

Deductions Cloud

Claims and POD Automation

Fast-Tracking the Deductions Research by Aggregating Backup Documents:

Claims & POD automation speeds up the deduction research process by completely automating the aggregation of backup documents such as customer claims, proof of deliveries, and bills of lading. This is achieved with the help of 1000+ Robotic Process Automation (RPA) bots that have been developed by HighRadius in-house. All backup documents are consolidated in a single platform and are automatically linked to the right dispute case/deduction for your analysts to review. Claims and POD Automation ensures:

- Free up 30% to 40% of a team's time.
- Improved Days Deduction Outstanding (DDO) by speeding up deduction research and resolution.
- Increases the recovery rate of invalid deductions from Customers.

Impact Achieved with Claims and POD Automation:



77,000+ Claims Aggregated Automatically

46,000+ PODs Aggregated Automatically

Benefits

Improved Analyst Productivity due to Auto-Aggregation of Backup Documentation

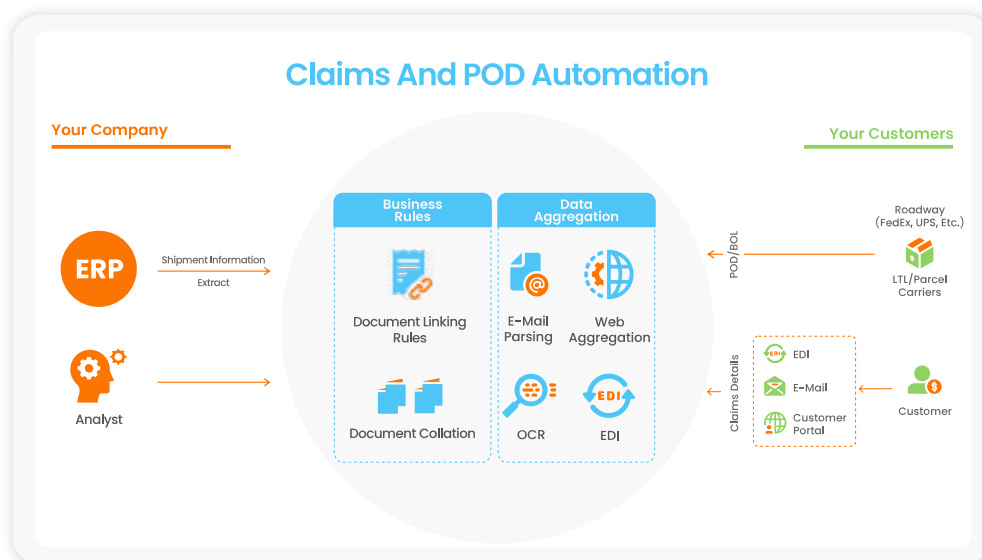
Claims and POD automation extracts backup documents such as claims, PODs, and BOLs from customer portals (Amazon, Kroger), and carrier portals (FedEx and UPS). They are also extracted from emails, third-party websites, or paper documents in any format including Word, TXT, Excel, CSV, PDF, and image files. Your analysts can then focus solely on faster deduction resolution.

Lower Days Deduction Outstanding due to Faster Deduction Resolution

The backup documents are automatically collated and linked with the appropriate deductions to make your deductions research-ready. This leads to a faster resolution cycle resulting in a lower Days Deduction Outstanding (DDO).

A Single Repository to Store Deductions Information

With the aid of Claims and POD Automation, all backup documents are indexed and stored in a standardized electronic format for all future audits/research work.



Key Challenges Faced by the Deduction Teams

Time-Consuming, Manual Aggregation of Backup Documents

Deduction analysts have to manually aggregate backup documents such as claims, PODs, and BOLs from various sources. These include customer portals, emails, EDI, paper claims, and carrier websites, and are used to perform deductions research and resolve disputes. This is a significantly labor-intensive process because your analysts have to log in to customer/carrier portals every day to download 1000s of items of backup data and go through 100s of emails to extract claims.

Increased DDO due to Delay in Deduction Research and Resolution

Your analysts end up spending a lot of their time linking huge volumes of claims and PODs with the respective deductions. This leads to a significant delay in deduction resolution cycle resulting in a higher Days Deductions Outstanding (DDO).

How HighRadius Could Help Your Deduction Teams

Key Features

Automated Carrier Portal Integration leverages RPA capabilities to automatically aggregate backup documents such as proof of delivery, shipping information, bill of lading in one system. Your deduction teams no longer have to manually log into carrier portals to download these backup documents.

Automated Customer Portal Integration helps your deduction teams to auto-aggregate 1000s of customer claims without any manual intervention.

Your deduction analysts can automatically aggregate **Email Claims** in one single place.

Claims and POD Automation Ensures Data Capture at a Line-Item Level across various document formats such as PDFs, Excel. It captures line-item level data from scanned documents using the Optical Character Recognition(OCR) engine.

Auto-Linking of Claims and POD reduces the research time by automatically linking sales invoices, commitments from the TPM, claims, PODs with the corresponding deductions.

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