

zLinq services already help you evaluate, procure, implement and manage your telecom services for voice, WAN, UC and contact center services. zLinq can now offer Invoice Processing which will consolidate 10's or even 100's of your telecom invoices and code/pay them on your behalf.

**zLinq Invoice Processing is designed to simplify the expense management process and address the most common challenges including:**

- Reducing late fees
- Reduce disconnects & service interruptions
- Managing payments to multiple providers
- Managing invoices for multiple locations
- Streamline accounting
- Dependency on manual processes

**We do it using a 3-part system:**

**zLinq processes invoices daily:**

- ✓ Ingest/GL Code invoices into zLinq software
- ✓ Audit invoices for accuracy and dispute discrepancies
- ✓ Approve invoice payment by client or on client's behalf

**zLinq pays invoices weekly:**

- ✓ Build weekly AP file to import into AP system
- ✓ Client funds Clearing account
- ✓ zLinq pays invoices in batches

**zLinq provides reports monthly:**

- ✓ Variance Reports
- ✓ Trending Reports
- ✓ Up to 5 additional reports of client's choosing: E.g., variance, trending, disputes, payment settlements, or custom.



## Invoice Processing FAQs

### 1. Which invoices are within scope for zLinq's Invoice Processing service?

The services in scope for zLinq Invoice Processing are the same as those for zLinq Communications Lifecycle Management: Voice, Cloud Phone Systems, Collaboration, Contact Center, Wide Area Networks, and POTS. Domestic wireless invoices may also be included when added to wireline Invoice Processing. International invoices can also be processed but may require additional review and may impact pricing.

### 2. How is zLinq's Invoice Processing different from other TEM providers (Tangoe, Calero, etc.)?

Unlike other TEM providers, zLinq Invoice Processing is entirely built and controlled by zLinq, instead of through 3rd party acquisitions or partners. This provides zLinq clients with a seamless, end-to-end experience which does not require them to manage multiple providers.

Additionally, zLinq Invoice Processing is built specially to address the needs of companies that are less likely to have a dedicated resource managing telecom invoicing and payments. As a full-service solution, zLinq Invoice Processing does not require internal resources to manage software. Instead zLinq takes on the responsibility of paying invoices on behalf of our clients.

zLinq Invoice Processing also combines clients' invoiced-based inventory with a topological inventory during the onboarding phase, allowing for increased visibility and accuracy of every invoice processed.

### 3. Do we do global payments?

Yes, we do.

### 4. Is zLinq PCI compliant?

Yes.





## 5. What does the Invoice Processing team do to support Invoice Processing customers?

The zLinq Invoice Processing team is comprised of TEM veterans with decades of experience as TEM clients. They work hand-in-hand with each Client Services Manager (CSM) to ensure your expectations are exceeded.

## 6. What standard reports and other information do clients receive with Invoice Processing?

Clients receive a weekly email including batch summary, AP file, and invoice copies. Additionally, each month zLinq CSMs will provide up to five custom reports including: Variance, Trending, Missing Invoices.

## 7. Are there any systems we cannot work with?

zLinq Invoice Processing is designed to work with practically every 3rd party system.

## 8. What will zLinq do for the client monthly as part of the Invoice Processing service?

zLinq Invoice Processing provides a 3-part system:

zLinq processes invoices daily:

- ✔ Ingest/GL Code invoices into zLinq software
- ✔ Auditing invoices for accuracy and dispute discrepancies
- ✔ Approve invoice payment by client or on client's behalf

zLinq pays invoices weekly:

- ✔ Build weekly AP file to import into AP system
- ✔ Client funds Clearing account
- ✔ zLinq pays invoices in batches

zLinq provides reports monthly:

- ✔ Standard reports
- ✔ Up to 5 additional reports of client's choosing: E.g., variance, trending, disputes, payment settlements, or custom.



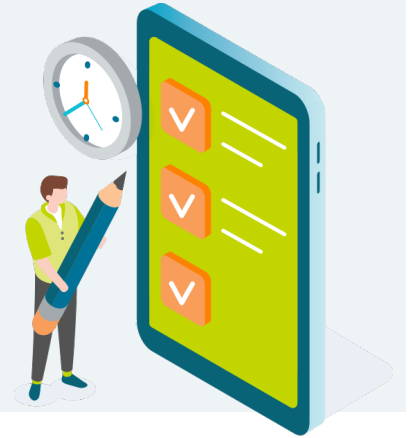


## 9. What is involved in the initial setup?

Your zLinq Invoice Processing Specialist will collect invoices and convert them to an electronic format (EDI or PDF) to aid in automation. They can also gain access to vendor portals or be added to vendor email distribution lists. From there, they assign general ledger mapping to each of the inventory items and create a custom AP file to match client AP system requirements. The entire process can take up to 90 days depending on invoice availability.

## 10. How Does zLinq Invoice Processing align with Accounts Payable teams?

zLinq Invoice Processing removes the responsibility of Accounts Payable teams for managing the nuances and complexity that telecom invoicing requires. zLinq works in conjunction with AP teams to ensure GL coding and other business requirements are met and takes on the responsibility for accurately managing and paying telecom invoices.



## The zLinq Advantage

### Visualize your environment in full context

Our Visualization Toolkit collects, analyzes, and decodes your infrastructure data in near-real time for IT action.

### Align people and departments around top priorities so they collaborate instead of compete

Integrated consulting & support that works for, and across, all impacted teams.

### Execute with purpose without having to take on all the work

A risk-sharing partner model that takes on the burden of change and guarantees results.

**We own the effort.  
You own the success.**

