



DISPUTE RESOLUTION MANAGEMENT

SunGard's AvantGard Receivables offers companies an integrated suite of Order-to-Cash Management software with the unique ability to combine dispute resolution with collections, credit risk management, cash application. Further, using online portal access for sales, customer service, operations, and customers, companies can create an online dispute resolution network.

For many companies, managing and quantifying deductions, disputes, chargebacks and claims is difficult. The associated data is poorly organized and often references distributed documents, spreadsheets and contracts. Frequently there is no system in place to automatically identify and route disputed invoices for timely review and processing.

Automation Workflow Expedites Dispute Resolution

Companies can address many of these issues through the use of automation technology to expeditiously identify, assign, route and track disputes and deductions through a standardized review and approval process. The AvantGard GETPAID solution uses embedded policy to drive workflow and ensure timely resolution enabling companies to decrease operating costs, deliver enhanced customer service, and improve cash flow.

AvantGard GETPAID isolates problem receivables and excludes them from the collection routine, thereby focusing collectors on productive calls and contacts with the highest potential for recovering the past due balance. Disputed portions of an invoice are assigned to specific owners for efficient handling along predetermined workflow paths.

Automatically Identify, Assign, Notify, Track & Escalate Disputes

- Segregate Disputes from Collections
- Notify Dispute Owners via Email with Link
- Send Reminders to Dispute Owners
- Drive Escalation of Disputes with Rules Engine
- Collaborate with Customers Online
- Assign Ownership Based on Matrix
- Track for Timely Resolution
- Identify Deductions in Cash Application
- Attach Documentation to Dispute
- Collaborate in Real-time using Portals

Key Challenges:

- Lengthy Dispute Resolution Cycles
- Lack Resources to Process Volume
- Poor Follow-up and Tracking
- Cannot Easily Communicate with Sales
- Unable to Quantify / Analyze Disputes

AvantGard GETPAID Solution:

Automate dispute resolution workflow, provide online portal access for sales, service & customers.

Integrate deduction management with collections and cash application.

Benefits:

- Reduce Bad Debt Expense
- Decrease Resolution Cycle Time
- Reduce Deduction Volume
- Segregate Disputes from Collections
- Improve Tracking & Visibility
- Perform Root-cause Analysis
- Improve Customer Relationships

Flexibility Allows for Management of Complex Accounts

- Create a Single Dispute on Multiple Invoices
- Generate Customer Level Disputes
- Raise Disputes on Closed Invoices
- Enter Disputes with no Financial Value

Management Dashboards & Detailed Reporting

Using a centralized repository to track dispute management, companies can reduce bad debt expense, prevent write-offs, and improve internal processes.

- Root-cause Analysis for Process Improvement
- Monitor Dispute Owner Performance
- Incorporate Dispute Data in Risk Analysis
- Resolution Cycle Time Trending
- Track Disputes by Customer
- Monitor Dispute Volume

Centralized Repository Facilitates Collaboration

Collaboration is essential to the timely resolution of disputes. AvantGard GETPAID helps to facilitate this process through the use of portals for customers, sales, service & operations.

- Email Notification of New Disputes
- Ability to Edit, Resolve, Reassign Online
- Online Access to Account/Dispute Data
- View Dispute Status & Documents

Customer No.	Customer Name	City	Balance	Overdue	Disputed	Disputed
0200008	WHIPPANY COMPANY INC	WHIPPANY	\$ 3,510,521.70	\$ 223,000.10	\$ 21,650.00	\$ 3,005,473.40
0910880	WASHINGTON COMPANY INC	WASHINGTON	\$ 584,111.43	\$ 4,731.00	\$ 0.00	\$ 17,024.00
1002550	NEW BRUNSWICK COMPANY INC	NEW BRUNSWICK	\$ 209,327.27	\$ 36,790.91	\$ 26,558.55	\$ 9,139.76
1204351	BILCO DOORS INC.	WASHINGTON	\$ 94,415.30	\$ 94,415.30	\$ 0.00	\$ 0.00
12945	JONES OPTICAL	Foothill Ranch	\$ 22,816.41	\$ 22,816.41	\$ 0.00	\$ 10,530.79
1909400	VIDEO STUKE RENTALS	BEAVERTON	\$ 103,651.00	\$ 69,075.02	\$ 0.00	\$ 9,000.00
2102859	FAGAN COMPANY INC	FAGAN	\$ 114,849.46	\$ 38,514.18	\$ 0.00	\$ 0.00
230020	WHITE PLAINS COMPANY INC	MORRIS PLAINS	\$ 12,055.00	\$ 5,542.00	\$ 0.00	\$ 0,792.00
3004404	C3PO SERVICES	MONTVALE	\$ 198,339.36	\$ 111,419.36	\$ 0.00	\$ 0.00
3006405	GORMAN MANUFACTURING	NEWARK	\$ 79,879.77	\$ 6,812.00	\$ 0.00	\$ 18,940.00
3006427	FOX GROCERY COMPANY	SAINT LOUIS	\$ 75,597.00	\$ 10,170.00	\$ 0.00	\$ 0.00
3006577	WEEHAWKEN COMPANY INC	WEEHAWKEN	\$ 3,057,963.43	\$ 46,720.80	\$ 0.00	\$ 119,822.27
3011516	PAIN BRUSH ARTIST SUPPLIES	LYNKHURST	\$ 60,709.99	\$ 9,040.00	\$ 0.00	\$ 60,756.07
3012962	MAJOR MEDICAL SUPPLY	ROSLAND	\$ 1,693,963.15	\$ 588,104.65	\$ 0.00	\$ 1,161.76
35001007	CHERRY HILL COMPANY INC	CHERRY HILL	\$ 413,012.79	\$ 250,315.10	\$ 0.00	\$ 0.00

Portal access for sales, service and operations allows companies to incorporate multiple functional areas in the timely resolution of disputes. Additionally, customers can use the Customer Portal to generate disputes, check status, send payments, split invoices, view Proof-of-Delivery and communicate with collectors, resolvers and sales in real-time.

By integrating Dispute Resolution with credit, collections and cash application management, companies can leverage data gathered in each area to improve overall efficiency and effectiveness across the Order-to-Cash cycle.

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