

ProQuest is a Michigan-based global provider of information content and a technology company for researchers and librarians. They power research in academic, corporate, government, public and school libraries with unique content. ProQuest enables strategic acquisition, management and discovery of information collection.

Business Challenge

ProQuest wanted to automate their Global AR department to keep pace with their growing business needs. Their objective was to allow their customers (businesses, institutions and direct consumers) to receive and pay invoices electronically via ACH and credit card payments. ProQuest wanted to outsource the risk of being PCI compliant.



Paybox Solution

Paybox was able to offer ProQuest not only a full-digital Accounts Receivable process but also a 90 percent reduction in paper invoices through a strategic adoption program.

- Implemented its configurable Invoice Portal to meet ProQuest's specific business needs.
- Developed Deposits and Deposit Groups uniquely for ProQuest.
- Seamlessly integrated with ProQuest's Oracle ERP system to streamline their Accounts Receivable process.

Deposit Groups provide separate invoicing capacity for users who want to make and manage multiple payments. If a balance remains after a deposit is made, it is added to the user's Deposit Balance to apply to future payments.

Compliance is ensured through the ProQuest Invoice Portal, which processes a variety of transactions including:

- Invoices
- Invoice Updates
- Deposit Updates
- Deposit Groups
- Disputes and Attachments

Results

- The ProQuest Invoice Portal offers multi-language support in French, German and Spanish.
- Three payment methods are available on the portal: ACH (US), BACS (UK) and BECS (Australia).
- Since going live, the number of invoices processed via the ProQuest Invoice Portal has significantly increased from over 300,000 to an average of 600,000 per year.
- The ProQuest Invoice Portal processes a high volume of payments—an average of 155,000 each month.
- With Paybox's customer portal, ProQuest has successfully outsourced the risk of being PCI compliant.
- The ProQuest Internet Portal offers a fully-digital Accounts Receivable process.
- ProQuest has seen a 90 percent reduction in paper invoices.



"ProQuest's technology is making information easier than ever for researchers to access, and for libraries to manage. It's exciting to be part of ProQuest's system and to help them streamline their internal processes as much as possible."

Matthew E. Oakes,
President of Paybox Corp.

About Paybox

Paybox, An OSG Company, delivers cloud-based e-invoicing solutions that automate AP, AR and payments processes to provide significant benefits across the financial supply chain. Paybox has built a successful track record of automating some of the most demanding financial environments. Today, more than 400,000 suppliers and customers use our network across 100 countries (representing more than 35 currencies and 17 languages). Paybox automates AP and AR processes such as: electronic invoice distribution/submission, invoice processing/validation, line-item matching, approval routing, invoice consolidation, dispute management, payment generation and processing, reporting and analysis, company profile management, and discount management.

For more information on Paybox, call 1-844-GO-PAYBOX or visit www.gopaybox.com.