Claims & POD Automation

Claims & POD Automation speeds up deduction research and resolution by completely automating the process of finding and retrieving customer claims and backup documentation. A cloud-based solution available as Software-as-a-Service, Claims & POD Automation is easy and cost-effective to deploy and maintain and can be up and running in days.
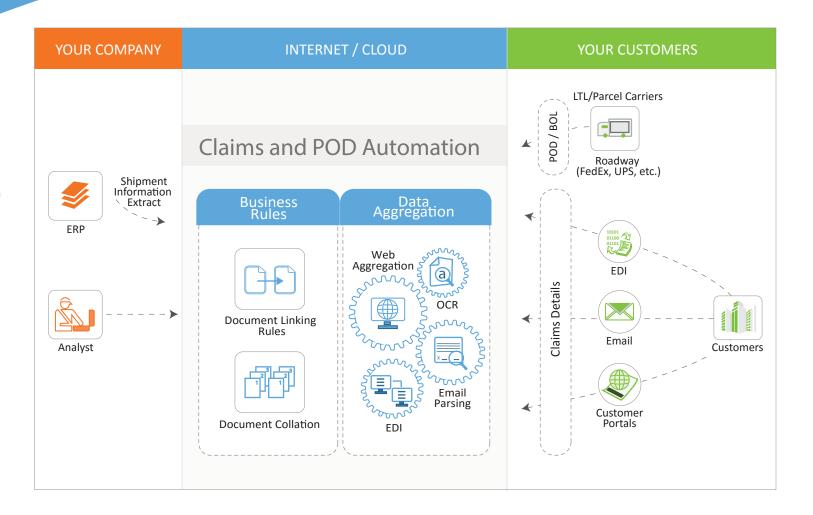
Challenge

Retrieving backup documentation for deductions and collections is labor intensive and time-consuming. Specialists must manually find, retrieve, and print debit memos for hundreds or thousands of deductions and then find the corresponding backup documentation, for example Bills of Lading (BOL) or Proofs of Delivery (POD). This information is pulled from external sources such as freight carrier websites one document at a time. Often, documents are lost and time is wasted requesting copies by mail or fax. All of this inefficiency has a direct negative impact on Days Deductions Outstanding (DDO) and Days Sales Outstanding (DSO) and consumes significant analyst time which otherwise could be dedicated to identifying issues and resolving disputes.

Solution

Claims & POD Automation is driven by a robust web aggregation engine that identifies and captures the documentation needed for managing collections and deductions. The solution collects and indexes claims from paper submissions, email, EDI or customer websites and automatically traverses through other websites to retrieve backup documentation, for example PODs and BOLs from carrier sites. The documents are automatically matched and collated, making all information required to research and resolve a dispute available in one place. The captured documents are stored on the cloud in a searchable document repository, making them easy to retrieve and integrate into collections and deduction management workflows. The result is the near-complete elimination of manual work involved in identifying, downloading, and attaching backup documentation.

This powerful web aggregation engine is a core enabling technology of HighRadius solutions and is a fundamental tool for improving the management of collections and deductions. This product is a great start to an efficiency initiative!

Claims and POD Automation

YOUR COMPANY | **INTERNET / CLOUD** | **YOUR CUSTOMERS**

ERP — Shipment Information Extract

Analyst

Business Rules
- Document Linking Rules
- Document Collation

Data Aggregation
- Web Aggregation
- OCR
- Email Parsing
- EDI

LTL/Parcel Carriers — POD / BOL — Roadway (FedEx, UPS, etc.)

Claims Details — EDI — Email — Customer Portals — Customers

Key Features

- Data aggregation engine automates the monitoring of relevant websites, email, EDI, and paper submissions to pull new backup documentation such as debit memos, PODs, BOLs, etc.
- Auto-attachment matches backup documentation to the relevant collections or deduction case.
- Document storage provides an image of the original document or reference or disputes.

Benefits

- Eliminate manual tasks that consume 20-40% of a specialist's time, allowing them to focus on higher value research and analysis.
- Reduce Days Deduction Outstanding (DDO) by speeding deduction research and making backup documentation readily available for settlement.
- Reduce Days Sales Outstanding (DSO) by speeding up payment.

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