

10 COMMON RECURRING PAYMENT HEADACHES



If you've ever tried to collect recurring payments from your customers for your subscription service, then you've probably experienced one or more of the following pain points:

Do you really know your customer?

Can you track everything you need in order to be successful?

“ Zuora is like a giant aspirin. No more payment processing headaches. ”

—Perry Tancredi,
Sr. Director Products,
Quova Inc.

- 1 10%+ of your monthly credit card transactions come back rejected because the customer's credit card expired, exceeded the credit limit, or their bank account had insufficient funds.
- 2 You don't know the current account balances for your customers. Have they overpaid? Do they owe you more?
- 3 Your DSO (Days Sales Outstanding) is at 120 days, and climbing!! You need to improve payment operations and collections so you can collect your cash faster.
- 4 You discovered that a customer who hasn't paid in over a year is still using your service, and they've never been notified that they're past due or warned that their service will be turned off.
- 5 Resolving customer payment disputes is painful. You can't tell who paid what when because you can't see all payment history in one place.
- 6 You have no visibility into how much money is actually coming in this month until payment services posts it to your account.
- 7 You've signed up a new customer, but their first payment fails due to an invalid credit card number or failed address verification.
- 8 Checks don't always go to the right account. You have customers that insist on paying by check, but your staff doesn't know what to do with them.
- 9 You must hire more staff just to deal with payment exceptions and manually reconcile and post each payment received because your current payment process just isn't scalable.
- 10 Customers are asking to pay in new ways. Each one costs you time and money to figure out and implement - - all so you can make your customers happy and get paid.

To learn more about how Z-Payments can help you accept any form of electronic payment, manage recurring payment issues, view customer account balances, and shorten collection cycles in one complete solution please call (650) 641-3777 or email sales@zuora.com.

“ Z-Payments enables Box.net to easily access customer account information, providing up-to-date account balances and full payment history on one dashboard. ”

—Dylan Smith, CFO, Box.net



Powering the Subscription Economy™

3400 Bridge Parkway, Suite 101, Redwood City, CA 94065
Phone: (650) 641-3777 Fax: (650) 551-1500 www.zuora.com

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