Dispute Resolution

Direct Commerce Dispute Resolution Portal will streamline your supplier dispute process and eliminate costly processing time.

Establishing supplier submission validation rules before the supplier sends its dispute eliminates unacceptable requests and rework. Reporting features enable you to exceed Service Level Agreements.

Centralized, secured, one-stop portal for all disputes

Your suppliers log-in to a centralized portal and can look up invoice status (paid or unpaid) and get questions answered without having to call the buyer.

Reduce processing costs

No more paper or scanning required. After viewing its invoice chargebacks online, the supplier can click a button to submit a dispute. Custom validation rules before submission ensure the supplier sends completed documents so rework is eliminated.

Enhance supplier relationships

Suppliers expect timely response regarding disputed invoices and prefer immediate feedback - good or bad- regarding a dispute. The Dispute Resolution Portal allows you to resolve disputes rapidly and comprehensively.

Dispute Resolution, a product of the Direct Commerce Procure-to-Pay suite of services, enables you to concisely communicate and resolve supplier disputes.

Dispute Resolution eliminates costly back-end paper processing, improves business efficiency, and facilitates timely communication with your suppliers.

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Easy-to-Use P2P Solutions

Dispute Resolution eliminates costly back-end paper processing, improves business efficiency, and facilitates timely communication with your suppliers

Billy Williams
Chief Technology Officer

Dispute Resolution

Direct Commerce® Dispute Resolution is an intuitive, user-friendly interface that allows suppliers to electronically submit disputed invoices, attach documentation and link to the Bill of Lading.

All actions associated with the dispute are stored in one file, including all documents, history and dialog messages, enabling easy look-up and processing. You, the buyer, can quickly review all documents associated with the dispute to validate whether it should be paid. You and your suppliers can review invoice, purchase order, and payment data – all with a click of a button.

Centralized, secured data storage makes it easy to look up information. Automatic status notifications go to the supplier and buyer when disputes are pending their information for processing.

Everything is done electronically and stored in a central easy-to-use Portal, dramatically reducing the processing time. Suppliers and buyers are delighted with the efficiency and improved communication related to the resolution of disputes.

Highlights

- Intuitive application interface
- Paid and in-process invoices, Purchase Orders and payment information views
- Status of disputed invoice views
- Validation rules before submission
- Auto-assignment of disputed invoices
- Dialog messaging, email and inbox features
- Fax and PDF attachments
- GL encoding
- Centralized document history and tracking
- Comprehensive reporting, including aging information
- Multi- level managerial roles
- Reopen and/or reassignment of disputed invoices.
- Post return to vendor notifications
- On-line help documentation and webinars
- Supplier auto-registration
- Multiple currencies
- Long-term archive features
- Download to Excel and PDF print capabilities

Easy-to-Use P2P Solutions

To learn more about how Direct Commerce solutions can optimize your discount management and P2P automation, visit **directcommerce.com** or email **info@directcommerce.com**

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