

Genpact Deduction Management Beta Release Notes

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Welcome to the Beta Release Notes.

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About Genpact Deduction Management

Genpact Deduction Management is a GenAI and ML supported standalone independent solution that provides end-to-end capability to process deductions. The Genpact Deduction Management solution collects data from the ERP system, carrier portal and customer portal, validates the data, and provides deduction management to process the data for valid or invalid deductions.

Efficient deduction management with Genpact Deduction Management enhances cash flow, reduces revenue leaks, strengthens partnerships, and helps in business sustainable growth.

Main features

- Create a case from ERP report: The system enables the users to create cases from the ERP reports CSV files and collect invoice, backup (debit memo) and POD (proof of delivery)/BOL (Bill of lading) PDF files for deductions processing.
- File processing: The system initiates processing of the collected files. The CSV files are processed via ADF while the PDF files are processed via extraction.
- Extraction: The Genpact Deduction Management comes with DocIntel for improved extraction of accurate header and line level data from the documents and Open AI GPT 4.0 for extraction of handwritten data.
- Exception Management: Genpact Deduction Management checks documents for exceptions and stores the documents data in a DB table. This data is then made visible per deduction case to decide if documents are missing or corrupted or are in place and valid.
- Eyeballing: Genpact Deduction Management provides an intuitive UI to validate extraction results and update incorrect/missing data.
- Validation: The system offers a four-way matching process using YAML rules to validate the deduction case line items as valid or invalid or partial valid.
- Case processing: Genpact Deduction Management provides a case management system to create and process deduction cases and take decisions to billback or not to prevent excessive write-offs.
- Billback: Genpact Deduction Management offers creating and processing billback requests for invalid or partial valid cases. Automated routing for approval and prompt users for actions.
- Real-time insights: Genpact Deduction Management offers analytics to view real-time updates.

Limitation

Retention for eyeball process and billback recovery is not supported.