

# 85% Reduction In Unidentified Deductions With HighRadius

150,000 disputes annually amounting to almost half a billion dollars were going unidentified in the absence of automation



At Church & Dwight, we always try to find the most efficient way of doing something, and HighRadius helped us with just that

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Credit and A/R

## About Church & Dwight Co.

Church & Dwight Co., Inc., a \$4 billion company, was founded in 1846 and is headquartered in Ewing, New Jersey. They are one of the fastest growing Consumer Packaged Goods companies that has outpaced the Standard & Poor's by more than three times over the last 10 years.

As a testament to the strength of the company, Church & Dwight Co., Inc. was added to the S&P 500 in 2016. Church & Dwight is a leader in the Household Consumer Products and Personal Care industries, with such brands as ARM & HAMMER™, Trojan™, First Response™, Nair™, Spinbrush™, OxiClean™, Oraljel™ and more

## Challenges

- \$250M worth open A/R
- 400,000 invoices processed annually
- 90% payments received electronically
- 150,000 deductions annually amounting to \$0.5B
- 100% deductions went unidentified

## Why HighRadius?

**1. Really understood the A/R domain and the company's model of operation**

**2. Functionally rich products providing end to end A/R automation**

**3. Very high focus on creating value and providing high return on investment**

**4. Long term support: HighRadius is keen on providing continuous service improvement**

### COMPANY

Church & Dwight

### INDUSTRY

CPG

### REGION

North America

### REVENUE

\$4 billion

### PRODUCTS

Cash Application Cloud, Deductions, Claims & POD Automation

### BENEFITS

- ✓ 90+% Hit Rate for e-payments & checks
- ✓ 100% Deductions auto-coded at source!
- ✓ 16+ Man Hours saved per day in deductions

# Successful Outcomes

90%

Hit rate for  
E-payments  
And checks

100%

Deductions  
automatically coded  
at source

16  
Hours

Man hours saved  
per day in deductions

## About the Solution

### Cash Application

**AI powered Remittance and Payment Aggregation:** Aggregate payment and remittance details from a variety of sources and formats from customer portals, bank websites, check images, FTP, emails, and EDI files.

- Email Aggregation that parses emails and attachments to process remittance information
- EDI Aggregation for EDI 823, EDI 820, 812, bank BAI, etc
- Web Aggregation that collects information from websites
- Multiple OCR engines for high accuracy check remittance data capture

**Payment Remittance Re association:** Automatic association of payment information with incoming remittance on multiple parameters

**Intelligent A/R Matching and Deductions Coding:** Intelligent mapping to match payments to open invoices, identify and code short payments and deductions, and analyze cash discounts

### Deductions Management

Ensure consistent processing and enable automated cross departmental collaboration and resolution

### Claims & POD Backup Automation

Automation engine aggregates and collects information such as proofs of delivery (PODs) from carrier websites and claims/debit memos/deal sheets from customer portals, websites, and emails and links the documents to the relevant dispute cases

With the implementation of HighRadius POD and Claims automation, Church & Dwight was able to help analysts focus on the research.

- **Auto Retrieval of Backup Documents:** Ability to pull claims and PODs from customer and carrier websites and emails could save over 30% of the analysts' time.
- **Auto Attachment of Backup Documents:** Auto linking of the documents to the deductions helps analysts focus strictly on faster research and resolution.