

## SOLUTION SUMMARY

# CLAIMS & DEDUCTIONS AUTOMATION

## DON'T LET DEDUCTIONS EAT INTO YOUR PROFIT MARGINS

Esker's Claims & Deductions automation solution helps businesses efficiently manage their claims and protect margins. Thanks to AI-driven data capture and electronic workflow capabilities, Esker manages both customer trade claims associated to promotions and marketing contributions, and non-trade claims related to shortages, damaged products or invoice price discrepancies that typically impact food, beverage, and consumer goods manufacturers and distributors.

### WHY AUTOMATE WITH ESKER?

#### ENHANCE VISIBILITY ON RECEIVABLES & REVENUE

with real-time KPIs and dashboards, including claims trend analytics by date, type or customer, and a complete audit trail



#### FACILITATE CROSS-DEPARTMENT COLLABORATION

thanks to a flexible investigation and approval workflow and a user-friendly interface with an internal chat tool



#### CENTRALISE CLAIM INFORMATION

in a single location connecting data from customer claim with company payment, promotion, invoice, delivery note or order data



#### LIMIT INCORRECT DEDUCTIONS

through auto-matching of promotional data, historical claims analysis and easier claims disputes

### HOW IT WORKS

Esker offers a comprehensive solution that helps businesses efficiently manage their claims and deductions and streamline all essential phases of their process.

#### 1 CLAIMS RECEPTION

Regardless of origin (e.g., email, short payment, remittance, etc.), all submitted claims are routed to a single queue for electronic processing.

#### 2 DATA VERIFICATION

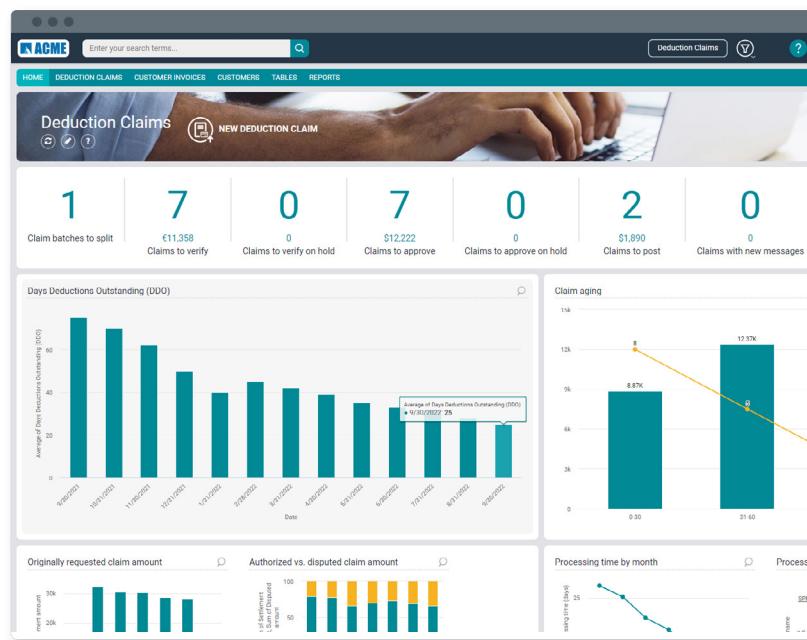
AI-driven technologies accurately extract relevant information, categorise by type and automatically associate the claim to the corresponding customer, invoice, delivery note or order.

#### 3 APPROVAL WORKFLOW

Depending on type or amount, claims are investigated through a multi-level approval workflow where employees can add information and approve or dispute the deduction claim.

#### 4 ERP INTEGRATION

Once approved, the settled deduction amount is automatically accounted for in the ERP as a credit note or on a G/L account.



## SOLUTION FEATURES

Esker's 37+ years of field experience and dedication to product development is the key to our Claims & Deductions solution's continued innovation. Here are some of the features that stand out the most:



### DASHBOARD & ANALYTICS

Esker's Claims & Deductions solution is equipped with intelligent dashboards that display live, visual analytics (e.g., Deductions Days Outstanding, claims by date, type, customer, authorised vs. disputed claim amounts, etc.) to help you monitor the activity and risk. This feature is fully customisable so that users can choose what they want to see and track.



### COLLABORATION & COMMUNICATION

By linking the customer claim with the associated internal documents (e.g., payment, promotion, invoice, delivery note or order), employees have all required information easily accessible to quickly and accurately address issues. To enhance collaboration and communication within the company, an internal chat tool allows users to track conversations directly on the claim, which are then visible to all contributors. Users can also clarify or dispute claims directly with customers, using external conversations that are also directly attached to the claim.



### AI-DRIVEN DATA RECOGNITION

Built on a set of technologies designed to mimic human intelligence, Esker Synergy AI captures data on customer supporting documents including: payment remittances, debit notes, promotional invoices, credit requests or simple emails. It identifies key header information such as claim reference, customer, amount or invoice number, as well as line information including products, quantities, prices or promotion references. Esker Synergy automatically improves accuracy along the way and adapts to layout changes by transparently learning from user corrections.



### ERP CONNECTIVITY

Esker's Claims & Deductions solution integrates with any ERP system, alleviating the pain when setting up a solution in a hybrid ERP environment. Once deductions have been approved in Esker's solution, they can be automatically accounted for in the ERP as a credit note or on a G/L account, clearing any residual debit if the customer short paid.

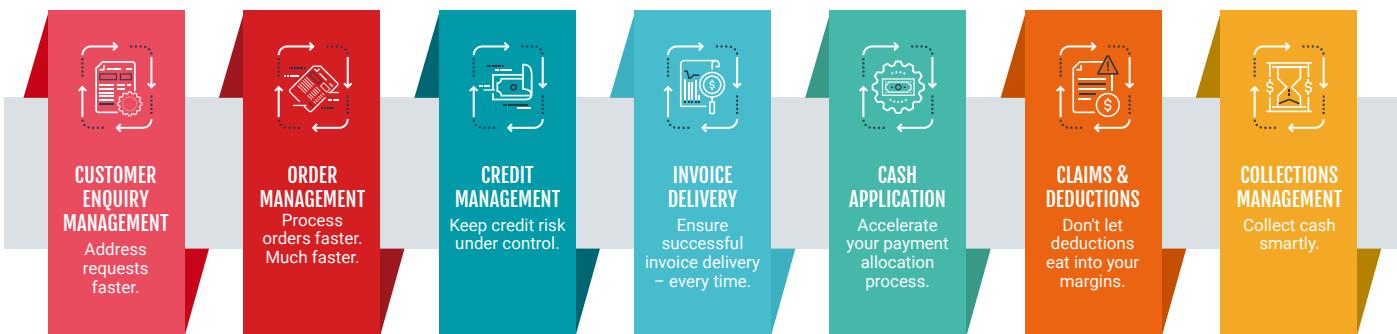


### CONFIGURABLE WORKFLOW

Esker's solution embeds a multi-level approval workflow that is pre-configured based on the claim type or amount and can easily be adapted to your specific needs. It allows users from different departments to collaborate on customer claims (e.g., sales reps for matters related to sales agreement and promotions or supply chain reps for issues related to delivered products). When approving or disputing claims (partially or completely), users can enrich the claim case with additional information and related documents.

## LOOKING TO AUTOMATE YOUR ENTIRE ORDER-TO-CASH PROCESS?

Esker's Claims & Deductions solution is part of its Order-to-Cash suite, which enables businesses to seamlessly manage all customer interactions through a single, centralised solution. Powered by AI technology, Esker's integrated end-to-end platform is designed to accelerate the cash collection cycle, eliminate repetitive tasks, improve accessibility and communication, and strengthen customer relationships. Bridging the processes managed by Customer Service and Accounts Receivable departments, Esker drives added value and efficiency in every phase of the O2C cycle.



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