

Workshop

Dispute and Collection Management



Duration: 1 Day

Motivation

Effective cash collection and sustainable reduction of the DSO is a matter of fast, efficient and systematic processing, monitoring and escalation of overdue accounts receivable.

This requires innovative tools to support operational processes, possibilities for validation and prioritization of dispute cases and reports to increase transparency on the details of payment differences and delays.

Direct access to all customer related information and the ability of centralized management of payment promises - combined with rules for automated prioritization of customer items on work lists - will help to ensure a proactive approach and fast response times to the customer as part of the dispute management.

All customer contacts are stored and are always accessible.



The workshop aims to present all the important functions and design parameters in customization - in a live demonstration.

Overview

Basic Settings

- Business Partner
- Integration Accounts Receivable

Customizing

- Collection Profile
- Collection Segment
- Collection Group

Activation and Periodic Work

Creating Worklists using Strategies

Editing Worklists

- Promise to pay
- Disputes
- Reminders and Notes
- Communication and correspondence

Key Figures

Reorganisation of Worklists

Target Audience

- Managers and members of Financial Accounting and Corporate Controlling
- IT members (esp. SAP® application support in the area Finance and Controlling)
- Business members in preparation for their role as key users in SAP® projects
- Junior consultants in the course of their education and training with regard to SAP® Consulting

Speaker Profile



Reinhard Müller studied Business Administration at the University of Paderborn, before specializing in SAP. Reinhard has extensive SAP and market knowledge, having overseen the implementation of projects carried out for the most demanding companies.

He is a well-regarded industry expert on migration to SAP platforms in the retail, automotive and telecommunications sectors.



Dates & Venue

More information on the dates and venues can be found on our website.

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