



navis[®]

PROFESSIONAL SERVICES BILLING & PAYMENT OPTIMIZATION

“ On behalf of Operadora Portuaria Centroamericana, I would like to express my deepest appreciation and thanks for all the dedication and support shown on this project. The Navis team has acted more like a partner than like a service provider....I feel very satisfied with the work done so far... ”

— JOSE MAURICIO AVILA
IT Manager, Operadora Portuaria Centroamericana

Today's business environment requires financial teams to meet fiduciary obligations while delivering financial insights. In container terminal operations, peaks caused by larger ships not only put more pressure on operations but also on finance teams to handle many more events and transactions in a timely manner. As a result, there are increased risks for errors on invoices, missed billable events with more manual processes to correct the mistakes. All have a negative effect on cash flow. In addition, financial insights on historical operational details can help the financial department with contract renewals.

There is a lot of room for improvement when it comes to managing financial operations. The results of a recent Navis customer survey* tells us that:

- 33% of the respondents take 3 or more days to invoice after a vessel departure
- 10-25% of all first invoices contain errors
- Only 15% of payment transactions are electronic
- 65% of the respondents are doing one-off services on a quarterly basis that need to be handled from a billing standpoint (increasing the risk of errors and missed billings)
- 33% of the respondents believe they are not billing for 5 -10% of contracted services

Navis Professional Services offers optimization of billing and payment processes. Navis functional and technical N4 Billing experts partner with a terminal's finance team to conduct an assessment and jointly identify areas for improvement.

Navis Professional Services has the deep technical knowledge of N4, the Navis BI Portal and N4 Billing to evaluate terminal billing processes. Leveraging close proximity to Silicon Valley, Navis can also provide ideas on the latest technologies used in cash applications, mobile payment solutions, and accounting system interfaces.

** Navis customer survey conducted by Navis May 2016.*

Navis Professional Services can help you to optimize your billing processes to:



Improve Cash Flow

Faster invoicing will improve speed of payments



Increase Revenue

Bill for all events correctly and improve contract negotiations based on facts and data analytics



Reduce Costs and Control Operating Expenses

Reduce manual billing efforts and have fewer errors

NAVIS PROFESSIONAL SERVICES FOR BILLING AND PAYMENT OPTIMIZATION

The Navis Professional Services for Billing and Payment Optimization can help your terminal:

- 1 **Develop Insights for the Commercial Department**
 - Use data to better understand the revenue distribution across vessels and breakdown revenue into individual activities
- 2 **Optimize Business Processes**
 - **Establish KPIs:** determine invoice accuracy, completeness, timeline, customer satisfaction, number of invoices per person per day, TEU average per invoice;
 - **Tune billing and payment processes from the terminal operations and finance to the shipping line:** review billing and payment processes and determine any waste, exceptions, and areas for improvement;
 - **Implement automation steps in N4:** configure N4, N4 Billing or customer extensions to address recommendations
 - **Measure KPIs:** Produce reports from N4 with the business intelligence portal tool
- 3 **Validate Billing Rules and Ensure Invoice Accuracy**
 - Are all billable events represented and calculated for correctly?
 - Are tariffs structured properly to maximize revenue?
 - Are all services being billed for accurately?
 - Are purchases being made using contracted prices from vendors?

Let Navis help you improve your cash flow, expedite billing processes and provide insights to improve commercial negotiations. For more information, please contact us at info@navis.com or visit our website www.navis.com.



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Navis provides operational technologies that unlock greater performance and efficiency for our customers, the world's leading terminal operators. The Navis N4 terminal operating system (TOS) represents more than 25 years of experience and innovation that enables terminals to optimize their operations and move cargo smarter, faster and more efficiently. As an industry leading technology, more than 250 container terminals worldwide have partnered with Navis to improve performance, reduce costs and minimize risk.