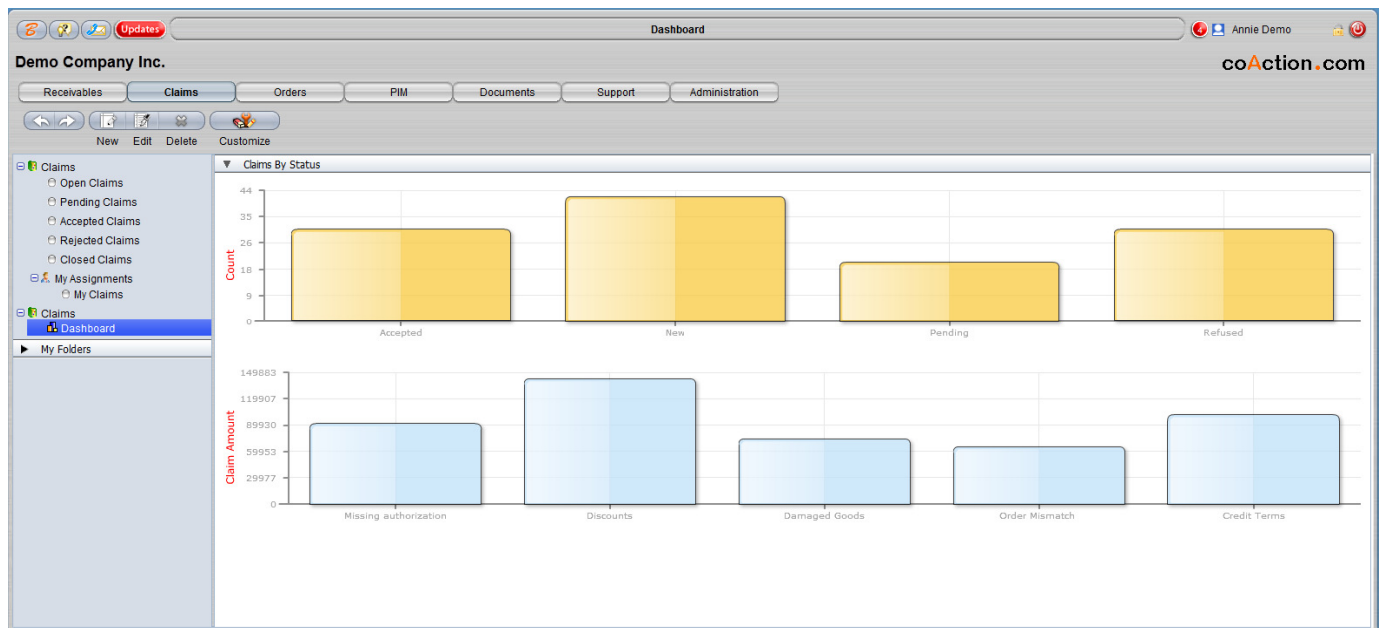


coAction Returns and Claims Management

The Returns and Claims platform brings together people, process and technology in a comprehensive and coordinated system that aims to substantially optimize the returns, deductions and exceptions process.



Features

- ▶ Provides a single consolidated view to display relevant information (from varied sources, such as customer data, emails, faxes, and images)
- ▶ Provides a comprehensive case management system to track returns and claims
- ▶ Enables quick and effective resolution of exceptions, returns, claims and charge backs
- ▶ Assign, prioritize, and route work based on company processes

Benefits

- ▶ Provide a customer satisfying user experience with exceptions
- ▶ Reduce the errors that cause exceptions
- ▶ Address internal challenges and bottlenecks, such as cross-functional cooperation, process inefficiency, timely access to information, and limited resources
- ▶ No software to install or maintain

The Business Case to Automate Returns & Claims

No matter how automated the order-to-cash process becomes; there will always be exceptions and problems that require human intervention. These irregular or exception transactions include returns, disputes, claims, special arrangements, credits and many others. Such exceptions are estimated to represent 15 to 20 percent of all business-to-business transactions. Until now, disputes about invoices have been labor-intensive, time consuming, potentially damaging to customer relationships and, ultimately, bad for business. With so many variables and so little control, the problems seemed intractable. With coAction's Returns and Claims Management module, that has changed.

Advanced Platform for Exception Resolution

The coAction.com platform combines the people, the process and the technology into a comprehensive and coordinated system that can streamline exception management. It enables companies to reduce the errors that cause exceptions and increase the STP rate on the order-to-cash process. It addresses internal challenges and bottlenecks such as obtaining cross-functional cooperation, overcoming process inefficiency, ensuring timely access to information and succeeding with limited resources.

Manage the Information Challenge

Getting all the relevant information in a single view is one of the biggest challenges to the resolution of returns, exceptions, claims and charge backs. The coAction.com system presents consolidated electronic and non-electronic information from multiple internal systems, customer data, emails, faxes, and digital document images in a single container enabling quick resolution to exceptions.