

# Deductions & Disputes Management



*"Since implementation, our sales have increased by over 25%. In just six months, our DDO decreased by 20% and headcount by 25%."*

*-Ferrero USA, Inc.*

## Build Cross-Functional Teams to Properly Manage Deductions & Disputes

Deductions can arise from a number of sources such as trade credits, price discrepancies, returned merchandise, product damage, etc. Oftentimes these deductions fall through the cracks in a company's system due to the fact that there is no system in place to properly collaborate on these issues and solve them in a timely manner. A vast majority of the information regarding deductions and disputes resides outside the accounting system, forcing members of your A/R Department to work externally in a highly manual manner to trace the sources of each deduction and dispute.

Cforia Software delivers an application designed specifically to optimize this workflow. The Automation Platform provides your company with the visibility necessary for both your customers and members of your A/R Department to work together to track down the root-cause of all deductions and disputes.

## Facilitate Collaboration Between Departments:

- Manually assign and import chargeback codes
- Automatic prioritization of deductions and disputes based upon size and type.
- Integration with Internet Proof-of-Delivery
- Document Imaging Support
- Root-cause tracking
- Ability to collaborate via the Web with stakeholders
- Activity Assignment tracking to trend resolution by department or internal stakeholder.
- Increased visibility to the deductions trends on your accounts
- Target key deduction issues via Rules Engine
- Target deduction issues separate from disputed invoice issues.

## Business Benefits:

- Improve Cash Flow
- Increase Departmental Efficiencies
- Increase Working Capital
- Reduce DSO by 10 to 20% during the first 90 days
- Decrease Bad Debt

Deductions Management

Dispute Management

Proof-of-Delivery

Root-Cause Analysis

Document Imaging Support

Real-Time Data Integration

## About Cforia Software:

Cforia Software was founded in 2001 by technology veterans with extensive experience in ERP applications like SAP, Oracle, PeopleSoft and JD Edwards. Today, Cforia is a global company that provides industry leading A/R Automation that is used by large corporations to manage over \$170 billion in open A/R. Some of our largest customers include Textron, Teledyne, Citizen Watch and NAPA Auto Parts. Cforia's rapid growth is driven by superior technology that includes real-time data integration across disparate ERP systems, order management, separate clean and dirty receivables tracking, plus handles multi-currency, multi-languages and multi-business operating units.

Our comprehensive software suite maximizes AR performance through its integrated system that includes OCR Auto Cash Application, Credit Collections & Deductions Workbench, Customer Self-Service & Payment Portal, and an A/R Collaboration Portal. Cforia in-house project resources typically implement the entire platform in one to three months.

Cforia's A/R Automation empowers Finance Departments to manage their own electronic dunning correspondence, reports and credit and collections business logic without having to rely upon overburdened IT staff or outside consultants.

## Cforia A/R Automation Platform:

Cforia Software has the most comprehensive credit, collections and deductions software in today's market. It is the only complete receivable automation system and offers a variety of solutions to better manage your company's credit, collections and deductions.

At the heart of this solution, is our software's capability to integrate with other accounting software and collection tools in real-time.

The implementation of Cforia's Real-Time Database allows for efficient, updated functionality in all areas of the product suite: Credit, Collections & Deductions Workbench, EIPP Customer Self-Service Portal, A/R Collaboration Portal and OCR Auto Cash Application.

