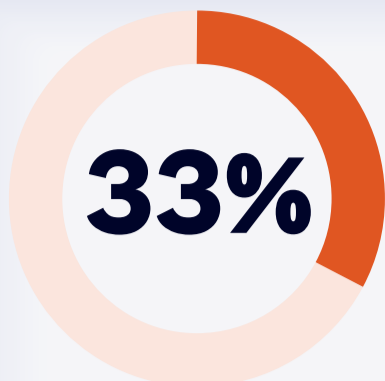


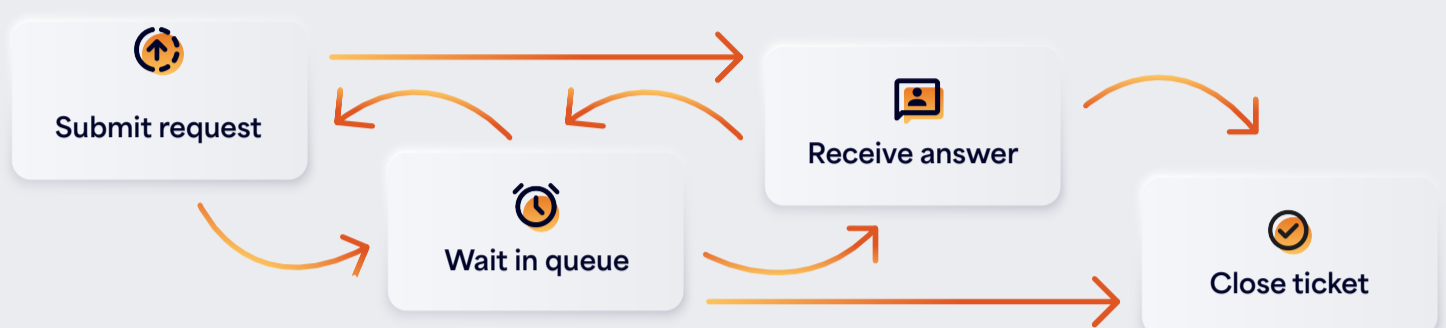
THE ACCOUNTS RECEIVABLE SUPPORT GAP

What ticket-based support costs your finance team



of finance leaders say a **lack of trust in their vendor is preventing faster accounts receivable automation adoption.** If your automation provider isn't working with you — it's working against you.

The hidden cost of waiting on transactional, ticket-based support models



For accounts receivable operators responsible for reducing manual work, improving collector efficiency, and keeping cash moving, these first-come, first-served models create a compounding problem. Higher fees, longer resolution times, and limited collaboration drive answers nonetheless, but the friction finance leaders feel from these support models leaves them yearning for direction, and a more sustainable path forward.

The result:

Accounts receivable teams spending more time managing their support model than improving their operations

3 examples of where ticket-based support models fall short:

1. Stalled momentum

You escalate internally while simultaneously troubleshooting via support channels that don't feel built for outcomes. Momentum slows, the hours spent not collecting begin to weigh on your DSO, and you wait on a response that might not actually resolve the problem.

2. Escalation cycles

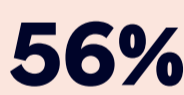
Ticket-based support models are first-come, first-served, meaning complex issues requiring judgment get triaged the same way password resets do. Vendor relationships subsequently erode and internally, your credibility as the accounts receivable owner wanes.

3. Manual workarounds

Spreadsheets fill gaps; payment reminders are sent manually; cash application exceptions pile up in inboxes. The automation you invested in stops being a solution and starts being a system you work around. The inefficiencies don't disappear, they just move somewhere less visible.

"I cannot say enough good things about Versapay's support team. Their developers have always been able to accommodate requests and answer questions, and their communication is always impeccable."

Sara French, Cash Application Manager, Madison Resources



Beyond the daily friction, there's a larger cost to consider:

56% of finance leaders expect accounts receivable automation to deliver \$1 million or more in annual cash or cost benefits.

If your vendor fails to provide adequate support, those substantial gains will forever remain out of reach.

There's a better support model

Accounts receivable teams want a partner who understands where they're starting, maps the path forward, and guides them through change without disruption or heroics. Not one that closes tickets and moves on. At Versapay, support is built into our very fabric. From implementation through go-live and beyond, you have named contacts, a clear roadmap, and a team that measures its success by yours, not by ticket resolution time.



We collaborate with you to define clear, measurable goals, and build customized roadmaps for achieving them. In practice, this looks like:

- ✓ Support that provides direction, not just answers
- ✓ A clear, actionable path from start to success
- ✓ Confidence and clarity at every stage of your journey
- ✓ Personalized plans for operators owning outcomes

"Getting up and running was seamless. The implementation process went incredibly smooth and knowing we had a dedicated person at Versapay to support us through it was huge. The Versapay team is phenomenal. They are a true example of what customer service looks like."

Shirley Grimes, AR Supervisor, Gulf Coast Panama Jack