

DCM - Work basket









 Edit dispute case
 
 Create dispute case
 
 Create collection
 
 Personal reminder

Company Code Allgeier ES
 Editor 

escalated | due worklist | follow-up | at workflow | exceptions | cleared

Customer	Name	Document...	A..	D..	D	Amount	Curr...	S..	Description	Posting Date	Actual Editor
20	Mustermann CAS...	1600001707		DA	S	965,33	EUR	FI	Accounting	11.04.2011	JOAMED
20	Mustermann CAS...	1400000086		DZ	S	295,12	EUR	F1	Accounting for "balancing"	12.01.2017	JOAMED
20	Mustermann CAS...	1400000086		DZ	S	900,59	EUR	KD	Customer (follow up)	12.01.2017	JOAMED
									created	07.09.2010	JOAMED
									created	10.11.2010	JOAMED

Dispute Case Management (DCM)

Simple and efficient customer dispute case management

Dealing with disputed receivables and/or organizational changes that affect your processes (such as when a shared service center is launched) can be a challenge for your accounts receivable department. In the standard SAP system, however, finding the right solutions can often be difficult and time-consuming – sometimes incurring costs out of all proportion to the targeted revenues. Our SAP add-on DCM gives you the perfect tool to resolve dispute cases quickly and efficiently.

Documents for dispute case 0001/1600001132/1	
1 Accounting	<ul style="list-style-type: none"> Payment advice 30034512 Debite note date 2016/11/10
2 Accounts receivables	<ul style="list-style-type: none"> Disclaimer date 2016/11/30
3 Invoices	<ul style="list-style-type: none"> 0090000025 - ZVBRK - Invoice

“We were looking for a solution to standardize and optimize a business process that in the past had largely been handled on a case-by-case basis, one that would reduce both the number of dispute cases and the volume of arrears. Dispute Case Management helped us significantly reduce bad debts and customers’ deductions – especially payment differences and returned invoices.” (Werner Keil, Manager Accounts Receivable (retired), Bosch Rexroth AG)

“This sustainable approach means that the applications have been well accepted by our people. Having handled the first cases, even those staff who were skeptical to begin with are now convinced. Both SpeedAdvice and DCM were up and running in a matter of days.” (Joaquin Fernandez, Manager Accounting, Zentis GmbH & Co. KG)

Dispute cases

Dispute cases are the central business objects that bring together all relevant information. They include all documents (e.g. debit advice notes, written correspondence), links to other SAP objects (e.g. the original invoice and delivery note), details of who is responsible at your company (e.g. Finance or Sales) and the dispute case history.

Dispute cases can arise from issues such as overpayment, underpayment, return debits, overdue invoices etc. It is also possible to combine multiple open items to form a single dispute case.

Dispute cases are produced automatically based on the transaction and are normally forwarded to the person responsible in the Accounting department. If a dispute case is paid in the meantime, the case is automatically completed in the DCM tool.

Worklists

Each member of the case processing staff is given their own personal worklist summarizing the cases on that person’s desk (escalated cases, current cases, follow-up cases etc.).

The disputed case workflow

The dispute case workflow can easily be adapted to the specific needs of your company. A special release workflow, for example, can be defined for requests for credit notes.

Automation of standard tasks

Most recurrent case processing activities (e.g. individual postal/e mail correspondence using text modules, clearing procedures, downloading linked documents for archiving purposes, forwarding to multiple recipients etc.) can be automated.

Statistical flagging

Before a dispute case is completed, the person responsible can assign a statistical flag to it. This flag reflects the reasons for the dispute case and models them in the system. Statistical flags are freely definable and provide management with a useful criterion to highlight internal and external problems in supplier/customer relationships.

Our services

We provide you with advice and support across all phases in the implementation of dispute case management, focusing in particular on:

- Installing and customizing the DCM add-on
- Training users and going live
- Providing organizational consulting and optimizing processes
- Software maintenance contracts/managed services

Our reference list (excerpt)

More than 20 customers already work with our solution – some have been doing so for many years. They include Rothenberger Werkzeuge GmbH, Mahle International GmbH, Elring Klinger AG, Loh Services GmbH & Co. KG, SCA Hygiene Products GmbH, Zentis GmbH & Co. KG and SCHWARTAUER WERKE GmbH & Co. KGaA.

Nagarro Allgeier ES - FIT FOR THE DIGITAL AGE

Nagarro ES is a full-service provider of IT solutions with a focus on SAP. The company offers tailor-made solutions for large and medium-sized companies from almost all industries. The portfolio includes services ranging from strategy and process consulting to the complete introduction of SAP system landscapes and the operation of complex SAP solution scenarios, as well as in-house product developments, e.g. by its own innovation team.

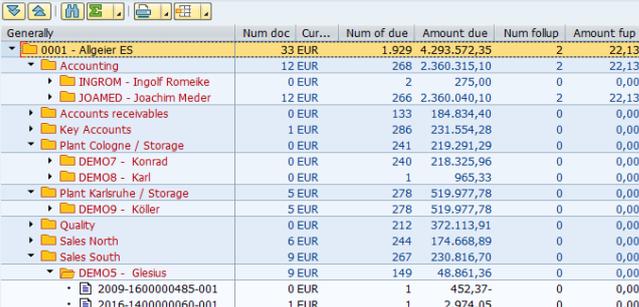
Nagarro ES is SAP Gold Partner, SAP Cloud Focus Partner and the only German winner of the SAP Pinnacle Award 2018.

Reporting

In the DCM tool, reporting serves primarily as an early-warning system (critical customers, long processing and lead times etc.). But it also serves as a regular evaluation system (comparison of periods, views of cases added and dealt with, analysis of causes etc.). These fundamental elements of dispute case management are complemented by additional convenience functions that make work easier and simplify interaction with Office applications.

DCM: Organisation unit / actual editor

Date: 07.09.2017
Time: 10:23:08



Generally	Num doc	Cur...	Num of due	Amount due	Num follp	Amount fup
0001 - Allgeier ES	33	EUR	1.929	4.293.572,35	2	22,13
Accounting	12	EUR	268	2.360.315,10	2	22,13
INGROM - Ingolf Romeike	0	EUR	2	275,00	0	0,00
JOAMED - Joachim Meder	12	EUR	266	2.360.040,10	2	22,13
Accounts receivables	0	EUR	133	184.834,40	0	0,00
Key Accounts	1	EUR	286	231.554,28	0	0,00
Plant Cologne / Storage	0	EUR	241	219.291,29	0	0,00
DEMO7 - Konrad	0	EUR	240	218.325,96	0	0,00
DEMO8 - Karl	0	EUR	1	965,33	0	0,00
Plant Karlsruhe / Storage	5	EUR	278	519.977,78	0	0,00
DEMO9 - Koller	5	EUR	278	519.977,78	0	0,00
Quality	0	EUR	212	372.113,91	0	0,00
Sales North	6	EUR	244	174.668,89	0	0,00
Sales South	9	EUR	267	230.816,70	0	0,00
DEMOS - Glesius	9	EUR	149	48.861,36	0	0,00
2009-1600000485-001	0	EUR	1	452,37-	0	0,00
2016-1400000060-001	1	EUR	1	2.974,05	0	0,00

Benefits at a glance

DCM helps your company:

- To shorten lead times and thus reduce the associated costs
- To reduce the number of days sales outstanding (DSO)
- To simplify/standardize a largely individual business process, much of which is today still dealt with by hand
- To improve operating efficiency by digitizing the dispute case management process
- To quickly realize a cost-efficient solution

Contact

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