

RESOLVING INVOICE DISPUTES QUICKLY

The AvantGard Receivables GETPAID solution offers companies an integrated suite of order-cash management software with the unique ability to combine dispute resolution with collections, credit risk management and 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. To help, the AvantGard Receivables suite offers a Dispute Resolution component.

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 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.

Problem receivables are isolated and excluded 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

Flexibility Allows for Management of Complex Accounts

- » Create a single dispute on multiple invoices
- » Raise disputes on closed invoices
- » Generate customer level disputes
- » Enter disputes with no financial value

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

Dispute Resolution

Automate dispute resolution , 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

Management Dashboards & Detailed Reporting

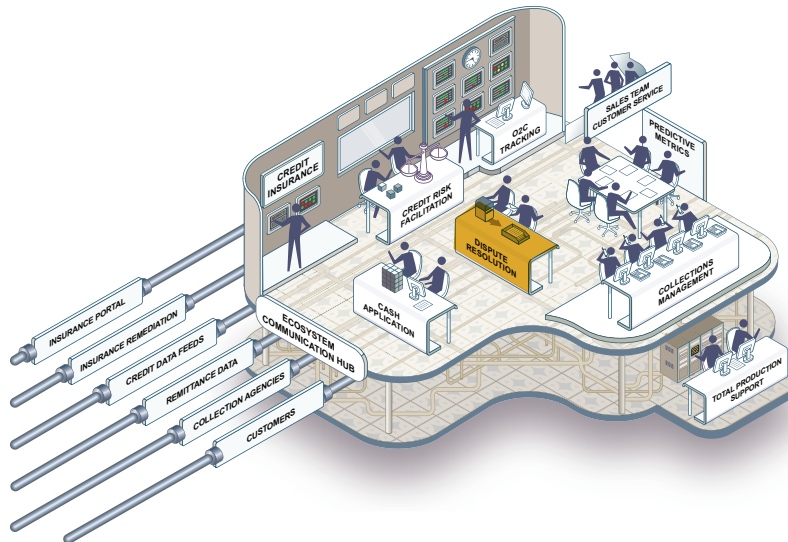
Using a centralized repository to track dispute management, companies can reduce bad debt expense, prevent write-offs, and improve internal processes.

- » 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 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



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.

Business Performance Management (BPM)

Developing a sound Business Performance Management (BPM) model depends on incorporating the right set of data, rules, workflow formulas and other relevant factors. By integrating BPM with dispute resolution, corporations can obtain improved decisioning, as well as a comprehensive and forward-looking view of key business factors that play a part in timely dispute management and resolution.

For more information, contact us at avantgardinfo@sungard.com