

85% Reduction In Unidentified Deductions With HighRadius

150,000 disputes annually amounting to almost half a billion dollars were going unidentified in the absence of automation



At Church & Dwight, we always try to find the most efficient way of doing something, and HighRadius helped us with just that

Gregory Ottalagano, Manager,
Credit and A/R

About Church & Dwight Co.

Church & Dwight Co., Inc., a \$4 billion company, was founded in 1846 and is headquartered in Ewing, New Jersey. They are one of the fastest growing Consumer Packaged Goods companies that has outpaced the Standard & Poor's by more than three times over the last 10 years.

As a testament to the strength of the company, Church & Dwight Co., Inc. was added to the S&P 500 in 2016. Church & Dwight is a leader in the Household Consumer Products and Personal Care industries, with such brands as ARM & HAMMER™, Trojan™, First Response™, Nair™, Spinbrush™, OxiClean™, Orajel™ and more

Challenges

- \$250M worth open A/R
- 400,000 invoices processed annually
- 90% payments received electronically
- 150,000 deductions annually amounting to \$0.5B
- 100% deductions went unidentified

Why HighRadius?

1. Really understood the A/R domain and the company's model of operation

2. Functionally rich products providing end to end A/R automation

3. Very high focus on creating value and providing high return on investment

4. Long term support: HighRadius is keen on providing continuous service improvement

COMPANY

Church & Dwight

INDUSTRY

CPG

REGION

North America

REVENUE

\$4 billion

PRODUCTS

Cash Application Cloud, Deductions, Claims & POD Automation

BENEFITS

- ✓ 90+% Hit Rate for e-payments & checks
- ✓ 100% Deductions auto-coded at source!
- ✓ 16+ Man Hours saved per day in deductions
- ✓ 320+ Man Hours saved monthly in cash application

Successful Outcomes



90%  Hit rate for E-payments And checks

100%  Deductions automatically coded at source

16  Hours Man hours saved per day in deductions

320  Hours Man hours saved every month in cash application Key Expectations

About the Solution

Cash Application

AI powered Remittance and Payment Aggregation: Aggregate payment and remittance details from a variety of sources and formats from customer portals, bank websites, check images, FTP, emails, and EDI files.

- Email Aggregation that parses emails and attachments to process remittance information
- EDI Aggregation for EDI 823, EDI 820, 812, bank BAI, etc
- Web Aggregation that collects information from websites
- Multiple OCR engines for high accuracy check remittance data capture

Payment Remittance Re association: Automatic association of payment information with incoming remittance on multiple parameters

Intelligent A/R Matching and Deductions Coding: Intelligent mapping to match payments to open invoices, identify and code short payments and deductions, and analyze cash discounts

Deductions Management

Ensure consistent processing and enable automated cross departmental collaboration and resolution

Claims & POD Backup Automation

Automation engine aggregates and collects information such as proofs of delivery (PODs) from carrier websites and claims/debit memos/deal sheets from customer portals, websites, and emails and links the documents to the relevant dispute cases

With the implementation of HighRadius POD and Claims automation, Church & Dwight was able to help analysts focus on the research.

- **Auto Retrieval of Backup Documents:** Ability to pull claims and PODs from customer and carrier websites and emails could save over 30% of the analysts' time.
- **Auto Attachment of Backup Documents:** Auto linking of the documents to the deductions helps analysts focus strictly on faster research and resolution.