

# Dispute Controls for SAP

Customer-Engaging Disputes and Deductions Management



**Incoming payments can be delayed when customers issue complaints, deduction or other receivables-related disputes. This results in longer Days Sales Outstanding (DSO) and lower working capital. In such cases, accounts receivable managers must respond quickly and professionally to not only ensure the organization's liquidity but also their customers' satisfaction. After all, inadequate or slow processing of disputes put considerable strain on business relationships. In the worst case, this even leads to the loss of customers for future sales.**

## Handle Customer Disputes Systematically and Fast

Dispute Controls is an SAP-embedded solution for receivables-related disputes and deductions. It enables you to immediately react to customer complaints and have all the necessary information about the customer at your fingertips. You can resolve conflicts with customers quicker, improve documentation and easily provide evaluation of the entire dispute resolution process for subsequent audits.

- Automated triggering of dispute cases via SAP FI transactions or our capturing technology when dispute claims or debit notes are received
- Automate escalation for disputes and payment discrepancies
- Accelerate your conflict resolution with configurable workflows
- Leverage powerful conversation capabilities
- Create different correspondences with the help of Microsoft Word integration
- Streamline collaboration among teams, including those from different departments, to speed up case resolution
- Use configurable alert lists to review open items
- Improve engagement and standardization with an online portal for your customers

## Benefits at a Glance

- Conflict resolution rate is significantly increased
- Shorter response times
- Optimized and structured clarification processes
- All customer data centralized and immediately accessible
- Decreased Days Sales Outstanding (DSO)
- Reduction of manual activities
- Increased productivity, efficiency and transparency
- Complete documentation and auditability
- Comprehensive reporting

Dispute Controls helps you successfully dissolve disputes and deductions thereby reducing the duration of your outstanding receivables. In addition, it frees up time by eliminating administrative tasks, such as the time-consuming research of information in the SAP system and physical files required for dispute clarification. The digital and central availability of information allows you to concentrate on higher-value tasks, such as customer-oriented conflict resolution, as well as reports for your management. But above all, professional and individual processing of disputes improves your customer relations - conflicts that have arisen with customers are reasonably resolved and, if necessary, lost trust can be regained.

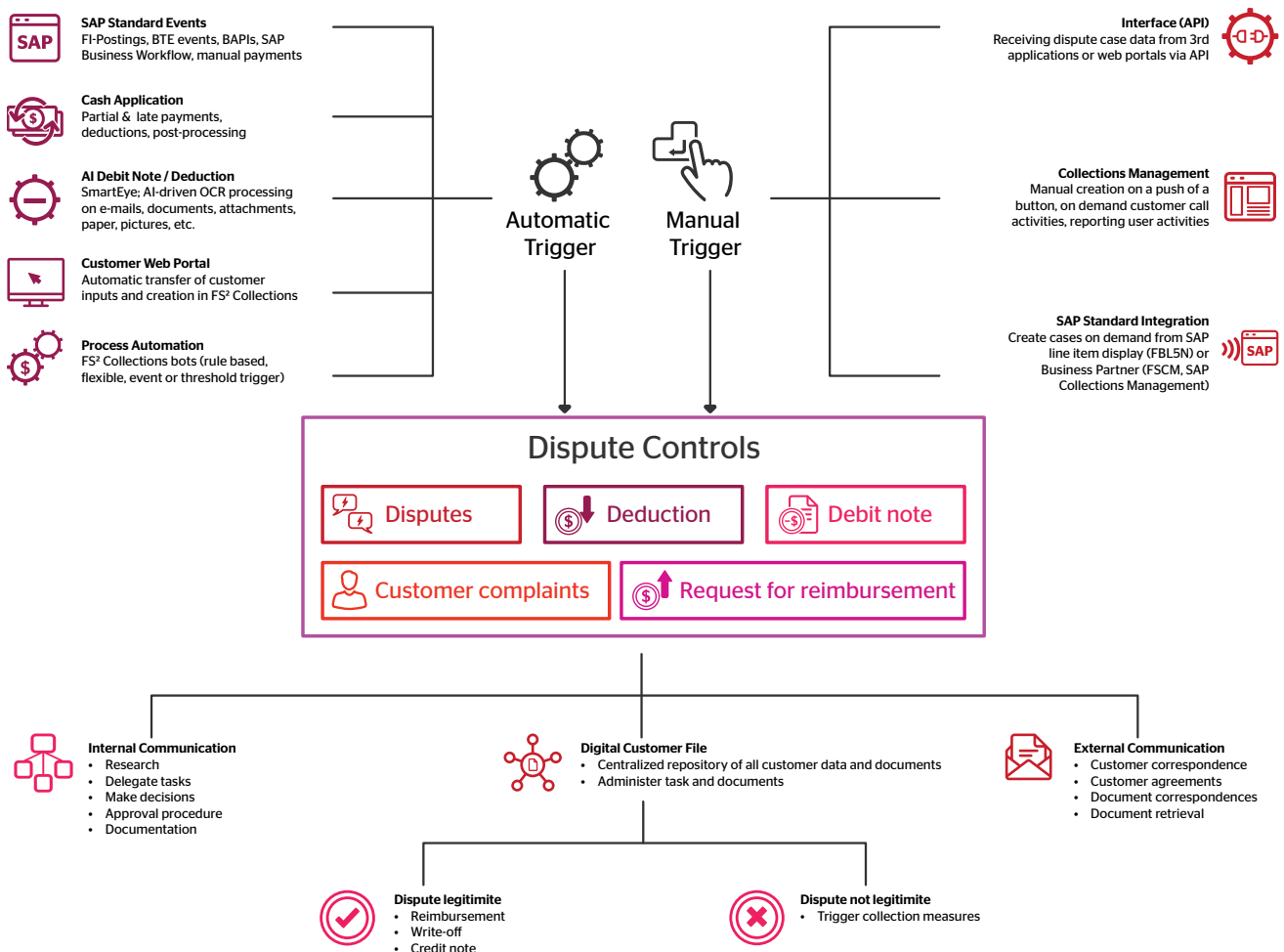
## Best-Practice Dispute Management: Success Through Improved Teamwork and Clear Communication

Dispute Controls always brings the entire team to the same level of knowledge and information. This optimizes collaboration, accelerates dispute case processing and improves cash flow through shortened DSO.

- Consistently integrated processing of complaints and clarification cases
- Real-time status monitoring
- Automated correspondence generation for tracking customer communications and improving team collaboration
- Root cause analysis for process optimization
- Easy reporting framework with consistent list display and typical list functionalities, e.g. sorting, filtering, drilling down



## How It Works: Customer-Engaging Dispute and Deduction Management





### Best-Practice Dispute and Deduction Management

Speed up and improve your dispute resolution with intelligent automation, eliminating manual steps and errors for less DSO and happier customers



### Automated Capture and Processing of Documents

Retrieve and process debit notes/memos and dispute receipts automatically with our AI-powered and self-learning capturing technology without losing time with manual files or e-mail processing



### Online Portal for Improved Customer Engagement

Create a positive experience for your customers, even in case of complaints and conflict by offering a self-service portal, simplifying and standardizing communication and engagement

## High Automation and Consistent Process Quality With Our End-to-End Approach for Order to Cash

Look beyond dispute resolution and optimize your entire order to cash cycle with intelligent automation powered by artificial intelligence and machine learning. Our end-to-end offering ensures efficiency, security, and consistent quality across every step of your order to cash process:

- **FS<sup>2</sup> AutoBank:** Identify and match payment information automatically for high-speed cash application
- **FS<sup>2</sup> Collections:** Take individual dispute cases into account within your collections and receivables management
- **FS<sup>2</sup> Credit:** Score and analyze your customers' payment behavior for a precise credit management

## Serrala -Bringing Clarity to Complexity

Serrala optimizes the universe of payments for organizations that seek efficient cash saving costs, minimizing risks and gaining real-time insights, Serrala is a leading B2B FinTech creating more secure global payment capabilities for every enterprise. Moving financial processes into the digital age, the software specialist empowers organizations to create a central financial ecosystem, the "Universe of Payments". The global company is the only provider of a complete and seamless integrated solution portfolio to manage inbound and outbound payments, treasury processes as well as related data and documents. Today, Serrala is a fast-growing innovation driver with more than 2,800 global customers including 25% of the Fortune Global 100 companies and over 700 employees.