Disputes and Deductions Management

Automate workflows for faster resolutions, improved recovery rates, and increased customer satisfaction

Disputes and deductions can be a major cause for lost revenue, lost productivity, delayed cash flow, and dissatisfied customers. With Receivables Intelligence from D&B Finance Analytics, automation streamlines your workflows - from issue identification to resolution - using machine learning tools. Automating the disputes and deductions process increases operational efficiency and results in reduced days deduction/dispute outstanding (DDO) and improved recovery rates. These accelerated processes lead to more timely resolutions, which can increase customer satisfaction.

DISPUTES AND DEDUCTIONS: KEY PROCESS AUTOMATION

**DISCOVERY**
Receivables Intelligence is an AI-powered platform that automatically identifies the cause of disputes and deductions using rule-based logic and comprehensive datasets. Data is collated from disparate sources such as EDI, emails, payments, remittances, and A/P portals to categorize the cause of deduction to allow for further processing. Embedded workflows also preempt certain deductions through early discovery steps.

**VALIDATION**
Once identified, disputes and deductions are automatically validated. API calls to carriers are made to verify PODs; check contract terms and PO limits; and check other claims for damages, tax deductions, discounts, and freights; then validated against internal or external data sources.

**APPROVALS & ESCALATIONS**
Disputes and deductions, including escalation notifications, are automatically routed to those roles with necessary approval limits based on your company’s hierarchy. An approver portal allows for instant decisioning. Machine learning is used to auto-approve the most frequent scenarios, saving time on common valid disputes and deductions.

**ADJUDICATION**
Adjudication workflows auto-create the appropriate debit or credit memos and adjustments to customer balances. These adjustments are auto-posted to your accounting system, and adjustments can be made to any invoice headers or line-items.

**COMMUNICATION**
Customers and internal partners, such as sales representatives, are automatically notified upon resolution. This includes copies of debit memo to customers when the dispute is denied for the deduction.
Disputes and Deductions Management -
Automate Workflows to Fast-Track Processes and Improve Recovery Rates

INTELLIGENCE & PREDICTIVE ACTIONS
The intelligence engine collects KPI’s for deductions with root causes and user behaviors using machine intelligence. By blending your A/R data with Dun & Bradstreet’s industry-leading data and analytics, Receivables Intelligence can better predict actions to automate and assist users with decisioning.

TRENDING AND FORECASTS
Dashboards and reports help detect trends for deductions and disputes based on customer, product, business unit, location, and other attributes.

CONTRACTS, PRICING & PROMOTIONS, PO MANAGEMENT
Disputes and the resulting adjudications are often caused by discrepancies in contracts, pricing and discount discrepancies, and mismatched PO’s with customer systems. Receivables Intelligence checks for these parameters to determine the validity of deductions automatically - saving time and recouping lost revenue.

CARRIER INTEGRATION
POD’s and other delivery issues are another major cause for deductions. Receivables Intelligence integrates with many carrier portals to gather POD information to automate the deduction adjudications process.

ROOT CAUSE ANALYSIS
Receivables Intelligence categorizes deductions with reason codes to codify root causes, so that issues can be rectified at the source and adjusted to prevent future deductions.

EXTERNAL AND INTERNAL PORTALS
Customers and internal stakeholders leverage two-way messaging and document sharing to help speed up resolutions in an expeditious and seamless manner.

To learn more about the disputes and deductions capabilities of D&B Finance Analytics Receivables Intelligence, contact your Dun & Bradstreet representative today or visit dnb.com/marketing/media/dnb-finance-analytics-demo.html.

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