Automated management will help you accelerate dispute resolution, maintain customer relationships, and collect monies due to keep cash flowing.

Failure to promptly resolve customer disputes not only reduces the collectability of debt outstanding, it can also consume a significant amount of your team’s time—time that would be better served collecting cash.

BlackLine’s Disputes & Deductions Management solution will significantly improve the time it takes to log, action, and resolve customer invoice disputes and deductions on payments received. It will also accelerate and reinforce productivity and net recovery rates by ensuring you have access to all documents and AR data in one centralized place.

With a full suite of reporting—providing visibility in real time—the solution will help you measure dispute resolution cycles against services level agreements (SLAs) and demonstrate how disputes impact KPIs, so you can investigate broader impacts to the wider business stakeholders.

KEY FEATURES

- **Log, monitor, report, and analyze** invoice disputes. Keep everyone on your team on track, plus ensure they have full visibility to empower them throughout the client journey. Identify root causes by customer and or dispute/deduction type analysis.

- **Automated workflows prompt speedy resolution** and will escalate as required per internal policy. Ensure team members have all the information they need when dealing with sensitive dispute resolution cases.

- **Mirror the existing disputes types and codes** from existing ERP and CRM systems to maintain continuity for users and assist with relevant reporting. Deductions can be created with assigned reason codes (e.g., price/delivery shortage) and customer-level mappings are created within the solution to speed up processing.

- **Add supporting documentation** to an invoice dispute from a list of accepted file formats (such as PDF, Word, and Excel). Everyone on the team has full visibility of the dispute data by organizing documents in a customizable way.

- **Feed invoice dispute information into ERP and CRM platforms** to maintain existing invoice dispute workflows. This results in quick adoption and minimizes disruption, as non-finance colleagues do not need to learn an additional solution.

- **Standardize reporting** practices across all divisions of your company with ready-made templates that you can use straight out of the box. Track and monitor each dispute to ensure parity and a level of service that can be controlled and supplemented by all participants.
Benefits

DITCH THE SPREADSHEET
The Disputes & Deductions Management solution auto-updates and integrates into each workflow. This means no more relying on outdated spreadsheets. Reduce the time to action with synchronized action lists on which customers need interaction and when.

WORK IN REAL TIME
Because you’re working in a unified solution platform, any changes to an invoice status—such as logging an invoice dispute or receiving a payment—are immediately updated across Collections Management and Team & Task Management to maximize productivity and allow users to be more effective. Reduce wasted time and instead focus on actions that will drive results.

ONE VERSION OF THE TRUTH
Do you spend too much time double keying the same data in different systems and then have to reconcile to ensure all systems are the same?

Have all your sources of data in one place to paint the perfect picture of where your disputes are and how you can move forward. Salesforce, Oracle NetSuite, Zendesk, ServiceNow, SAP, Microsoft, Pegasystems, or any other major CRM is taken care of. No more time wasted trying to find the data you need to get your issues resolved.

With Blackline Disputes & Deduction Management, you’ll:

• Understand how much cash is being held hostage because of disputes and deductions.

• Have a solution that provides the ability to influence, measure, and report to improve resolution times, understand root cause analysis, and allow cash to be collected faster.

• Provide stakeholders, including customers, with an improved experience.

About BlackLine
Companies come to BlackLine, Inc. (Nasdaq: BL) because their traditional manual accounting processes are not sustainable. BlackLine’s cloud-based solutions for financial close management, accounts receivable automation, and intercompany governance help companies move to modern accounting by unifying their data and processes, automating repetitive work, and driving accountability through visibility.

For more information, please visit blackline.com/disputes-and-deductions-management

Trust is in the Balance™