

INVOICEPRO – AUTOMATED INVOICE & PAYMENT REMINDER CRM

Phase 1 Completion Report

1. REQUIREMENT GATHERING

Key Requirements:

- Automatic creation and tracking of invoices.
- Prevention of duplicate invoice records.
- Automated email reminders for pending and overdue payments.
- Real-time dashboards for finance teams and managers.
- Reporting for payment status, overdue invoices, and financial trends.

Objectives:

- Reduce manual workload and errors in invoice processing.
- Improve on-time collections and cash flow management.
- Enhance transparency and financial decision-making.

2. STAKEHOLDER ANALYSIS

Primary stakeholders and benefits:

Finance Teams

- Efficiently create and track invoices.
- Receive automated reminders to follow up with customers.

Managers & Business Owners

- Monitor outstanding payments and cash flow in real-time.
- Make informed financial decisions based on dashboard insights.

Customers

- Receive timely reminders and clear invoices.
- Reduce miscommunication or missed payments.

3. BUSINESS PROCESS MAPPING

Core Processes Include:

- Generating and sending invoices to customers automatically.
- Detecting and preventing duplicate invoice records.
- Sending automated email reminders for upcoming and overdue payments.

- Tracking payment status and updating records in real-time.
- Generating financial reports and dashboards for performance analysis.

4. INDUSTRY-SPECIFIC USE CASE ANALYSIS

Applicable Sectors: SMEs, retail, service-based businesses, and any organization handling recurring invoices.

Use Cases:

- Automating invoice generation and management.
- Sending proactive reminders to customers for faster payments.
- Providing actionable insights for finance teams to manage cash flow.
- Maintaining accurate records for accounting, reconciliation, and compliance.

5. APP EXCHANGE EXPLORATION

Salesforce CRM enables:

- Centralized invoice and customer data management.
- Automated workflows and email reminders.
- Real-time dashboards and reporting for financial performance.
- Role-based access for finance teams, managers, and customers.

Benefits:

- Scalable and maintainable financial operations.
- Reduced manual errors and duplicate records.
- Improved cash flow and operational efficiency.
- Enhanced decision-making with actionable insights.