

# DISPUTE MANAGEMENT

O2C PRO



# Webcollect

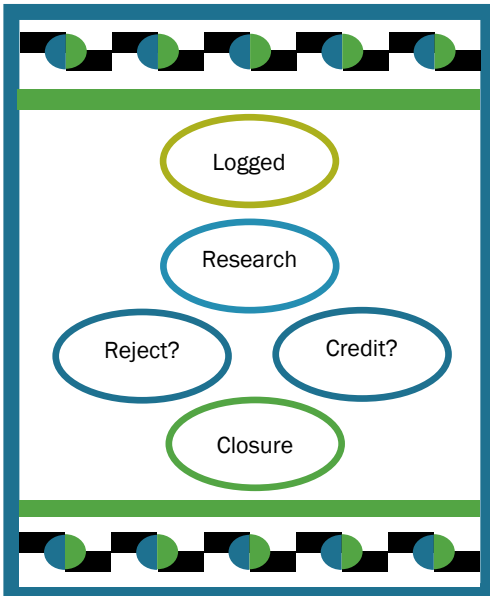
More than a customer's financial inability to pay, it is queries and disputes that create delays in obtaining timely payment from customers. Webcollect's Dispute Management Module reduces the number of queries with visible dispute tracking, ownership and audit process.

## KEY FEATURES

- SOC Type II compliant platform
- Integration with Salesforce cases
- Fully configurable, integrated workflow covering all aspects of the dispute resolution process

## DISPUTE LOGGING

- Auto assign to a resolving agent based on type, location, product and value
- Disputed items automatically removed from collections
- Dispute individual or batches of invoices by Purchase Order or Sales Order reference
- Short pays automatically identified and flagged for review



## OPTIMIZED DISPUTE RESOLUTION

- Configurable dispute escalation paths
- Account linking at several levels: child, parent, grandparent and great grandparent enabling the dispute resolver to work the account at any level for increased efficiency
- Configurable views to optimize the entire dispute resolver experience
- External users notified and can approve or reject tasks via email
- Advanced prioritization based on value and age of dispute
- Levels of authority for approval of credit against a dispute
- Automated dispute case closure
- Customers may log, monitor and communicate with dispute resolver using Webcollect's Portal.

## ANALYTICS

- Dispute cycle times monitored for stages: logging, research, approval of credit or dispute rejection
- Dispute tracking/cycle time monitoring and alerts
- Root cause analysis
- Built in Reporting Module supports all standard and ad hoc dispute reporting needs

For general inquiries or to schedule a demo

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