



SAP add-on Nagarro Dispute Case Management

Efficient and intuitive customer dispute management in SAP

The processing of receivables-based dispute cases or organizational changes in processes (e.g. implementing Shared Service Center) poses challenges for any accounts receivable system, which in the Standard SAP system often can only be resolved with difficulty and at great cost in time. In the worst case, this incurs costs that exceed revenue. The SAP add-on Nagarro Dispute Case Management is an ideal tool that can be used to edit disputes quickly and efficiently.

The dispute case

The dispute case is the central business object for the combination of all the relevant information. It encompasses all documents (e.g. debit advices, correspondence), links to other SAP objects (e.g. original invoice, delivery note), the responsibilities inside the company (e.g. finance, sales and distribution) and the dispute case history. Dispute cases can arise e.g. from overpayments or underpayments, return debits and overdue invoices. The creation of dispute cases is automated using the business transaction and is usually supplied to the responsible employee in accounting. Multiple open items can be combined in a dispute case; paid cases are settled automatically in the Nagarro ES solution.

The object worklist

Our solution offers a personal worklist for every administrator. Inside this worklist the dispute cases of the administrator are shown in summarized form (current list, follow up, escalated, etc.).



The improved networking of our departments simplifies daily work enormously.

Mr. Tetzlaff, director of accounts receivable,
GROHE AG

The sustainable approach ensures high acceptance of the applications among the employees. Even employees who are skeptical at first are won over when the first cases are processed. The go-live is completed in just a few days both for Nagarro Speed Advice and for the Nagarro Dispute Case Management.

Joaquin Fernandez, director of accounting,
Zentis GmbH & Co. KG



The dispute workflow

Dispute workflow can be adapted to the specific needs of the company. For example, a special release workflow can be defined for credit memo requests.

Automation of standard tasks

Routine activities of administrators can mostly be automated (e.g. individual correspondence while using text modules via letter or email, clearing procedures, archive downloading of linked documents, multiple forwarding, etc.).

Statistics indicator

Before settling a dispute case, the responsible administrator can assign a statistics indicator. It is the reason for the dispute case in the system. These indicators are freely definable and can be used by management as a key criterion for indicating internal and external problems in the vendor-customer relationship.

Reporting

Reporting in the Nagarro Dispute Case Management is used, first, as an early warning system (critical customers, long processing and lead times, etc.) and secondly, as a classical evaluation system (period comparisons, inflow/outflow view, cause view, etc.). In addition to these basic components of the dispute item management, other convenience functions are available which e.g. simplify work and interaction with Office applications.

Nagarro Dispute Case Management helps companies by:



Reducing processing times and the associated costs



Lowering your open receivables (DSO)



Simplifying/standardizing a business process that is overwhelmingly manual



Increasing operational efficiency through digital transformation of the dispute process



Providing a quick and cost efficient solution

Nagarro ES supports you in all phases of the Nagarro Dispute Case Management implementation, whether in the implementation, user training with organizational consulting and process optimization or with service and support in operation.



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Would you like to learn more about our SAP add-ons? Just scan the QR code!



Nagarro ES

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We assist you with strategy, process and technology aspects, implement and host systems, handle support and maintenance and offer our own products.

Where necessary, we supplement your SAP-based IT environment with our own SAP add-ons, non-SAP software or develop individual applications for you. As part of the global Nagarro Group, Nagarro ES with more than 750 employees is one of the most productive and innovative SAP partners for the German SME sector and for large companies with a global presence.