

Integrated Receivables Cloud Platform

Deductions Cloud

Improving the Net Recovery Rate and Fast-Tracking Deductions Resolution with Deductions Cloud

With the aid of Deductions Cloud, the organizations are able to resolve disputes faster and proactively identify the invalid deductions to recover from them. Deductions Cloud ensures:

- Faster recovery of working capital trapped in invalid deductions with the help of Artificial Intelligence(AI)-based dispute validity predictor.
- Reduction in overall deduction research time due to auto-aggregation of backup documents from customer A/P portals, carrier portals, emails with inbuilt-Robotic Process Automation(RPA) technology.
- Faster deduction resolution cycle with auto-linking of backup information, such as claims and POD copy with deductions and automated validation of claims

Impact Achieved with Proactive Deduction Management:



77,000+
Claims
Automatically
Attached

46,000+
PODs
Automatically
Attached

20%
Reduction in Open Deductions

LAND O' LAKES, INC.

23%
Reduction In
Days Deductions
Outstanding

15%
Increase in Number
of Deductions
Resolved/FTE per day

Benefits

40% Improved Net Recovery Rate for Invalid Deductions

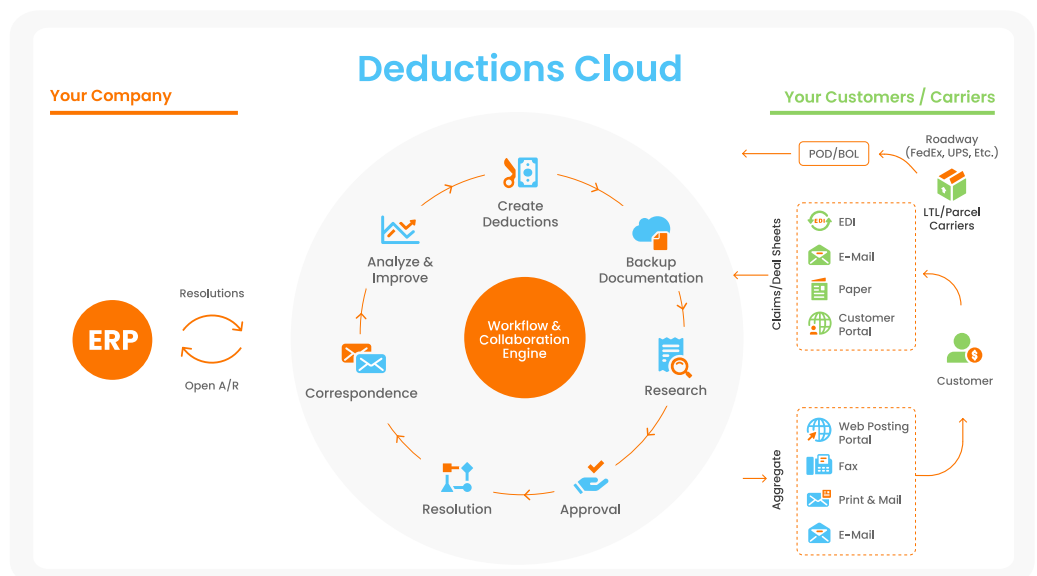
Your deduction teams can leverage AI capabilities to predict invalid deductions beforehand using historical data. This allows collectors to recover faster from those invalid deductions. Deductions Cloud helps your teams to prioritize quick recoveries and critical dispute resolution while it identifies the low-priority deductions to be written off.

68% Faster Deductions Research and Resolution

Your deduction teams can focus on resolution while Deductions Cloud auto-aggregates backup documentation such as claims, PODs through carrier portals, A/P portals, TPMs and links them to the deduction automatically.

Improved Internal and External Collaboration through Workflows and Auto-Correspondence

Your deduction teams can seamlessly collaborate with sales, customers, and brokers from anywhere. They can do this at any time through structured workflows and automated correspondences. This not only reduces interactions with customers but also fast-tracks the approval cycle.



Key Challenges Faced by the Deductions Teams

Time-Consuming Deductions Research and Validation: Negative Impact on Productivity

Your deduction teams have to go through a goliath task of aggregating backup documents such as claims, PODs from carrier portals, customer's A/P portals, and TPMs before they even start researching and validating a deduction. Aggregating backup for 1000+ deductions every day becomes a challenge and analysts have to deal with complex big box retailer deductions also. This delays the overall deduction resolution cycle and hampers analyst productivity.

Working Capital Trapped in Invalid Deductions Eroding the Bottom-Line

According to an Attain Consulting survey, a \$1bn+ organization can potentially lose out on \$4m annually from invalid disputes which are not recovered. Deduction teams may manually identify invalid disputes from 1000+ deductions every day which is equivalent to finding a needle in the haystack. Deduction validation is time-consuming, unscalable, and often leads to more write-offs than recovery, eroding your bottom-line.

Siloed Cross-Departmental Collaboration: Poor Customer Experience and Longer Approval Cycles

Based on a survey by Attain Consulting, 41% of organizations identified cross-departmental collaboration as a major pain point in deductions. Your deduction teams have to collaborate with sales teams, customers, and shipping teams and most of these conversations take place through emails or phone calls. A Lack of structured collaboration and multiple interactions with customers leads to a decline in customer experience and longer approval cycles for deduction resolution.

How HighRadius Could Help Your Deduction Teams

Key Features

Auto-Aggregation and Linking of Claims and PODs at a line-item level across emails, customer A/P portals, carrier portals ensure better utilization of the analyst's time. Deductions Cloud auto-links sales invoices, commitments from the TPM, claims, PODs with the deductions to reduce the research time.

Prioritized Deductions Worklist helps to prioritize your deductions by aggregating disputes, credit information from the A/R extract. **The AI-Based Dispute Validity Predictor** proactively determines the dispute validity to ensure faster resolution cycles and faster recovery.

Trade Promotion Research Automation reduces the research time at an analyst-level by determining the validity of the claims through **Pricing Variance** (through sales invoice, pricing sheet and claim), **Return Variance** (through sales invoice and claim), **Deal-Sheet Variance** (through retail trade documents) and **ePOS Matching** (through integration with third party ePOS data)

Collaborative E-Workflows for Deduction Status Tracking and Approval ensures recommended next steps for each deduction and tracking of deduction status. It seamlessly initiates approval workflow across hierarchies to fast-track resolutions and supports note-taking and task-assignment internally.

Automated Correspondence simplifies customer collaboration and integrates customer email responses in a single platform. **Web portal Automation** ensures automated push of credit memo and denial correspondences to customer's A/P portals.

Recommendations on Deduction Resolution such as creating write-offs, credits, offsetting the deduction, trade settlement help to fasttrack resolution.

Deductions Cloud Seamlessly Integrates with Other A/R Processes to trigger invalid deduction workflows for collectors, creation of pre-deductions in Collections Cloud and the ability to dispute invoices through EIPP portal.

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