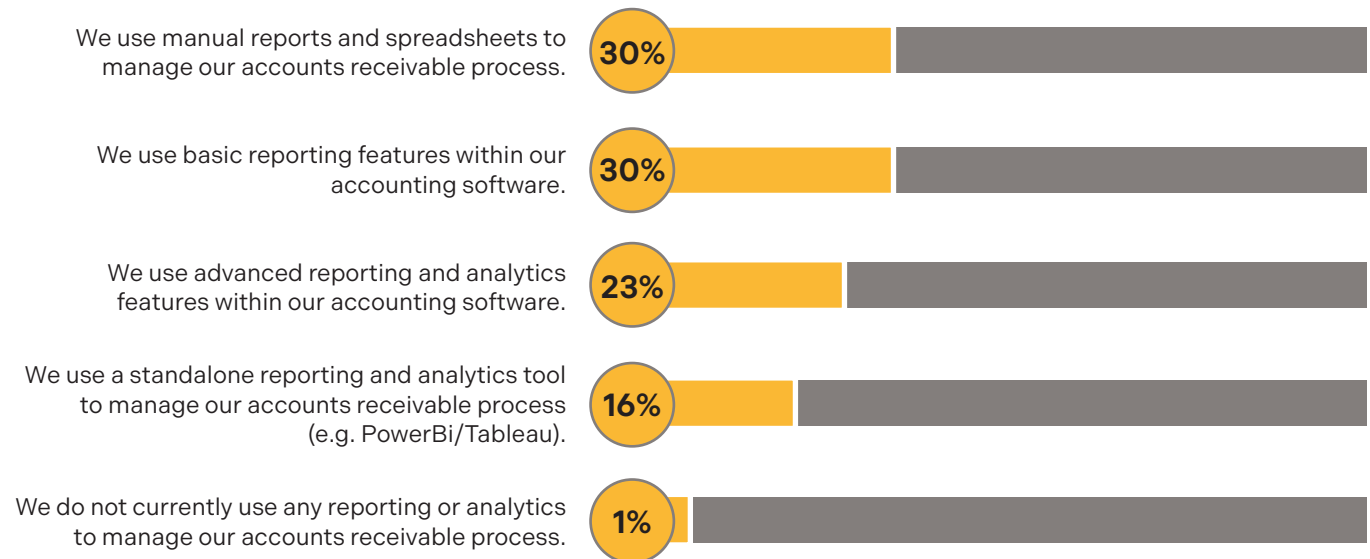
### What is your current process for managing cash application?



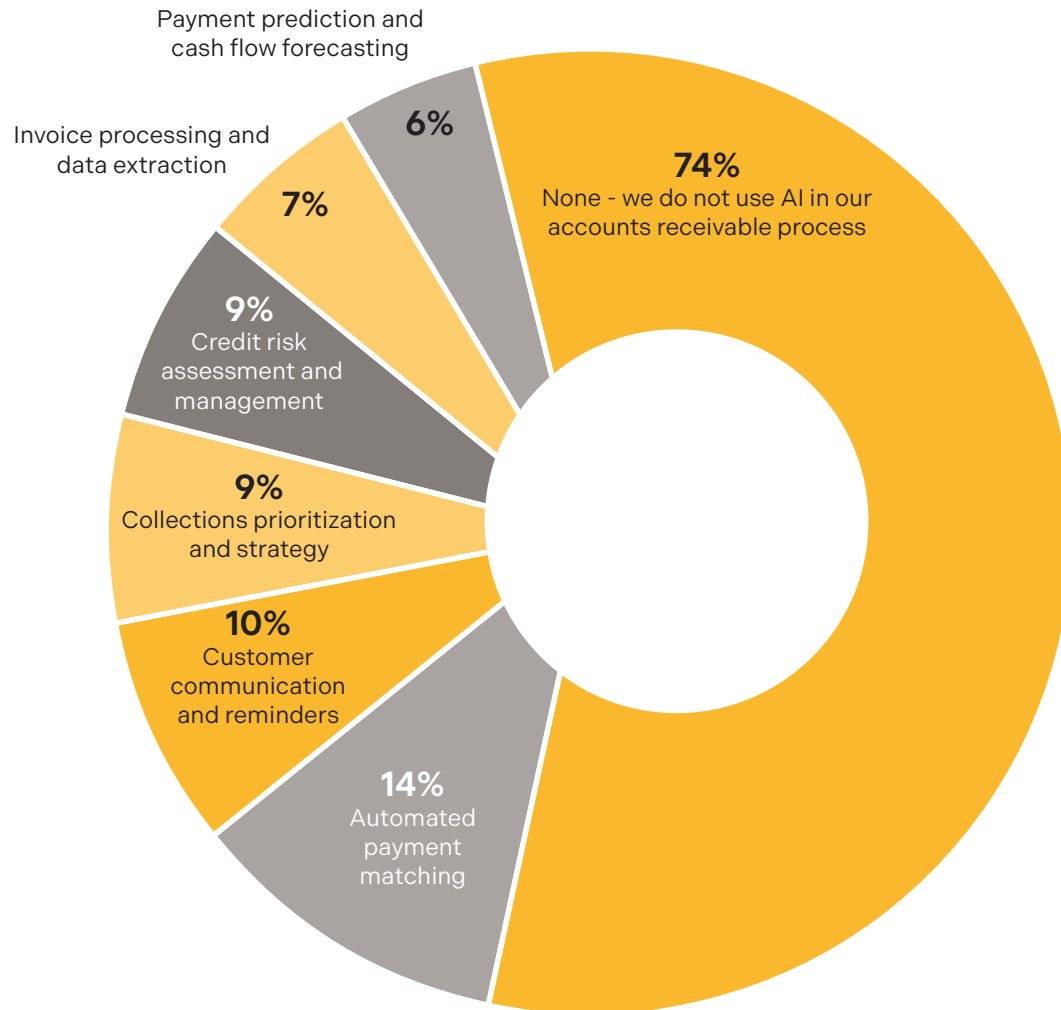
### What is your current process for managing collections?



### What type of reporting and analytics do you use to manage your accounts receivable process?



**Which of the following areas within the accounts receivable process do you currently apply AI technologies to?**



**How soon after KPI data is captured do you have access to it?**

