

REDUCE THE ADMINISTRATIVE BURDEN OF DISPUTE MANAGEMENT THROUGH RAPID AND EFFECTIVE CUSTOMER COMMUNICATION

Ensuring you involve all relevant staff and departments for rapid clearance of customer disputes is just one of the many business challenges you face. In order to reduce your DSO and secure your cash flow and working capital you need digital tools to enable you to manage business risk around dispute resolution while maintaining a high degree of flexibility.

That's why we've developed SAP Dispute Management for centralised administration of disputed case work. Designed to help you gain rapid clearance, centralise effort and reduce workloads, the SAP Dispute Management tool helps you to proactively anticipate payment risks automatically without losing the ability to manage your manual modus.



OUR APPROACH

Digitising dispute management requires not only technical expertise but also an understanding of dispute management processes. Desired outcomes are only achieved by those who not only invest in technology but in expertise too.

SOA People is both a 100% SAP specialist and an expert in dispute management solutions for SAP. Our software has been developed using cutting edge technology and the user experience is via the latest apps to give you all the digitised dispute management components you need to automate and manage your business risk and gain faster clearance.

WHY CHOOSE SAP DISPUTE MANAGEMENT FOR RAPID CLEARANCE?

Digitising your dispute management policies in SAP gives you the ease and automation to aid your decision making processes without compromising on flexibility. SAP Dispute Management gives you:

- Effective administration of disputed invoices (such as unpaid items, partly paid items, contested items and wrong deliveries) in a central SAP file accessible for authorised SAP users (such as sales, accountancy and logistics)
- Seamless integration with SAP-FI
- Automated dispute file generation and assignation to relevant staff
- Automated dispute file generation during FEBAN bank payments processing
- Linkage to SAP Dunning process and other systems such as SAP Quality Management.
- Automated dunning blocks by legitimate dispute cases
- Free definable templates for standardised customer correspondence
- Centralised document storage
- Re-submission system based on next planned activities (payment promise, credit notes) for dispute resolution
- Compound customer dispute file based on different cases with similar reasons.
- User-specific work lists system based on free definable rules with notifications within SAP and via e-mail
- Deadlines monitoring and reporting
- Integration of key performance dispute indicators in the risk scoring and credit determination.

WHY SOA PEOPLE

For 10 years SOA People has been supporting its customers to transform their business into exceptionally efficient, high performing companies. With our proven methodology and professional approach, we boast an impressive track record of successful and innovative projects, giving you:

- Standardisation across the company with high level customisation to manage disputes
- Reduction of operational costs with customer status information provided in real time
- Rapid and efficient reaction times to overdue amounts with faster clearance
- Reduction of dispute management queries for cash flow and working capital improvement
- Efficient dispute follow up with up-to-date information
- Assessments possible on basis ALV-Reports and MS Office



"An innovative solution for cross-departmental clarification cases. We have a clear overview, it is easier to use with efficient and focused communication with sales, individually adjustable reporting and integration in ERP/SAP environment"

HERE TO HELP

Find out how you can enhance and digitise your organisation's dispute management processes and reduce your administrative burden. Contact our team of experts for a no-obligation discussion on how to achieve this, minimise DSO and payment risks, centralise effort and reduce administrative workloads for your dispute management processes.

Ursula Gawron, Director Debtor and Credit Management, Klöckner & Co Deutschland GmbH



CONTACT:
info@soapeople.com
www.soapeople.com

BELGIUM
+32 2 389 45 00

FRANCE
+33 1 41 45 63 00

GERMANY
+49 7243 / 6059-1-0

LUXEMBOURG
+35 2 26 31 72 00

THE NETHERLANDS
+31 30 609 58 00

