



THE **muscle** IN THE MARKETPLACE

Feel the flow.

Deductions can take on a life of their own. In no time, they can easily grow out of control. With so many, prioritizing which to clear first can be difficult. The research process is riddled with uncertainty and inconsistency. Communication varies in format and content from customer to customer, and standards can be as scarce as distributor back-up. With so many disparate information sources, vital information is scattered among field sales, brokers, customer service, and anyone else who touches deductions. Figuring out the best way to clear them is anybody's guess.

To effectively research and clear deductions, you need to get into the flow -- a workflow. Our solution easily guides you through the resolution process by utilizing a collaborative, automated workflow-based environment. User scorecards tell you what stage you're at with all deductions, and system-generated follow-up notices tell you what to do next. You can view scanned documents and develop your own standard correspondence templates for consistent communication. And, numerous resolution methods allow you to clear deductions appropriately and finally get them off the books and your back. And, just in case the auditors come knocking, we provide complete tracking of all comments, communication, and activities.



Identify and assign deductions

- Nightly Accounts Receivable interface updates deduction database with deductions created in A/R
 - Bill-To and Ship-To numbers
 - Deduction number, amount, and date
 - Check number, reference number, invoice number, and purchase order number
- Centralized, single source of data for all deductions
 - Trade spending-related
 - Overages, shortages, and damages (OS&D's)
 - Pricing errors
 - Payment discrepancies
- Automatic assignment of new deductions to individual users based upon user profiles and easily-configurable administrative settings
 - By customer
 - By sales area (e.g., Zone, Region, Market, Territory, etc.)
 - By broker
- Controlled user access rights and authorities with easy-to-use security settings



Prioritize and view deductions

- Automatic categorization of new and updated deductions
 - Age ranges/aging buckets
 - Importance levels
 - Activity stages
- Customizable user scorecards for viewing deduction summary information
 - Age
 - Status
 - Number of outstanding deductions
 - Outstanding dollar amounts
 - Importance levels
- Extensive filter and search capabilities to locate an individual deduction or group of deductions
 - Open, closed, request for approval
 - Deduction number, age, date/date range, amount/dollar range, status
 - Reason code
 - Customer, Ship-To, Bill-To
 - Line of business, sales area/geography, analyst, broker
- View deductions by customer parent and children



Investigate and research deductions

- Establish and utilize manufacturer-defined, automated workflows to guide users through resolution steps and processes
 - Automatically assign new deductions to appropriate workflows
 - Standardize workflows around current business processes and best practices
 - Define workflow types by various criteria
 - Deduction type, reason, and amount
 - Line of business
 - Customer
 - Assign responsibility by user for individual resolution steps
 - Assign time frames for follow-up or next steps for individual resolution steps
 - Define activity types or specific actions for each step
- Search for customer invoices based on specified filter criteria
- Utilize embedded image-viewer for online viewing of scanned documentation and information
 - Customer checks
 - Invoices and purchase orders
 - Various reference documentation
- Directly access Blacksmith's contract management application to search for and view programs, pricing details, paid billbacks, and unpaid billbacks
- Modify existing deductions as new information is obtained
 - Edit type and/or reason
 - Transfer improperly assigned deductions to the correct customer(s)
 - Reassign deduction responsibility to another user(s)
 - Split deductions into multiples for individual resolution
 - Retain original deduction and aging
 - Assign appropriate reason codes



Communicate deduction information

- Automatic generation of correspondence and deduction-related information
 - Standardized letter templates
 - Billback/proof-of-performance summaries
- Create and utilize e-mail profiles for consistent, mass communication
 - Simultaneous communication with internal and external parties
 - Field sales, brokers
 - Sales management
 - Customer service, credit and collections, accounts receivable
 - Distributors
 - Associate and attach standardized letters, images, and various documentation
 - Contracts/program information
 - Check copies
 - Invoices
 - Purchase orders
 - Requests for back-up
 - Final notices
- Various methods for communicating deduction information to relevant parties
 - E-mail
 - Fax
 - Print



Follow up on and monitor deductions

- Automatic notification/reminders of tasks due for responsible individual(s) based upon defined workflow steps
 - Assign tasks and responsibilities to other users
- View deduction tasks and “to-do” items by various criteria
 - User/responsibility
 - Customer
 - Deduction
 - Day
- Track deduction statuses and aging, and monitor current activities
- Centrally maintain and access user comments and notes for each deduction



Resolve deductions

- Auto-close deductions based on company-defined small balance write-off amounts
- Clear valid deductions to unpaid billbacks created and stored in the Blacksmith contract management application
- Create adjustments to future distributor billback payments for invalid deductions
- Match and assign deductions to invoices
- Automatically create rebills for invalid deductions
- Assign multiple deductions to one reason code and/or General Ledger code
- Assign one deduction to multiple reason codes and/or General Ledger codes
- Write-off unknown deductions to a specified reason code
- Set up required reason codes and associate approval thresholds, rights, and processes by each one
- Interface back to A/R for collectible deductions
- Assign appropriate General Ledger codes and interface to General Ledger system



Track and report on deductions

- Maintain a complete history of all deduction-related activities by activity type and user
 - Modifications
 - Reassignments
 - Transfers
 - Splits
 - Resolution methods
- Maintain a log of all internal and external communication
- Use built-in standard report templates to report on deductions by various metrics
 - Age
 - Deduction type
 - Reason
 - Dollar amounts
 - Sales area/geography
 - User
- Export report data to Microsoft Excel