

## Appian for Deductions Management

It's a familiar scenario. You shipped product to your customer and sent out an invoice that matched the contract terms, expecting full payment. But the check you received was for less than the invoice amount. Your customer withheld funds. Did something go wrong with your shipment, making the deduction valid? Is the customer applying a promotional discount that you already stopped offering, making the deduction improper? Are they claiming tax exempt status when you don't have the requisite paperwork? Now you're faced with a choice. Accept the reduced payment or investigate and try to reclaim the deduction.

Your instinct is to investigate and fight any deduction that's unwarranted. But if you don't have a good system to manage the process, your team can quickly find themselves drowning in deduction investigations paperwork. Most ERP systems lack the ability to manage this type of process work so that's not an option. Relying on spreadsheets and e-mail means you'll never have good information to know where deductions stand nor the success rates and productivity of each of your collection team members. Any improper deductions you could reclaim is money that drops straight to your bottom line, but the likelihood of having to write-off the deduction increases as the claims age. You also know there's vital intelligence hidden in those deductions. Customers are taking deductions because of problems with your products or delivery. If only you could unlock this data, you'd have information that could be used to stop the problems leading to deductions.

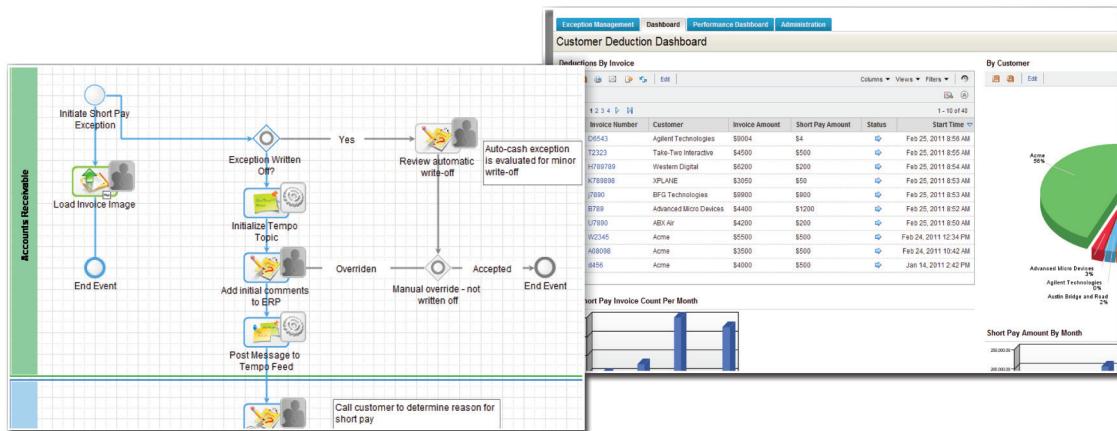
If your IT team could stop everything they were doing to create a custom application right now to help your deductions management process, you'd tell them it needs the following features:

- Full integration with all your ERP and other vital systems
- Automated workflows for each type of short payment and dispute reason code
- Flexibility to allow custom workflows for key account relationships
- Built-in collaboration so anyone in your enterprise can contribute to dispute resolution
- Secure web browser user interface so trading partners can collaborate electronically
- Full tracking and reporting so you know where each dispute stands and the time spent on each stage
- Direct mapping of your short payment reason codes to customers' deduction codes
- Full document management capabilities to house and exchange required paperwork

But expecting IT to drop everything is a dream. Even if they could, your business is changing so your requirements for the system will be changing too. If you can't get quick feature changes and enhancements from IT, then that solution isn't really serving your needs. The same goes for most third-party applications, which make adjustments to fit the needs of *most* users, not you *specifically*.



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Fortunately there's another way. **Appian BPM for Deductions Management.** Customers including Amazon.com, Lehigh Hanson, Hendrickson USA LLC and others have used our technology to create their own tailored applications to manage the deduction resolution process, meeting all the needs cited above. Their solutions were built in weeks with nominal IT support. There was no need to submit a capital expense request nor requirement for internal hardware thanks to Appian's Cloud offering and Software-as-a-Service (SaaS) pricing. Business users, not IT developers, used Appian to compose the process flows that automatically became live applications. More importantly, these same business users can quickly change the applications as new needs are uncovered, or changes to the business occur.

Appian is the leading innovator in BPM software. Our comprehensive, natively-built and integrated Appian BPM Suite can be accessed on all major mobile devices (iPhone, iPad, Android, and more) and through a web browser. We offer multiple deployment options – on-premise or in the cloud – with seamless migration between the environments. We empower business users to drive process improvement through a simple and seamless

user experience, code-free composition, universal access and modern social collaboration. Through one integrated suite we offer unlimited possibilities.

Process improvement holds the key to competitive advantage in global markets. Appian's platform and solutions enable fast and effective process improvement, creating a nimble organization that responds rapidly to change. Organizations that modernize their IT infrastructure with Appian are best-positioned to overcome existing challenges and capitalize on new growth opportunities.

Deductions management is a pervasive problem. It leaves cash on the table that would otherwise be collected if only there was an effective process to resolve every shortpay dispute. ERP systems aren't designed to effectively handle invoice exception processes. They also lack the easy collaboration features exception resolution requires. Custom development is burdensome and slow. You need a solution now that can be up-and-running quickly and cost-effectively delivering a strong and immediate ROI. Appian BPM for Deductions Management is your solution.

# Appian

As the market leader in modern Business Process Management (BPM) software, Appian delivers an enterprise application platform that unites users with all their data, processes, and collaborations – in one environment, on any mobile device, through

a simple social interface. On-premise and in the cloud, Appian is the fastest way to deliver innovative business applications.

For more information, visit [www.appian.com](http://www.appian.com)