Dispute and Collections Accelerator

HighRadius Dispute and Collections Accelerator for SAP significantly improves automation and receivables performance by enabling process standardization and the enforcement of best practices with robust, pre-configured workflows for handling customer deductions and invoice disputes. Built on top of the SAP Netweaver platform, the HighRadius solution leverages and extends the functionality of SAP ERP and Collections & Dispute Management.
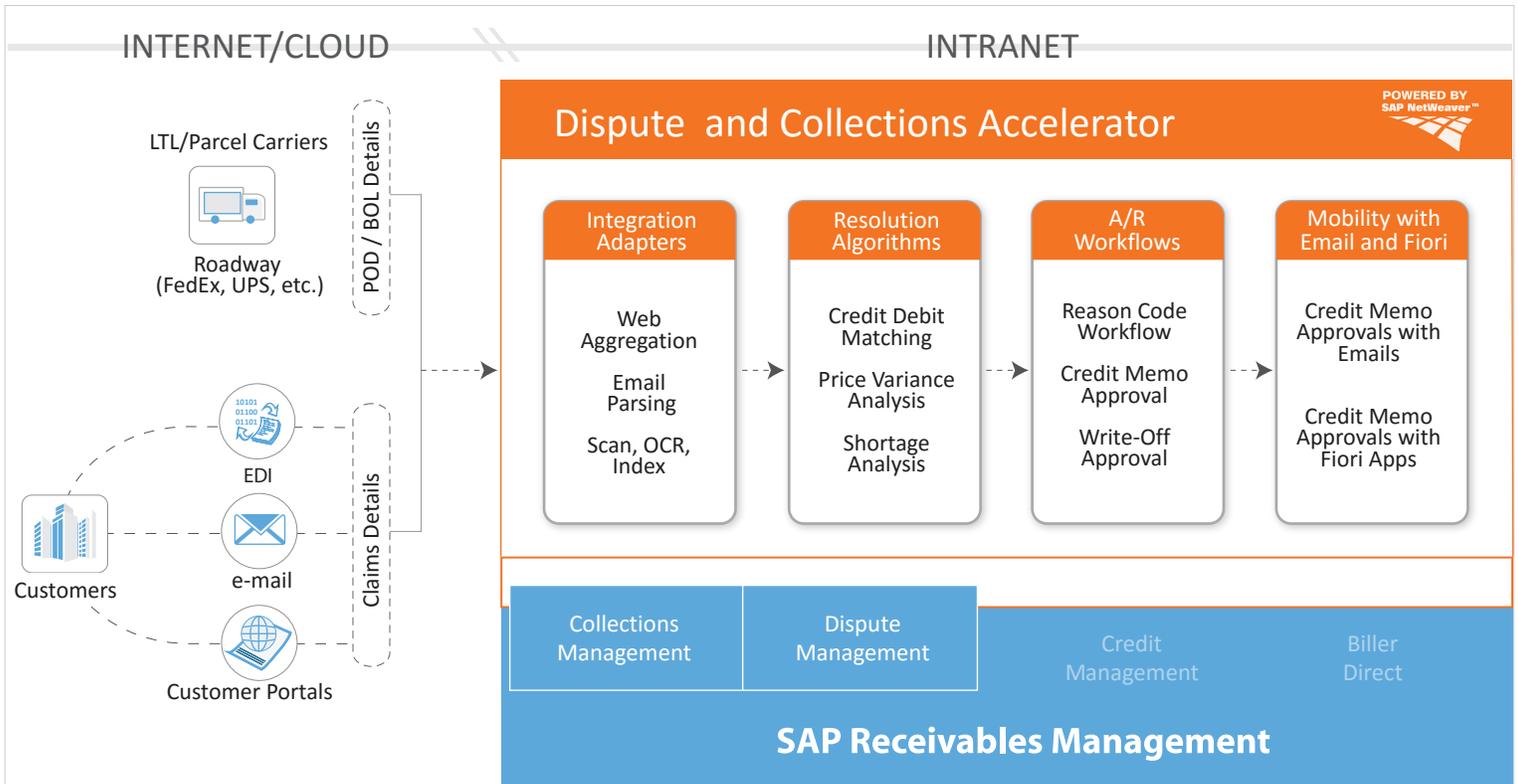
Challenge

A Credit Research Foundation study done across 28 industries found the top three internal challenges for controlling deductions are a lack of cross-departmental cooperation, inefficient processes, and a lack of timely access to information. In addition, deductions are increasing an average of 20% per year. On top of this and the constant pressure to "do more with less", teams handling these deductions must manage the complexity of gathering dispute information and approvals from multiple stakeholders, such as A/R, distribution, sales, and customer service. This cross-departmental collaboration is largely done offline, making it impossible to track or standardize. This makes the cost-effective and timely resolution of disputes difficult, driving up the number of open deductions that increase Days Sales Outstanding (DSO) and unnecessary write-offs.

Solution

The HighRadius Dispute and Collections Accelerator addresses challenges involved in resolving disputes and recovering invalid deductions by providing easy, real-time access to required data from various SAP modules, a collaboration platform for managing input from cross-departmental stakeholders, and pre-configured workflows. Each user has specific tasks to perform as instructed by the system, standardizing and enforcing processes that are based on best practices, not individual habits. The solution includes out-of-the-box templates for processes such as full invoice shortage, pricing, returns and shortages. Managers can monitor real-time performance and proactively manage bottle -necks. The result is increased efficiency and productivity and a reduction in open deductions and write-offs and improved DSO.

HighRadius is the leading and most specialized expert on SAP Receivables Management and offers accelerators for each module in addition to services for implementing and optimizing them.

INTERNET/CLOUD

INTRANET

Dispute and Collections Accelerator

POWERED BY SAP NetWeaver™

LTL/Parcel Carriers

Roadway
(FedEx, UPS, etc.)

POD / BOL Details

EDI

e-mail

Customer Portals

Customers

Claims Details

Integration Adapters	Resolution Algorithms	A/R Workflows	Mobility with Email and Fiori
Web Aggregation	Credit Debit Matching	Reason Code Workflow	Credit Memo Approvals with Emails
Email Parsing	Price Variance Analysis	Credit Memo Approval	
Scan, OCR, Index	Shortage Analysis	Write-Off Approval	Credit Memo Approvals with Fiori Apps

Collections Management	Dispute Management	Credit Management	Biller Direct

SAP Receivables Management

Key Features

- Email based credit memo approval workflows.
- Integration with Fiori apps for credit memo approval.
- Automated dispute resolution workflow templates driven by reason code/category.
- Rules-based routing of disputes to pre-defined users and roles in all departments involved in the dispute process, such as sales and logistics.
- Auto-capture of backup, such as proofs of delivery and debit memos from carrier and customer websites, and attachment to record in SAP.
- Research automation algorithms related to shortages, pricing variance, returns, etc.
- Hierarchical approval workflow for credit memos and write-offs.
- Credit-debit matching engine based on customer mass-matching rules.
- Cash collections forecasting based on payment behavior.

Benefits

- Free-up 30% of analyst's time by automating clerical activities such as POD retrieval, debit memo retrieval, credit-debit matching and approval workflows.
- Increase deduction recovery by 10% by reducing resolution cycle-time via electronic workflows and reduced write-off levels.
- Improve audit compliance by maintaining a complete audit trail of all activity and information enabled by electronic workflows.
- Lower Total Cost of IT Ownership (TCO) since the solution can be installed in existing SAP landscape eliminating the need for additional hardware and a product-specific support team.

highradius

HighRadius Corporation
11451 Katy Freeway, Suite 650
Houston, Texas 77079
(281) 968-4473
info@highradius.com