

Optimize your billback programs and stop revenue leakage



Maximize cost recovery and increase program control

Claims management is one of the most difficult challenges facing business and financial management leaders. Effective billback management is essential for maximizing earnings if you are submitting a claim and for minimizing profit leakage if you are processing the payment. In either case, **improving administration efficiency and increasing profitability** are the goals.

With billbacks, or whatever name you use for claims, your company may be losing money. Millions of dollars could be lost due to inaccurate processes, overlooked submissions, lax claim validations, calculation errors, delayed payments, and other administrative problems. The result can be inaccurate earnings and payments as well as poor cash flow.

It's not surprising that claims management is such a tough business and financial challenge. Programs are complex, as they can be difficult to model and have complicated requirements.

Tracking and validation are often handled manually, where every task creates an opportunity to make an error. The pressure to quickly turn claims around can lead to inattention to – and even disregard of – some claim items. It can be difficult to forecast accruals promptly and accurately. Broken processes such as these make it easy to see how money can leak through the cracks.

The **volume of transactions** going through complex vendor-driven cost-recovery programs is rapidly rising.

Simplify billback management with an integrated solution

Effective billback management with the private cloud edition of the SAP Paybacks and Chargebacks application by Vistex enables businesses to get a stronger handle on claims processing by:

- **Repairing broken processes:** Gain better visibility up front with accurate accruals and stop revenue leakage through accurate claim-validation processes.
- **Leveraging real-time sources of truth from SAP S/4HANA:** Manage processes from start to finish

with direct, real-time access to master, transactional, and financial data with a contiguous audit trail.

- **Gaining critical insight:** Powerful analytic functions provide comprehensive visibility into program performance, true spend, profitability, and ROI.
- **Planning for success:** Simulate business outcomes and forecast claim payments to aid in financial planning.

Robust reporting and advanced analytical tools in SAP Paybacks and Chargebacks provide important insight into program and partner performance.

Adopt an automated, comprehensive approach

With the private cloud edition of SAP Paybacks and Chargebacks, you gain an efficient, highly automated approach to managing billbacks, with the tools to administer the whole process. This closed-loop approach allows you to handle contract creation, accruals, claims submission, claims validation, adjudication, and settlement without the need for a spreadsheet.

These advantages are enabled by embedding SAP Paybacks and Chargebacks into SAP S/4HANA. This incorporation means you have smooth, real-time access to transactional and current financial data, a direct link to accounts receivable and accounts payable, and the ability to help eliminate manual processes or complicated integration between different systems.



With extraordinary data integrity, SAP S/4HANA and its central data repository offer your organization “**one version of the truth.**”



Integrate your program management

The integrated contract management application offers many powerful capabilities. Its tool set enables you to propose, simulate, execute, and administer complex and variable agreements with multiple distributors across the supply chain. Sophisticated contract authoring tools and templates help simplify and accelerate contract development. Forecast data can be introduced to simulate program performance, enable business planning and analytics, and set financial goals that can be tracked. And contract administration tools help manage memberships, partner funds, and discounts as well as automate deduction matching.

Stop leaving money on the table by **boosting recovery rates** and eliminating errors.

Take advantage of advanced analytics and key insights

With the private cloud edition of SAP Paybacks and Chargebacks, you can create complex programs and use what-if capabilities and advanced modeling tools to provide accurate information on potential revenue, costs, profitability, and program impact.

Robust reporting and advanced analytical tools enable important insight into program and partner performance. Powerful analytics provide visibility into spend, effectiveness, and ROI and let you drill down to look at the numbers by customer, product, supplier, geography, and other dimensions. Better analysis means you can know the cost

of goods, define markups, and determine correct prices. This helps you establish your true selling prices and more accurately forecast profitability.

The application also automates the submission process and offers advanced validation and settlement of claims. Leveraging electronic data interchange, dynamic upload tools, and portal technologies, you can simplify and speed claim generation, submission, and reconciliation activities. Also, with direct access to ERP data, you can accelerate validation and payment and reduce errors.

Powerful analytics functions provide visibility into your programs, transactions, processes, and profitability.

Optimize programs and revenue

These benefits – operational, process, and strategic – are significant. Ultimately, the private cloud edition of SAP Paybacks and Chargebacks helps you optimize program effectiveness, minimize profit leakage, improve administration efficiency, cut processing costs, reduce errors (and subsequent disputes), improve cash flow, enhance customer and partner satisfaction, and, most important, increase profitability. Here's how:

- The closed-loop process enables effective, comprehensive billback management.
- Automated processes minimize profit leakage and reduce claim-processing costs, errors, disputes, and delays.
- Real-time links to financial, transactional, and master data in SAP S/4HANA reduce manual processes.
- Reporting, dashboards, and analytics provide insight into spend or income, program performance, net sale price, and ROI, with a comprehensive financial picture into partner performance and agreement profitability.
- Visibility into channel-partner transactions and payments increases traceability and overall compliance.

- Systematically validating billbacks against active contracts, channel inventory, and outstanding accruals and deductions enhances accuracy.
- Recording accruals and billbacks in compliance with financial regulations minimizes risk.
- Having the solution embedded in SAP software enables extraordinary data integrity and a comprehensive audit trail.
- Linking deductions to credits reduces overpayments and improves claim and clearing responsiveness.
- Automated submission, validation, accrual, settlement, and payment enable nearly 100% accuracy on payments and claims.

With SAP Paybacks and Chargebacks, you can protect pricing and profit, improve visibility into processes, and **gain control of chargebacks** from procurement to payment.



Summary

The private cloud edition of the SAP Paybacks and Chargebacks application by Vistex offers wholesale distributors an enterprise-class industry cloud solution that helps improve cash flow and profitability. It helps you effectively manage claim-based programs (such as market development funds and co-op or contract pricing) and reduce inaccurate chargeback payments and the associated cost of dispute handling.

Objectives

- Effectively manage pricing contracts
- Administer, model, report, and analyze contracts and chargeback agreements
- Prevent errors and unwanted profit leakage

Solution

- Increase control and facilitate compliance with real-time visibility
- Better negotiate contract terms and conditions
- Automatically accrue and deplete promotional funds
- Gain accurate claim generation and validation against contract rules and pricing
- Reimburse channel partners automatically for price protections or validate claims submitted

Benefits

- Reduce revenue leakage
- Increase profitability, sales, and margins through cost reductions
- Enhance financial visibility
- Reduce TCO through integration with the SAP ERP application or SAP S/4HANA
- Boost productivity with process automation

Learn more

To find out how to start your journey with SAP Paybacks and Chargebacks, visit us [online](#).