



## A Company-Wide Solution to Inter-Departmental Collaboration

For many companies, managing and quantifying deductions, disputes and chargebacks is a challenge. Chargebacks and disputes originate outside of the A/R Department, yet the A/R team is held accountable for resolution. Resolving these disputes often leads to spending an excessive amount of time and manual effort researching invalid deductions.

Cforia Software's A/R Collaboration Portal allows outside departments to collaborate on these A/R related issues such as deductions and dispute resolution, credit and collections issues and charge-off approvals. With this portal, outside department interaction becomes database driven instead of tracking responses with emails and spreadsheets and prevents work items from falling between the cracks. Companies can pro-actively reconcile transactions through the use of technology to identify, assign, route and track disputes and deductions.

*"Since implementation, our sales have increased by over 25%. In just six months, our DDO decreased by 20%, and headcount by 25%."*

*- Mike Hamalak  
Ferrero USA, Inc.*

### Seamless Credit, Collections & Deductions Collaboration:

- Automated Deduction Management & Resolution
- Import and identification of chargeback code
- Stakeholder identification and notification
- Integration with Internet Proof-of-Delivery
- Document Imaging Support
- Root-Cause Tracking
- Unlimited User Licensing
- Ability to integrate into CRM systems such as Salesforce for Single Sign-On functionality
- Real-Time Reporting
- Inter-departmental Collaboration

### Business Benefits:

- Improve Deduction Recovery and Cycle Time
- Reduce Number of Deductions
- Segregate Disputes from Collections
- Improve Tracking and Visibility
- Lower Operating Costs
- Improve Customer Relationships

Credit & Collections Collaboration

Deductions Collaboration

Dispute Resolution

Root-Cause Tracking

Write-Off Approval

Follow-Up Tracking

Real-Time Data Integration

## About Cforia Software:

Cforia Software was founded in 2001 by technology veterans with extensive experience in ERP applications like SAP, Oracle, PeopleSoft and JD Edwards. Today, Cforia is a global company that provides industry leading A/R Automation that is used by large corporations to manage over \$170 billion in open A/R. Some of our largest customers include Textron, Teledyne, Citizen Watch and NAPA Auto Parts. Cforia's rapid growth is driven by superior technology that includes real-time data integration across disparate ERP systems, order management, separate clean and dirty receivables tracking, plus handles multi-currency, multi-languages and multi-business operating units.

Our comprehensive software suite maximizes AR performance through its integrated system that includes OCR Auto Cash Application, Credit Collections & Deductions Workbench, Customer Self-Service & Payment Portal, and an A/R Collaboration Portal. Cforia in-house project resources typically implement the entire platform in one to three months.

Cforia's A/R Automation empowers Finance Departments to manage their own electronic dunning correspondence, reports and credit and collections business logic without having to rely upon overburdened IT staff or outside consultants.

## Cforia A/R Automation Platform:

Cforia Software has the most comprehensive credit, collections and deductions software in today's market. It is the only complete receivable automation system and offers a variety of solutions to better manage your company's credit, collections and deductions.

At the heart of this solution, is our software's capability to integrate with other accounting software and collection tools in real-time.

The implementation of Cforia's Real-Time Database allows for efficient, updated functionality in all areas of the product suite: Credit, Collections & Deductions Workbench, EIPP Customer Self-Service Portal, A/R Collaboration Portal and OCR Auto Cash Application.

