

Exception Management Including Claims & Chargebacks

The Business case to automate exception management

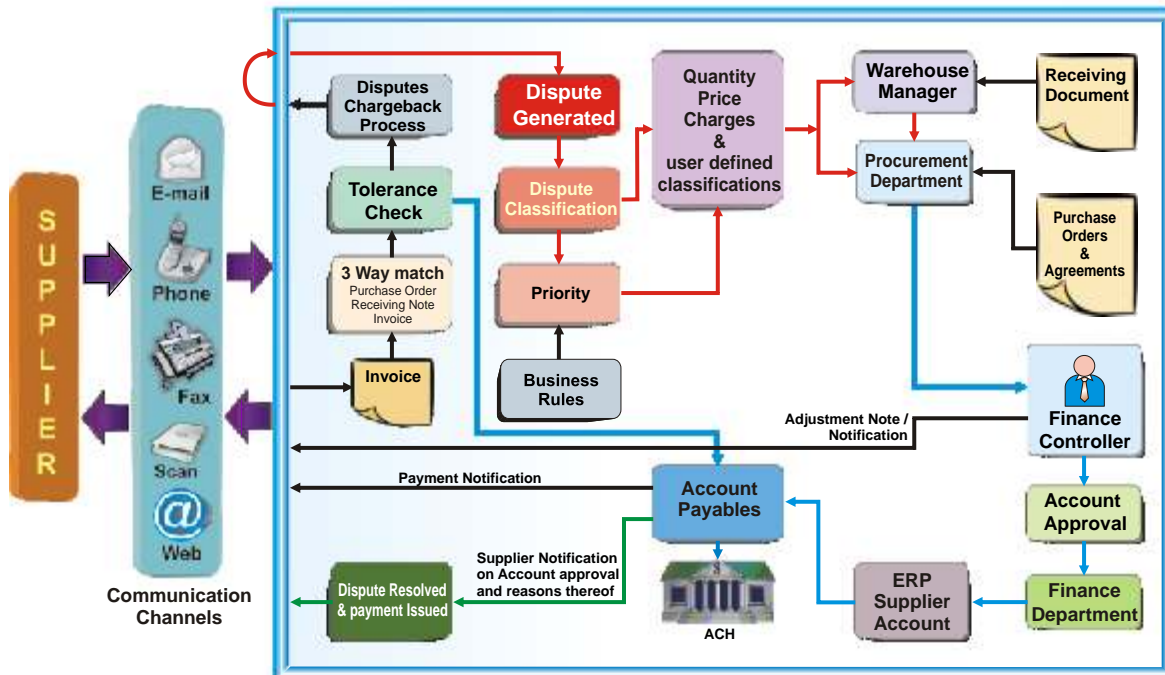
No matter how automated the purchase-to-pay process becomes; there will always be exceptions and issues that require human intervention. These irregular or exception transactions include exceptions, claims, chargebacks, special arrangements, credits, and many others. Such exceptions are estimated to represent 15% to 20% of all business-to-business transactions.

Until now, exceptions about supplier and vendor invoices have been labor-intensive, time-consuming, potentially damaging to vendor relationship, and ultimately bad for business. With so many variables and so little control, the problems seemed intractable. That has changed.

Advanced platform for exception resolution

The Capgent platform couples the people, the process, and the technology in a comprehensive and coordinated system that can streamline the resolution of problem exceptions. It enables companies to reduce the errors that cause exceptions and increase the straight-through-processing (STP) rate on invoice reductions. It addresses internal challenges such as obtaining cross-functional cooperation, overcoming process inefficiency, ensuring timely access to information and succeeding with limited resources.

CHARGEBACK DISPUTE RESOLUTION WORKFLOW



“Automation can reduce dispute management costs by 50%”

CAPGENT

Manage the Information challenge

Getting all the relevant information in a single view is one of the biggest challenges to the resolution of disputes, claims and charge backs. The Capgent system presents consolidated electronic and non-electronic information from multiple internal systems, customer data, e-mails, documents, and images in a single container enabling quick resolution to exceptions.

Exceptions/Chargebacks

There are typically a finite number of causes for the vast majority of exceptions. And for each cause, there are procedures for resolution - some formal and some informal. The information and documentation needed for favorable resolution of common exception types can also be pre-defined.

Image Enabled Workflow

Multi-function devices can be configured to capture and route image data to a repository. Images such as supporting documentation for a dispute can be submitted by suppliers over the web using any scanner, e-mail, or fax.

Case Management System

A comprehensive case management system provides the means to allocate work load, and work on a case with all relevant information from internal systems and operators along with relevant documents to be sent to suppliers with complete tracking history.

Work Queues

Work queues can be set up to map organization roles and responsibilities. Features such as manual over rides, escalation and re-route allows for dynamic allocation of work across organization departments.

Business Rules Engine

An easy to use rules engine allows for exception transactions to be matched against internal systems. The rules engine is used to dynamically assign, prioritize and route work. It can be used to perform complex calculations on series of transaction and line items. The rules engine is also used to make workflow decisions in the exception flow.