

# **INTERNSHIP REPORT**

*Submitted in the partial fulfilment for the award of the degree of*

## **BACHELOR OF ENGINEERING**

**IN**

**COMPUTER SCIENCE ENGINEERING (Mobile Computing)**

**Submitted by:**

**Anand Svarup Bhatia**

**19BCS4257**

**AT**

**HIGHRADIUS CORPORATION**

**Under the Supervision of:**

**Divya Jha, Head People & Culture**



**CHANDIGARH  
UNIVERSITY**

**Discover. Learn. Empower.**

**DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING**

**APEX INSTITUE OF TECHNOLOGY**

**CHANDIGARH UNIVERSITY, GHARUAN,**

**MOHALI - 140413, PUNJAB**

**MAY, 2022**

## EXECUTIVE SUMMARY



HighRadius is a Fintech enterprise Software-as-a-Service (SaaS) company that leverages Artificial Intelligence-based Autonomous Systems to help companies automate Accounts Receivable and Treasury processes.

The HighRadius® Integrated Receivables platform reduces cycle times in your order-to-cash process by automating receivables and payments processes across credit, electronic billing and payment processing, cash application, deductions, and collections. HighRadius offers cloud-based Autonomous Software for the Office of the CFO. More than 700 of the world's leading companies have transformed their order to cash, treasury and record to report processes with HighRadius. Our customers include 3M, Unilever, Anheuser-Busch InBev, Sanofi, Kellogg Company, Danone, Hershey's and many more.

Autonomous Software is data-driven software that continuously morphs its behavior to the ever-changing underlying domain transactional data. It brings modern digital transformation capabilities like Artificial Intelligence, Robotic Process Automation, Natural Language Processing and Connected Workspaces as out-of-the-box features for the finance & accounting domain.

Finance business stakeholders have been led to believe that they have only two choices: pick an application software vendor that digitizes a paper or Excel-based process to an electronic system of record, or choose a middleware platform for AI or RPA to build and maintain in-house, domain-specific capabilities. In contrast, HighRadius Autonomous Software combines the best of both worlds to deliver measurable business outcomes such as DSO reduction, working capital optimization, bad-debt reduction, reduce month close timelines and improve productivity in under six months.

## **The Problem or Project Brief**

In the first phase of internship, we were majorly dealing in brainstorming and problem-solving type of issues where we were given with certain problems and we needed to figure out the solution by rationally implementing our problem-solving skills and preparing presentations for the same.

## **Methodology / Tools deployed**

Tools that were majorly used were:

- 1.** Microsoft Office PowerPoint
- 2.** Excel.
- 3.** MS Word
- 4.** MY SQL
- 5.** Google Sheets
- 6.** Google Docs
- 7.** G-Suite

## **Key parts of the report & findings and solutions provided in the report**

The Three-month internship was completed with High radius teaching important life skills and lessons such as:

- Teamwork
- Critical thinking
- Time management
- Workload management
- Creativity
- Professional writing

Also, few industry skills were:

- G suite operation
- SQL operations
- Brain storming
- Supply chain management
- Negotiation skills
- Data analysis and management

## **Benefits to the company / institution through report**

Company can work on providing more intuitive learning process by understanding students need and this helps in proving better understanding to student.

College can also Promote more business-related job roles to technical students as it will no longer require coding skills only.

### **A. Distribution of hours:**

Orientation **1**

Observing **15**

Meetings (e.g., staffing, working with the team, etc.) **45**

Lectures, Seminars, Conferences **5**

Assessment **4**

Planning (activity analysis, goals and objectives, etc.) **5**

Studying/Researching **5**

### **B. Implementation (in *hours* which so ever is applicable. Otherwise mention Not Applicable):**

a. Leadership **2**

b. Counselling **2**

c. Supervision **NA**

d. Evaluation **3**

e. Documentation **3**

f. Discharge/Transition Plans **NA**

g. Other (Please specify) **NA**

### **C. Total clock hours during this report period **80****

## Index

<b>Title</b>	<b>Page No.</b>
<b>Title Page</b>	<b>1.</b>
<b>Executive Summary</b>	<b>2-4.</b>
<b>Index</b>	<b>5.</b>
<b>List of Figures</b>	<b>6.</b>
<b>Introduction</b>	<b>7.</b>
<b>Detailed Introduction to Job Profile</b>	<b>8-9.</b>
<b>Key Learnings of Internship</b>	<b>10.</b>
<b>Internship/Project Discussion</b>	<b>11-106.</b>
<b>Conclusion</b>	<b>107.</b>
<b>References</b>	<b>108.</b>

## List of Figures

<b>Figure No.</b>	<b>Page No.</b>
Fig 1	11
Fig 2	12
Fig 3	13
Fig 4	14
Fig 5	17
Fig 6	19
Fig 7	21
Fig 8	23
Fig 9	26
Fig 10	34
Fig 11	36
Fig 12	45
Fig 13	47
Fig 14	49
Fig 15	52
Fig 16	56
Fig 17	57
Fig 18	58
Fig 19	59
Fig 20	59
Fig 21	60
Fig 22	61
Fig 23	61
Fig 24	62
Fig 25	63
Fig 26	63
Fig 27	64
Fig 28	68
Fig 29	70
Fig 30	72
Fig 31	74
Fig 32	76

## Introduction to Company and Industry



HighRadius is a Fintech enterprise Software-as-a-Service (SaaS) company that leverages Artificial Intelligence-based Autonomous Systems to help companies automate Accounts Receivable and Treasury processes.

The HighRadius® Integrated Receivables platform reduces cycle times in your order-to-cash process by automating receivables and payments processes across credit, electronic billing and payment processing, cash application, deductions, and collections. HighRadius offers cloud-based Autonomous Software for the Office of the CFO. More than 700 of the world's leading companies have transformed their order to cash, treasury and record to report processes with HighRadius. Our customers include 3M, Unilever, Anheuser-Busch InBev, Sanofi, Kellogg Company, Danone, Hershey's and many more.

Autonomous Software is data-driven software that continuously morphs its behavior to the ever-changing underlying domain transactional data. It brings modern digital transformation capabilities like Artificial Intelligence, Robotic Process Automation, Natural Language Processing and Connected Workspaces as out-of-the-box features for the finance & accounting domain.

Finance business stakeholders have been led to believe that they have only two choices: pick an application software vendor that digitizes a paper or Excel-based process to an electronic system of record, or, choose a middleware platform for AI or RPA to build and maintain in-house, domain-specific capabilities. In contrast, HighRadius Autonomous Software combines the best of both worlds to deliver measurable business outcomes such as DSO reduction, working capital optimization, bad-debt reduction, reduce month close timelines and improve productivity in under six months.

## **Detailed Introduction to your job profile**

The profile offered in business track and that of consulting is of an Associate Techno Functional Consultant and the job location could be Hyderabad, Mumbai, Bhuvneshwar or Gurgaon. The job role is highly focused on client side, interacting with the clients and providing them with the most appropriate solution by meticulously understanding the problem statement. It is more of like understanding the requirement of the client and providing a solution being in touch with the tech team. Reporting person as of now is not mentioned.

- Key performance area / Key Job Activities:

1. Consulting
2. Group Discussions
3. Business Case studies
4. Collaborations
5. Brain Storming

- Internship Timeline / Daily Work Hours:

The internship timeline was from February 15 to May 15 close to around 12 weeks and daily work toll was of 2 to 3 hours.

- Detailed job description (Your duties and tasks done on daily basis)

Internship started with the session on 7 habits of highly effective people

- Habit 1: Be determined
- Habit 2: Start with the Mind You
- Habit 3: Set Priorities
- Habit 4: Think Win-Win
- HABIT 5: Seek First to Understand
- HABIT 6: Synergize
- Habit 7 Sharpening the saw

Next topic was on market sizing and guesstimation first task was a quiz on the subjects then followed by a case study on market sizing and guesstimation which included two evaluations one case study and a presentation.

## What is Market Measurement?

“Market size” is determined by the total number of potential buyers of a product or service within a particular market, as well as the total revenue that the sale can earn.

It is important to calculate and understand the market size for a few reasons.

First, entrepreneurs and organizations can use market scales to estimate how much profit they can make from a new business, product or service. This helps decision-makers decide whether to invest in it.

If you choose to go further, this analysis will also help you develop a marketing strategy that addresses the unique needs and strengths of your main market.

Market benchmarking can also help you estimate the number of people you may need to hire before launching a new product or service, rather than “feel in your own way” as you explore your new market. If you know this from the start, you can improve your recruitment process, so that you have the right people in the area where you need them.

Next topic was patero analysis which evaluations as one case study

## What Is Pareto Analysis?

Joseph Juran, a Romanian-American businessman, discovered Pareto’s research in 1937, about 40 years after it was published. Juran went on to rename

the 80-20 law as ‘Pareto’s Goal for Equal Distribution.’

Pareto analysis is a method used to make business decisions, but also works in a number of areas ranging from social economics to quality control.

It is based primarily on “80-20 law.” As a decision-making process, Pareto’s mathematical analysis distinguishes a limited number of input items – desirable or undesirable – that have the greatest impact on the outcome.

Next topic was on WBS chart and their usage

A work breakdown structure (WBS) is a visual, hierarchical and deliverable-oriented deconstruction of a project. It is a helpful diagram for project managers because it allows them to break down their project scope and visualize all the tasks required to complete their projects.

The last and most important thing was usage of Microsoft excel and google sheets for analysis and data management then it was followed by training on SQL.

Also, they use a variety of vernacular languages, such as –

MS SQL server uses T-SQL,

Oracle uses PL / SQL,

The MS Access SQL version is called JET SQL (native format) etc.

## SQL Applications

As mentioned earlier, SQL is one of the most widely used questionnaires on a website.

## **Key Learning from Internship**

The Three-month internship was completed with High radius teaching important life skills and lessons such as:

- Teamwork
- Critical thinking
- Time management
- Workload management
- Creativity
- Professional writing

Also, few industry skills were:

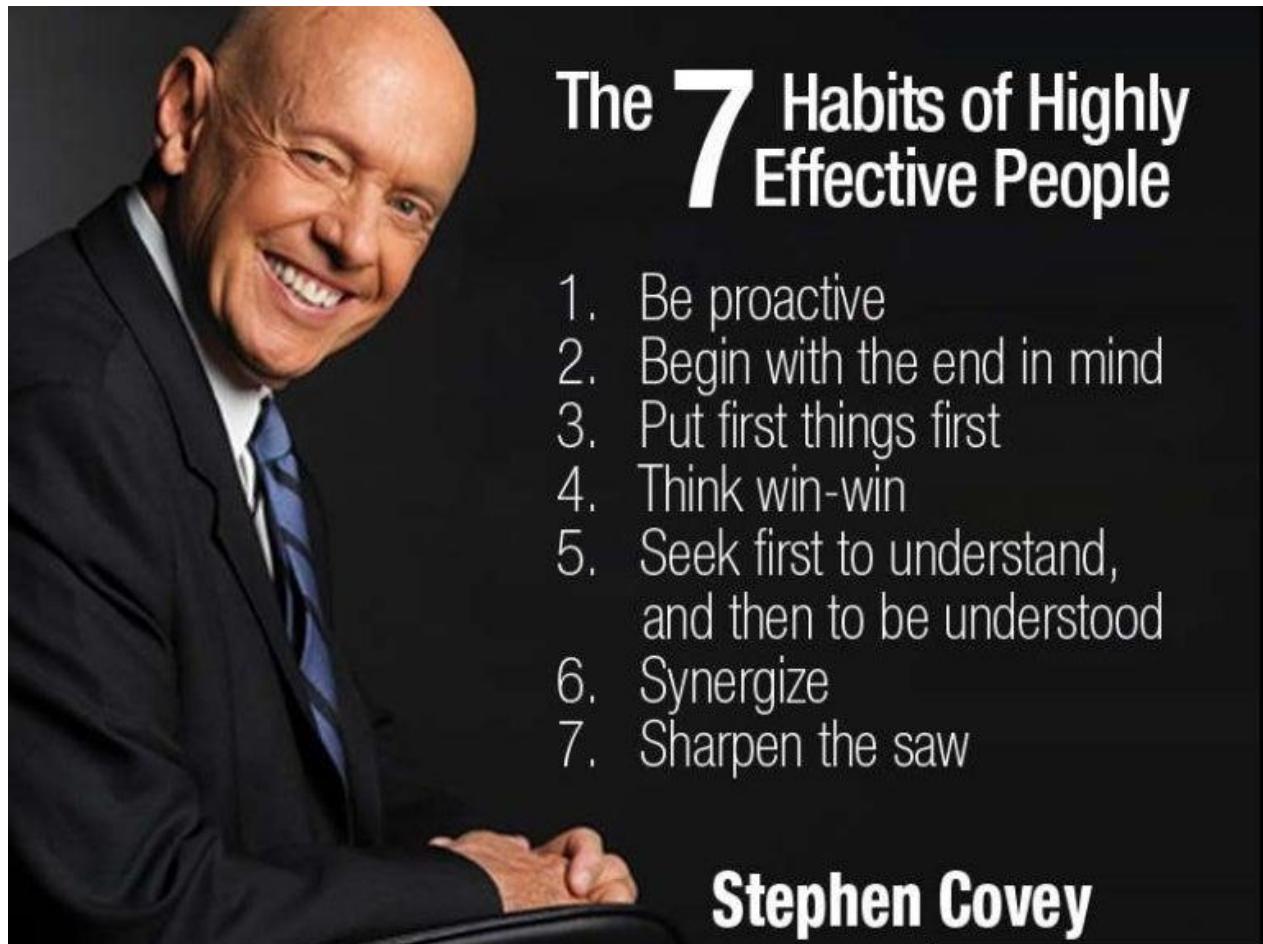
- G suite operation
- SQL operations
- Brain storming
- Supply chain management
- Negotiation skills
- Data analysis and management

Along with these day-to-day schedules made us all working in business track cooperate ready and always ready to take any challenge given at us.

## **Internship / Project Discussion**

In the internship we learned about the ethics and proper channels of business communication helping us optimize our transactions as per the role offered by the HighRadius Corporation.

This included the 7 habits and business communication lectures that we have been made go through. Kindly consider the below mentioned submission as the reference for the content that was made us available.



**Fig 1.**

# 7 Habits Highly Effective People

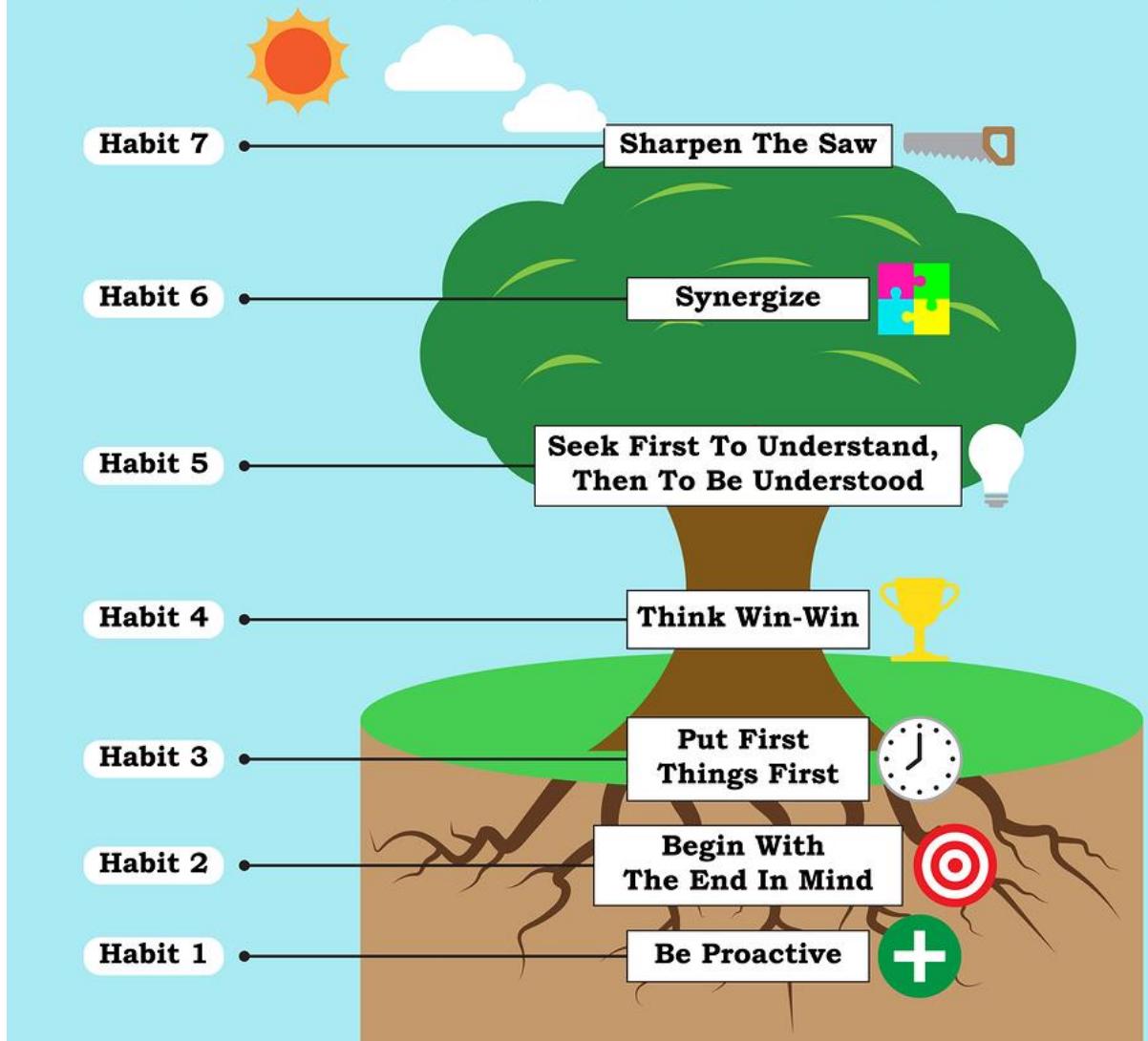
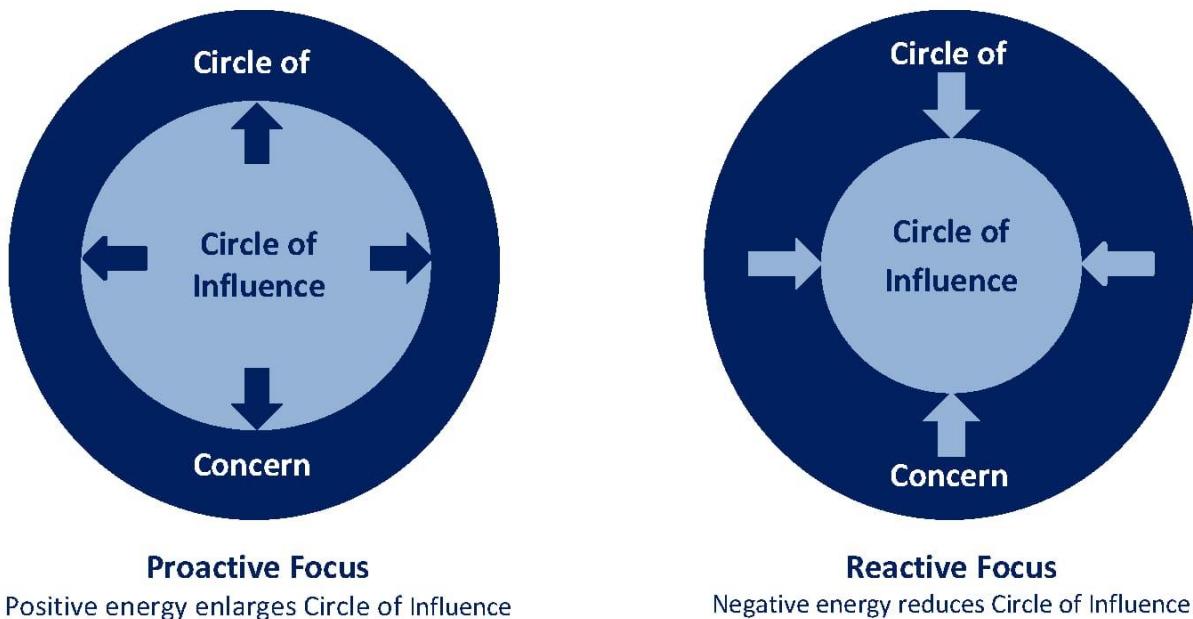


Fig 2.

The 7 Best Practices for People Who Are Successful are endless works of art to lead a happy, productive and meaningful life and a life not to be missed leave any traveler of personal development - by teacher, author and speaker, Stephen Covey.

## PRACTICE 1: Be determined



**Fig 3.**

“There is a gap between motivation and response and your key to both our growth and happiness are the means by which we use that space.”

If Actions 1 - 3 are about gaining independence and personal victory, Practice 1 is about taking full ownership of that victory. It says you are the builder of your health.

At its core are the following principles:

1. After each motivation (emotion, feelings or thought) comes a response (more sensitivity, feelings or thought - which includes intentions to do).
2. By default, our response is determined by instinct, memory and habit; but
3. Before each answer comes a gap that the mind is conscious of intervene.

What we do with this gap determines our ownership the lives and ownership we take of our lives ultimately reflect our growth and happiness.

Why? The answer lies in our choice to stay in our Influence Circles or Troubleshooting Circles.

### LEGAL CONVENTIONS VS. CONCERNS

“God grant us peace so that we can accept the things we cannot change”.

## PRACTICE 2: Start with the Mind You

"If your ladder doesn't lean against the right wall, all the steps you take takes you to the wrong place immediately."

When Habit 1 tells us that we are the builders of our lives, Habit 2 tells us What you can build with that identity and why.



Fig 4.

### DOING THE RIGHT THING

At the heart of human production is efficiency and efficiency: Efficiency to do things right (we'll get to it in Habit 3); yet succeeding at doing the right thing (focused on this practice, Practice)

Succeeding is difficult because it requires the maturity of four different one's features:

1. Direction - clarity of direction and purpose; ability to choose the result you want.
2. Wisdom - vision, understanding and judgment; the ability to do this plan the best course for that outcome.
3. Power - the power to act and the power to take the first step along the way the course we set.
4. Security - stability and self-respect to keep going in dealing with conflict and change.

What is the use of guidance, wisdom and strength when we lack internal-security?

To do something when a particular course undermines our self-confidence?

What good is wisdom, strength and security when the ladder we climb (direction) leaning against a completely wrong wall?

We will enable Habit 7 (update). In the meantime, let us take a closer look see Guidance, Wisdom and Power.

### WHEN FOCUSED ≠ INSIDE

See the following list of common living facilities: family, finance, job, property, sex, position, happiness, friends, enemies, community, you.

What absorbs most of your energy and time? Guides your priorities

and actions? Where do you get most of your confidence?

Focusing on any of these institutions undermines our efficiency three ways:

1. Myopia - neglect of some institutions by correcting others;
2. Misunderstandings - transactions that conflict with our values and principles;
3. Instability - security and self-reliance based on external factors

Influence Circle.

The solution? The road to efficiency begins with a focus on principles.

### RULES OF LIVING

Principles, explains Covey, are like gravity; those are the laws of nature ultimately control the consequences of actions. For example: Injustice, dishonesty, and selfishness often lead to division mistrust; Carelessness and laziness always cause decay and decay; and Constant arrogance causes dislike and mistakes Surely, you may flee from injustice, arrogance, or temporary negligence. But over time, the above effects are inevitable. That's it makes these statements standard. That is why the wicked always lose. Instead of focusing on other institutions, says Covey, we should focus on this the core principles of all of them. Doing so greatly enhances our quality efficiency. It puts us completely in our Influence Circle and it stops us solid foundations for guidance, wisdom, strength, and security. It makes doing the right thing easier.

## **SEVEN STEPS TO HEALTH PRINCIPLES**

Covey's goal-oriented lifestyle can be shortened to seven steps:

1. Summary of 7 Most Successful People - Stephen Covey
2. Define values.
3. Get Determined.
4. Set goals.
5. Create a statement of purpose.
6. Exercise and commit to your daily goal statement;
7. Review and update your objective statement often.

### PRACTICE 3: Set Priorities

## Habit 3 Put First Things First



### Work First, Then Play!

I spend my time on things that are most important. This means I should say no to things I should not do. I set priorities, make a schedule, and follow my plan. I am organized.

Fig 5.

"There is no such thing as a lack of time, just a lack of essentials." -Tim Ferriss When Habit 2 is about human success (what and why), Practice 3 deals with personal efficiency (method).

To make things happen you need a production system namely:

1. Alignment - aligned from top to bottom; from the mission statement to next action;
2. Balance - making sure we don't let the important parts of life falter again decay;
3. Effective - making time for priorities and improving efficiency over time;
4. People Focus on People - designed to improve relationships, not oppression;
5. Adaptable - because "there is no plan at first when you first contact the enemy"
6. It's manageable - if you can't keep it to yourself and keep it updated, you will not trust it and you will not use it.

If you do not know where to start - do not worry. We will deal with each ingredient below. In the meantime, let's get started as we continue to put first things first... TWO EXTRA PRINCIPLES

Summary of 7 Most Successful People – Stephen Covey |

To increase productivity, Covey says, it's important to be able to both

When Habit 2 is about human success (what and why), Practice 3 deals with personal efficiency (method). To make things happen you need a production system namely:

1. Alignment – aligned from top to bottom; from the mission statement to next action;
2. Balance – making sure we don't let the important parts of life falter again decay;
3. Effective – making time for priorities and improving efficiency over time;
4. People Focus on People – designed to improve relationships, not oppression;
5. Adaptable – because “there is no plan at first when you first contact the enemy”; and
6. It's manageable – if you can't keep it to yourself and keep it updated, you will not trust it and you will not use it.

If you do not know where to start – do not worry. We will deal with each ingredient below. In the meantime, let's get started as we continue to put first things first...

## TWO EXTRA PRINCIPLES

To increase productivity, Covey says, it's important to be able to both Principles:

1. Paradigm for [P] [PC] – Performance Comparison Performance
2. Paradigm [Q2] – Speed vs. Significance

## PRACTICE 4: Think Win-Win



**Fig 6.**

“We can see that we are dealing with a different situation. Why not do it we agree to communicate until we find a mutually beneficial solution it's good.”

If Practices 4 - 6 are about gaining interdependence and social success, Practice 4 is about leadership among the people; urging others to serve us our willingness to serve.

### FOUR CONNECTION EFFECTS

There are four possible outcomes of any agreement:

1. Win-Win - beneficial and satisfying solutions.
2. Win-Lose - zero-sum (i.e., "only one winner") solutions.
3. Lose-Win - to allow and release.
4. Lose-Lose - equally harmful retaliation.

Any win-win result is a loss. Of course, you can find or stop that you want, but for what? Best of all, your relationship is bad – whatever submission seems to love. Worse, you face broken promises or ‘Cruel listening’

(Following agreement with the letter, but no longer). In any case, there is no other way to be more productive than to benefit equally Win-Win. But committing to Win-Win solutions is difficult, and it takes five important ones ingredients to prepare:

1. Character – balance of courage and consideration, based mobility;
2. Relationships – enough trust and interest to feel both confident teams working together;
3. Agreements – carefully planned to make results again expectations are clear;
4. Systems – support collaboration, not competition, within groups; and
5. Procedures – to develop Win-Win solutions regardless of the problem your face.

Yes, there is more to it. Win-Win solutions are internally based character, in maturity and integrity, and especially in the combination of:

Wisdom – the courage to express one's feelings and beliefs in moderation Summary of 7 Most Successful Behaviors – Stephen Covey by considering the thoughts and feelings of others. Persistence – the desire to find a profitable Win-Win solution everyone; whether quick or easy solutions are available. Strength – knowing the importance we place on ourselves and how to overcome it it means to us; adherence to our feelings, our values and our own bonds.

With the right character and the right mindset, we unlock the best results with it others than you may be alone. But perseverance to keep courage and moderation are difficult. Knowing what is important a to win, to disagree with someone in favor and to go out racism takes perspective and power. That is why Habits 1 – 3 are so essential for the success of Practices 4 – 6.

## HABIT 5: Seek First to Understand, Then Understand

“Seek first  
to understand,  
then to be  
understood.”,

Stephen Covey

Fig 7.

“Let me listen to it first until I understand it deeply and completely your opinion. When I can express your opinion once for me, then I will be able to communicate with you and you. ” A doctor cannot heal with good intentions alone. To make the right decision diagnosis first. And diagnoses must first be understood. If our sincere desire is to help others, the same principle applies. To bring both victories to Win-Win we need a deeper understanding of the other side requirements.

WHY OBEDIENCE IS NOT GOOD enough Comprehension begins with listening and there are five types of listening inclination:

1. Ignorance - clearly disobedience;
2. Hypocrisy - to give the impression of listening;
3. Select - to listen periodically, alert the selected indicators;
4. Be careful - listen carefully, for the purpose of responding; and
5. Compassion - listening attentively, with the intention of understanding.

Listening lies in our Influence Circle. And you would think we would donate as much energy and time to listen as empathetically as possible. But we do not. By Best of all, we listen carefully – a job that is very focused on us needs are more than the needs of those around us. To be clear, careful listening is a form of obedience; but it is polluted by four trends in autobiographical response:

Estimation – to agree or disagree with what is said;

Inquiry – asking questions about your reference framework;

Counselling – giving advice based on our experience;

Interpretation – analyzing the motives and behaviors of others based on ourselves.

This tendency makes listening more irrational and focused on yourself. Kuin all cases, it hinders our ability to understand by judging prematurely, directions and instructions.

## PRACTICE 6: Mix

# Habit 6



# Synergize

***"Together is better"***

**Fig 8.**

“Let's work together to produce more solutions for ourselves the difference we both see is better than this or you or raise it at the beginning.”

Practice 6 is about association, which, when properly understood, is “extremely high work for a lifetime - a true examination and manifestation of all other prescribed practices together”.

Synergy is a creative collaboration that we open with a four-dimensional focus personal talent, Win-Win mindset and sensitive communication severe health challenges. Synergy is a commitment to a focused goal an old, unifying and explicit partnership ourselves and others.

But if synergy is the result of all other combined practices, what does it mean missing ingredient? Why does synergy get its habit?

## The paradox of PARADIGMS

Ready to test? Take a quick look at one (and only one) of them links to two images here: Picture A or Picture B.

Done? Okay, now look at the image link here:

What do you see? Look carefully.

If you have never done this before, you are likely to see only one of:

- (A) an old woman with a hook nose;
- (B) a beautiful young woman.

In fact, deception contains both. Try a different approach. Use another Picture A or Picture B if you need help.

Even if you know this trick or can see both versions easily, it is worth it considering (i) that Covey business school classrooms have improved disagreement in answering this test and (ii) that the real world is like that as it is misleading and even more complicated.

The problem, Covey argues, is that we take different ideas for granted compete. We do not consider ourselves to be equally efficient and accurate other ways they usually are.

## POWER BY DIFFERENCE

To look at this paradox is to open the mind. It shows us what our paradigms are there is subjective; born more in initiation than intended wisdom. It offers humility and respect acceptance of our limitations and imperfections. It helps us to realize that “without experience, we are always suffering due to lack of data”. The difference, it turns out, is by no means a distraction. They-the need for complete understanding and making wise decisions.

This awareness is a spark in the heart of synergy. Whether inside us or among us, we suddenly learn to respect the same different perspectives lessons. We are looking for other ways to look at things. We build on power once and for all to compensate for the weakness. We recognize that similarities are not unity. We see that similarities are not unity.

## WHEN $1 + 1 = 100$

How does synergy sound? It is an aura of high trust and cooperation matured with acts of courage, love and truth. It is supernatural, joy, synchrony, intuition, paradigm flexibility combined with the feeling of repair and closure. Does that feel sound familiar? In your home?

From your work? Do you play sports?

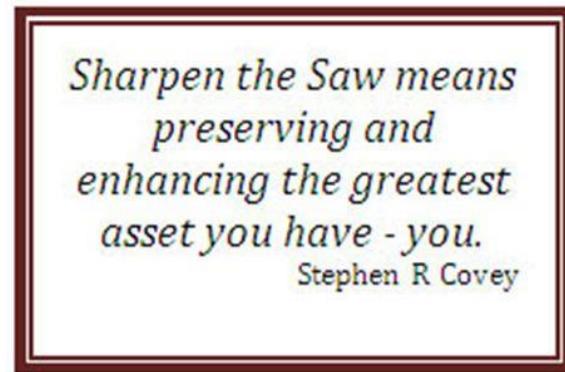
Most of us can find at least one memory of meeting, just as individuals or as groups. Sometimes those events create miracles. Sometimes they are "Stay on the edge of chaos and for some reason you go down to it". In both cases, the importance of independence is clear. Creative collaboration is a thing raw and unexpected. It requires the protection, openness and spirit of trip. For those who are able to try again, even if they sometimes burn.

As we grow from independence, we depend on each other for our role in sharing changes. We go from giving to creation. We understand that though we cannot control the paradigms of others, we cannot control our own in a way encourages others to be open. In doing so we begin to create synergy people and situations where it may not be.

Where we can respect both sides of our environment (analytical and art); when we can truly prove ourselves and not contradict those who oppose us look at the world differently; when we can free ourselves and know we will we always find our way back home: that's where we find Habit 6. That's where we are we have reached our full potential.

## HABIT 7: Sharpen the Saw

Especially now, make time for yourself!



**Fig 9.**

Where Habits 1 – 6 are tools of Performance [P], Habit 7 is the ultimate manifestation of Performance Capability [PC]. It says “If you’re going to fell a mighty tree [P], it’s important [Q2] to keep your saw sharp as possible [PC], even if that means taking a break from the cutting every once in a while.”

Staying sharp, argues Covey, means attending to 4 different areas across 2 domains:

Daily Private Victory

Aim for one hour per day, every day, for the rest of your life.

Physical Sharpness – exercise, nutrition, rest and relaxation

Mental Sharpness – reading, visualizing, planning, writing

Spiritual Sharpness – value clarification and commitment, study and meditation

Daily Public Victory

Doesn’t need explicit time, but does need practice.

Social/Emotional Sharpness – service, empathy, synergy, intrinsic security.

We all know that the benefit of investing in these areas outweighs its cost. For those who are too busy to find the time to exercise, read or make space for thinking and meditation, the kicker is this: if you do not act on these [Q2] activities, they will eventually act on you.

Why is “Sharpening the Saw” always the 7th role on our weekly planner?

Because avoiding poor outcomes takes constant renewal. It is much harder to recover from chronic illness or reskill in a world that’s outrun us than it is to stay on top in the first place.

Don’t become someone that people refer to as “once having had so much potential.” Do be the person that makes changes in their Circle of Influence that they know they should or need to.

Covey’s prescriptive suggestions in each area are minimal but solid. Building even the limited activities below into your life will leave you happier, more at peace and more effective. For more detail, you’ll find thousands of resources on Amazon and Google.

## PHYSICAL SHARPNESS

Exercise for 3 – 6 hours per week. Start slowly. The goal of every session is to make it through the next one.

Endurance – aim for 60% of your max. heart rate [ $\sim 220$  beats per minute less your age] for at least 30 minutes.  
N.B., training effect is  $\sim 72 - 87\%$  of maximal.

Flexibility – stretching before exercise, to warm up, and after it, to release lactic acid.

Strength – calisthenics (bodyweight exercises) are all you need e.g., pushups, pull-ups, sit-ups; weights are a good addition when available; N.B., almost all the benefit comes at the very end, just before failure.

## MENTAL SHARPNESS

Commit to continuous learning:

Read – aim for a book per month, then per fortnight, then per week.

Write – keep a journal of thoughts, experiences, insights and learning.

Visualize/plan – exercise the first 3 habits; especially weekly planning.

## SPIRITUAL SHARPNESS

Guidance – commit and recommit to your mission statement on a regular basis.

Peace – make time often to immerse yourself in prayer, meditation, art or nature; find time to find the “still small voice of calm”.

## SOCIAL/EMOTIONAL SHARPNESS

Our social/emotional sharpness doesn't require explicit time every day, but it does require practice.

Emotional wellbeing is primarily manifested in our relationships with others, so make commitments continually and consciously to make deposits in your Emotional Bank Accounts. let's talk about something that became an integral part of Business and Analytical discussions. Guessing is nothing but a playful guess with a few important facts.

I heard about speculation when I started preparing for math exams. At first, it was not easy to decide what to do or to find a solution. I finally looked for simple ways and solutions online and found a few ways to get a guess. For someone like me who loves to learn about observation and understanding which has helped me so much. By continuing to practice solving predictions, it is as easy as solving a basic mathematical problem. One important thing to remember, guessing there has never been a definitive answer, It is all about the method and logical thinking that determined the final answer (Plural).

Confusing!!! Let us set an example that is easy to understand.

Q: How many burgers are sold at McDonald's Outlet in Chennai per day?

Before jumping into the questionnaire there are a few steps you need to keep in mind to resolve a guess; How to deal with it: There are many ways (simple mathematical method, individual approach, method of delivery and demand) in each guess but understand the question requirement and choose the simplest and easiest way to define it.

Numbers to keep in mind: Numbers such as population, GDP, gender ratio, average family size, Global geographical location, population growth rate and other distribution should be kept in mind.

Statistics - Multiple numbers: Know the sum of zeros per million, crores, billion, trillion. Always keep your numbers simple and round as equal numbers to make calculations easier. Now, looking at a given question is the first step to solving a guess. Never hear questions with limited data or insufficient data to resolve. When questioning permissions ask a lot to understand the question clearly and consider dealing with them. In the example there are a few parameters that we need to rearrange to get a clear idea of what is requested, so let's make some ideas.

- Are you considering dine-in sales or take-and-deliver delivery too? -We think both.

- Is it a weekend or a week? - As long as it lasts a week
- The size of the exit? - Medium in thought
- Chennai area (Sub-urban, IT hub, Urban Residential area)? - Considering the IT hub
- The same Burger giant (Subway, Burger Man, Burger King) nearby? - If you think Yes
- Is there anything to offer? In this place or other nearby place? - Take Yes (same offer)

Here, we come to a clear understanding of the question. Let me rearrange: How many burgers on sale in the medium-sized McDonald's Outlet in Chennai, an IT hub during the week that combines both food and thoughtful deliveries on offer and large bursaries nearby?

### What is Market Measurement?

"Market size" is determined by the total number of potential buyers of a product or service within a particular market, as well as the total revenue that the sale can earn. It is important to calculate and understand the market size for a few reasons.

First, entrepreneurs and organizations can use market scales to estimate how much profit they can make from a new business, product or service. This helps decision-makers decide whether to invest in it.

If you choose to go further, this analysis will also help you develop a marketing strategy that addresses the unique needs and strengths of your main market.

Market benchmarking can also help you estimate the number of people you may need to hire before launching a new product or service, rather than "feel in your own way" as you explore your new market. If you know this from the start, you can improve your recruitment process, so that you have the right people in the area where you need them.

### Market Measurement Methods

There are two commonly used methods of market measurement:

1. Top Down-Market Sizing - although the way down is simple, it is often unreliable and extremely hopeless. It looks at the "appropriate" market size of your product or service, and calculates how much your organization might benefit from. For example, suppose your organization is marketing learning resources in schools. Your survey shows that there are 6,000 eligible schools in your country. You know that the average sales per school is about \$ 50,000, which means your market size is \$ 300 million. This, of course, is a staggering number of unrealistic expectations. Not all schools need your products, and they probably will not buy \$ 50,000 worth of goods each, so it can be a real challenge to capture even a small percentage

of this market. The way to the top gives you augmented data, and you often can't rely on it to make good decisions.

2. Lower-Up - This approach tends to take more time than measuring the low-level market level, because you do all your market research and do not rely solely on general predictions and trends. However, you will get a more realistic and accurate test of strength in your market. In this article, we will focus on how you can use the bottom-up method to determine your market size. How to Calculate Market Size Follow these three steps to see your market size:

- I. Define Your Targeted Market: To predict the size of your market, you need to know the type of person your product or service is most appropriate for. Your contribution should meet a need - or solve a problem - specifically for a group of people, and you need to define who these people are. Also, think about how you can reach these customers - there is no need to consider them if you cannot reach them effectively. You can use market segregation to divide your market into specific groups. This will give you a greater understanding of each group your product or service will attract, and will allow you to tailor your offering according to the specific needs of each group. Once you have identified the different potential categories in your market, select the ones you want to focus on to build your business. Now you need to decide how big the market is in each category you find. To do this, contact business organizations, data providers, community organizations, city and state development offices, or regulatory agencies that deal with business and commerce; and do your best to get a list of potential customers in the categories you have selected. For example: Your organization wants to develop medium-sized grocery store software. But, before you invest in the time and money to develop the software, you need to make sure that the market is big enough, and that people are interested enough in your product to buy it. After researching online and contacting your local business and trade department, you decide that there are approximately 10,000 grocery stores in your country, and you get a list of these stores.
- II. Use Market Research to Evaluate Interest in Your Product Obviously, not everyone in your target market will want to buy your product. So, your next step is to measure real interest. One way to do this is to focus on competitors who are directing the same group of buyers. What is their market share? And what are their annual markets for similar products or services? If your competitors are very focused on this market, this can give you a good estimate of the potential market size. However, it is almost impossible to obtain this information if they are also focused on other markets, or if they are part of large business groups. Another way to assess interest is through individual interviews, focus groups, and surveys. Ask for a sample large enough for people or businesses to fall within your target market, and explain what you can offer. The larger your sample, the better your analysis will be. Ask them questions like these:  
Is this product of interest to you?

What would they feel comfortable paying for?

How likely are you to buy the same product or product over the next two years?

It is important to come to a series of conclusions based on the feedback you receive from these focus groups or surveys. Usually, people will say one thing and do another. People tend to “think twice” before making a real purchase, and this is especially true as budgets, interests, and market conditions change. For example, within three months, you talk to 100 randomly selected grocery stores, representing one percent of your target market. Describes the concept of new software, as well as the benefits it will provide to store owners. After the presentations were completed, 35 stores expressed a strong interest in the software, as well as a willingness to purchase when it became available. To save, you reduce this number to 18. Thus, 18 percent of stores

- III. Calculate the potential sales Now you have a realistic image of how your product or service can become popular in your target market. Use this data to determine if your product is worth the investment and risk. To do this, develop a financial model for your business using the data you collect (see our articles on forecasting cash flow and the use of NPV and IRRs to find out more about this.) Then, point out the key assumptions in your model, and test them using techniques such as Scenario Analysis and Monte Carlo Analysis. For example, you have decided that 1,800 grocery stores can invest in your software, which costs \$ 30,000. If 100 percent of these stores purchase software, this could result in a \$ 54 million refund. Your organization has already estimated that it will need to invest at least \$ 7 million to develop, test, and market new software. This investment is only 13 percent of potential annual revenue, so the risk is low, even if the response is not as good as predicted. So, your organization decides to move forward with the development of new software.

### Important Points

Your "market size" is the total number of potential buyers of your product or service within a particular market. This information can be especially helpful to businesses and entrepreneurs who want to invest in new products. It can also support strategic decision-making and allow you to create evidence-based marketing strategies.

There are two ways you can determine the size of your market:

Top Down - this takes into account the "appropriate" market size of your product or service and calculates how much your organization might earn from it.

Bottom Up - complete your market research to find the exact and accurate market size of your product or service.

To calculate the market size using the vertical route, follow these three steps:

1. Describe your target market.

2. Use market research to evaluate your product interest.
3. Count possible sales.

## Pareto Analysis

### What Is Pareto Analysis?

Joseph Juran, a Romanian-American businessman, discovered Pareto's research in 1937, about 40 years after it was published. Juran went on to rename the 80-20 law as "Pareto's Goal for Equal Distribution."

Pareto analysis is a method used to make business decisions, but also works in a number of areas ranging from social economics to quality control. It is based primarily on "80-20 law." As a decision-making process, Pareto's mathematical analysis distinguishes a limited number of input items — desirable or undesirable — that have the greatest impact on the outcome.

Pareto's analysis is based on the assumption that 80% of project profitability can be achieved by doing 20% of the work — or, conversely, 80% of problems can be traced to 20% of the causes. Pareto Analysis is a powerful quality and decision-making tool. In a general sense, it is a way of finding the facts needed to set priorities.

As a decision-making process, Pareto's mathematical analysis distinguishes a limited number of input items — desirable or undesirable — that have the greatest impact on the outcome.

Pareto's analysis states that 80% of project profits or outcomes achieve 20% of work — or conversely, 80% of problems can be traced to 20% of causes.

According to Pareto's analysis, each problem or benefit is given a numerical score based on the level of impact on the company; the higher the score, the greater the impact.

The modern application of Pareto analysis is used to determine which problems cause the most problems in different departments, organizations, or business sectors.

By allocating resources to high-value issues, companies can use Pareto analysis to solve problems effectively because they can identify those issues that have the greatest impact on a business.

### Understanding Pareto Analysis

In 1906, Italian economist Vilfredo Pareto discovered that 80% of Italian land was occupied by only 20 percent of the population. He expanded his research and concluded that this unequal distribution of wealth was common throughout Europe. The 80-20 Act is officially defined as follows: The top 20% of the country's population is approximately 80% of the country's wealth or total income.

## **BUSINESS MANAGEMENT WITH Q-MATRIX**

As a leader in an organization there is a great responsibility:

General Quality Management of how the organization will operate, the individuals in the organization, the provision of goods and / or services to meet the need, to ensure appropriate working conditions. Q-MATRIX is here to help fulfill these obligations.

### **SAVE TIME, REDUCE PROBLEM AND KEEP EVERYTHING CONTROLLED**

Managing the organization day in and day out while remembering the big picture and organizational stability and organizing the staff needed to meet those needs can be stressful. Q-MATRIX provides an organization-wide quality management solution to help leaders stay in control and reduce stress.

Q-MATRIX provides a solution for staff / staff development from the perspective of the organization to the individual. Having a staff quality perspective and identifying opportunities for organizational development at a glance, performance tracking and individual development plans while tracking all required documentation helps reduce stress in organizational performance.

### **Q-MATRIX PROVIDES MATERIALS THAT DESERVE GOOD MANAGEMENT AND STAFF DEVELOPMENT.**

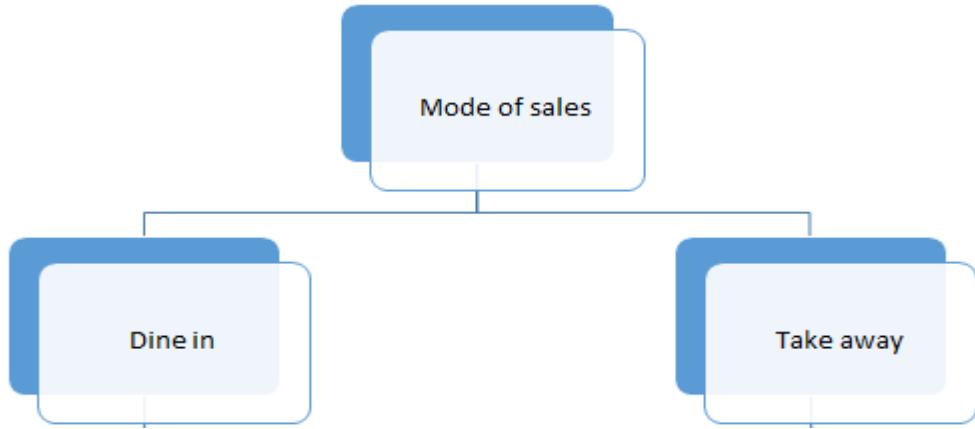
Rearranging parts or organization can be challenging and stressful; having easily accessible information to support multiple decisions and trades can be challenging and stressful. Q-MATRIX provides skills management and application management tools to make the job easier. Identifying a potential gap between the skills and competencies of employees and the needs of the organization can lead to a more efficient staffing system.

The solution addresses a major part of the pressure of administrative and marketing activities in finding suitable candidates, allowing leaders to focus on organizational analysis and decisions. Demographic indicators can be problematic and Q-MATRIX provides tools to help leaders see the need for action and develop strategies to deal with any risks.

### **QUALIFICATION MANAGEMENT ENSURES LONG-TERM SUCCESS**

Having a well-trained and satisfied staff helps ensure the long-term success of any organization and Q-MATRIX provides tools to leaders to help the organization on the path to long-term success. The ability to view individual skills and abilities related to their current or planned positions (Qualifications Management) helps to identify individual development opportunities. This could be technical, interpersonal, certification, etc.

Q-MATRIX has what it takes to be the most important management tool in any organization.



**Fig 10.**

In the third phase of the internship, we learned about the technical aspects such as SQL language for data manipulation and, MS-EXCEL, distribution system and a lot more as per the role offered by the HighRadius Corporation.

SQL is a stored computer language designed to retrieve and manage data on a related website. SQL stands for Structured Query Language. This tutorial will give you a quick start to SQL. It covers many of the topics needed for a basic understanding of SQL and hearing how it works.

### Why Learn SQL?

SQL is a structured query language, which is the ultimate computer language, to manipulate and retrieve data stored on a related website. SQL is the standard language of the Related Database System. All Related Website Management Systems (RDMS) such as MySQL, MS Access, Oracle, Sybase, Informix, Postgres and SQL Server use SQL as their site language. Also, they use a variety of vernacular languages, such as - MS SQL server uses T-SQL, Oracle uses PL / SQL, The MS Access SQL version is called JET SQL (native format) etc.

### SQL Applications

As mentioned earlier, SQL is one of the most widely used questionnaires on a website. I will list a few of them here:

- Allows users to access data on related web administration systems.
- Allows users to interpret data.
- Allows users to define data on a website and manage that data.
- Allows embedding of languages using SQL modules, libraries and advanced editors.
- Allows users to create and dispose of archives and tables.
- Allows users to create views, archives, tasks on the site.
- Allows users to set permissions on tables, processes and views.

## A brief history of SQL

1970 - Drs. IBM's Edgar F. "Ted" Codd is known as the father of information. He described the database relationship model.

1974 - Formal Questionnaire Language emerged.

1978 - IBM worked to develop Codd's ideas and produced a product called System / R.

1986 - IBM developed the first prototype of a related website and was modeled by ANSI. The first dating site was released by Relational Software later known as Oracle.

### SQL Process

When you issue a SQL command for any RDBMS, the system determines the best way to process your request and the SQL engine determines how the function will translate it. There are various components involved in this process. These sections-

Dispatcher Question

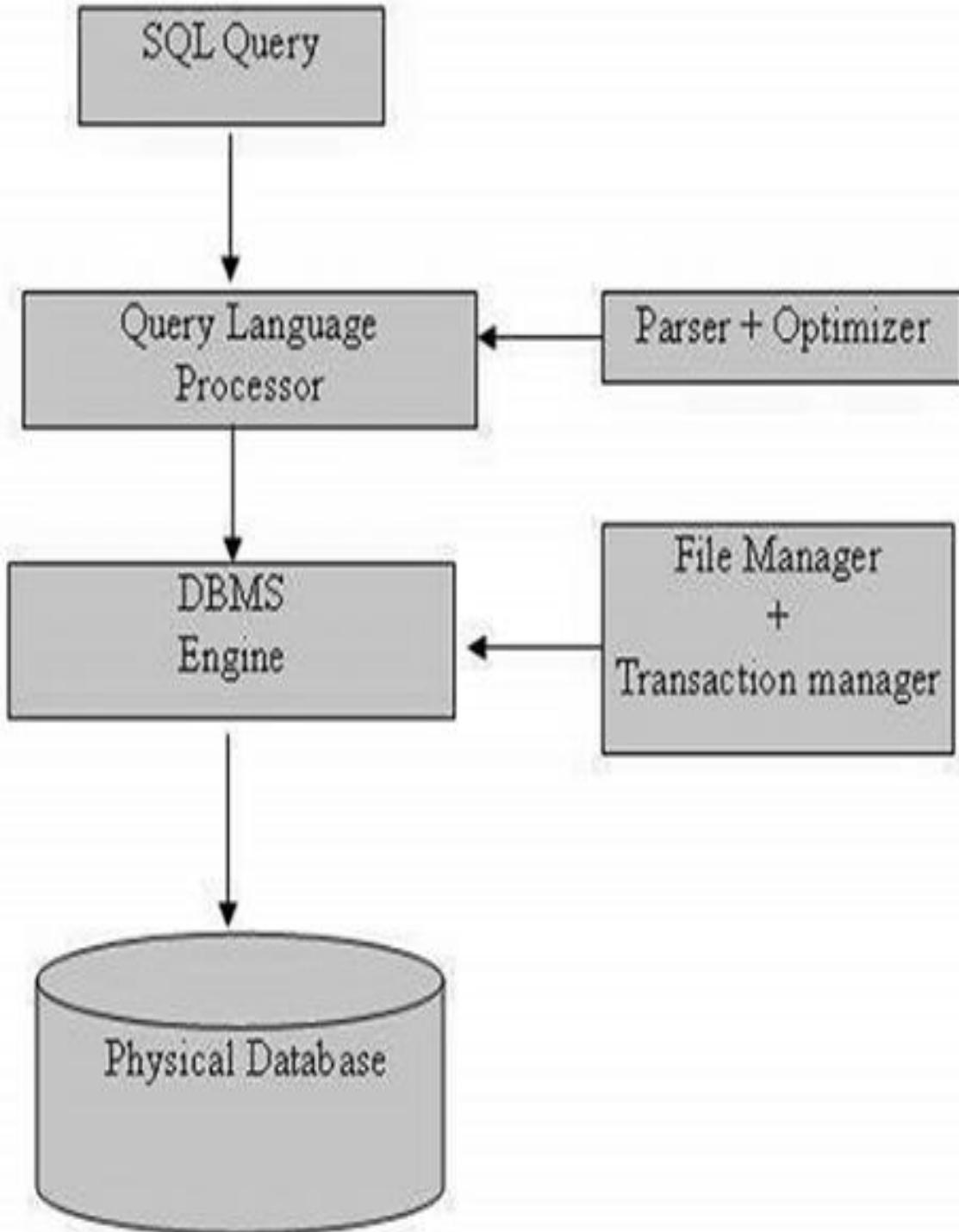
Development Engines

Old Query Engine

SQL Query Engine, etc.

The classic query engine handles all non-SQL queries, but the SQL query engine will not handle logical files. The following is a simple diagram showing SQL Architecture -

## SQL Commands



**Fig 11.**

The standard SQL instructions for dealing with related information sites are CREATE, SELECT, INSTALL, UPDATE, Delete and Done. These commands can be divided into the following groups according to their nature

## DML - Data Manipulation Language

Sr.No.	Command & Description
1	<b>SELECT</b> Retrieves certain records from one or more tables.
2	<b>INSERT</b> Creates a record.
3	<b>UPDATE</b> Modifies records.
4	<b>DELETE</b> Deletes records.

## DDL - Data Definition Language

Sr.No.	Command & Description
1	<b>CREATE</b> Creates a new table, a view of a table, or other object in the database.
2	<b>ALTER</b> Modifies an existing database object, such as a table.
3	<b>DROP</b> Deletes an entire table, a view of a table or other objects in the database.

## DCL - Data Control Language

Sr.No.	Command & Description
1	<b>GRANT</b> Gives a privilege to user.
2	<b>REVOKE</b> Takes back privileges granted from user.

What is RDBMS?

RDBMS stands for Relational Database Management System. RDBMS is the basis of SQL, and on all modern web applications such as MS SQL Server, IBM DB2, Oracle, MySQL, and Microsoft Access.

The Relational database management system (RDBMS) is a database management system (DBMS) based on the relationship model as introduced by E. F. Codd.

What is a table?

The data in the RDBMS is stored on a website called tables. This table is basically a collection of related data included and contains multiple columns and rows.

What is a field?

Each table is divided into smaller sections called fields. The fields in the CUSTOMERS table include ID, NAME, AGE, ADDRESS and SALARY. A field is a table column designed to store specific information about each record in the table.

What is a Record or Line?

The record is also called the data line for each entry in the table.

What is a column?

A column is a vertical table business that contains all the information associated with a particular field in a table.

What is NULL value?

NULL value refers to a value in a field that appears to be empty, meaning that a field with a value of NULL is a field that has no value. It is very important to understand that the NULL value differs from the zero value or field containing spaces. NULL field is the one left blank during record creation.

## SQL SELECT Statement

```
SELECT column1, column2....columnN  
FROM table_name;
```

## SQL DISTINCT Clause

```
SELECT DISTINCT column1, column2....columnN  
FROM table_name;
```

## SQL WHERE Clause

```
SELECT column1, column2....columnN  
FROM table_name  
WHERE CONDITION;
```

## SQL AND/OR Clause

```
SELECT column1, column2....columnN  
FROM table_name  
WHERE CONDITION-1 {AND|OR} CONDITION-2;
```

## SQL IN Clause

```
SELECT column1, column2....columnN  
FROM   table_name  
WHERE  column_name IN (val-1, val-2,...val-N);
```

## SQL BETWEEN Clause

```
SELECT column1, column2....columnN  
FROM   table_name  
WHERE  column_name BETWEEN val-1 AND val-2;
```

## SQL LIKE Clause

```
SELECT column1, column2....columnN  
FROM   table_name  
WHERE  column_name LIKE { PATTERN };
```

## SQL ORDER BY Clause

```
SELECT column1, column2....columnN  
FROM   table_name  
WHERE  CONDITION  
ORDER  BY column_name {ASC|DESC};
```

## SQL GROUP BY Clause

```
SELECT SUM(column_name)  
FROM   table_name  
WHERE  CONDITION  
GROUP  BY column_name;
```

## SQL COUNT Clause

```
SELECT COUNT(column_name)
FROM   table_name
WHERE  CONDITION;
```

## SQL HAVING Clause

```
SELECT SUM(column_name)
FROM   table_name
WHERE  CONDITION
GROUP BY column_name
HAVING (arithmetic function condition);
```

## SQL CREATE TABLE Statement

```
CREATE TABLE table_name(
column1 datatype,
column2 datatype,
column3 datatype,
.....
columnN datatype,
PRIMARY KEY( one or more columns )
);
```

## SQL DROP TABLE Statement

```
DROP TABLE table_name;
```

## SQL CREATE INDEX Statement

```
CREATE UNIQUE INDEX index_name
ON table_name ( column1, column2,...columnN );
```

---

## SQL DROP INDEX Statement

```
ALTER TABLE table_name  
DROP INDEX index_name;
```

## SQL DESC Statement

```
DESC table_name;
```

## SQL TRUNCATE TABLE Statement

```
TRUNCATE TABLE table_name;
```

## SQL ALTER TABLE Statement

```
ALTER TABLE table_name {ADD|DROP|MODIFY} column_name {data_type};
```

## SQL ALTER TABLE Statement (Rename)

```
ALTER TABLE table_name RENAME TO new_table_name;
```

## SQL INSERT INTO Statement

```
INSERT INTO table_name( column1, column2....columnN)  
VALUES ( value1, value2....valueN);
```

## SQL UPDATE Statement

```
UPDATE table_name  
SET column1 = value1, column2 = value2....columnN=valueN  
[ WHERE CONDITION ];
```

## SQL DELETE Statement

```
DELETE FROM table_name  
WHERE {CONDITION};
```

## SQL CREATE DATABASE Statement

```
CREATE DATABASE database_name;
```

## SQL DROP DATABASE Statement

```
DROP DATABASE database_name;
```

## SQL USE Statement

```
USE database_name;
```

## SQL COMMIT Statement

```
COMMIT;
```

## SQL ROLLBACK Statement

```
ROLLBACK;
```

## SQL issues

Limitations are the rules that apply to the data columns in the table. These are used to limit the type of data that can be entered into the table. This ensures the accuracy and reliability of the data on the website. Limits can be column level or table level. Column level limits are applied to only one column while table table limits are applied to the entire table.

The following are some of the most used barriers found in SQL -

NOT NULL Constraint - Confirms that the column cannot contain NULL value.

DEFAULT Constraint - Provides a default column value when no one is specified.

UNIQUE Constraint - Ensures that all values in the column are unique.

KEY - Alternatively identifies the line / record in the website table.

External Key - Identifies the row / record separately from any other website table.

CHECK Limit - Barrier CHECK ensures that all values in the column meet certain conditions.

HEAD - Used to build and extract data from a website very quickly.

## Data Integrity

The following categories of data integrity are available for each RDBMS -

Business Integrity - There are no duplicate lines in the table.

Domain Integrity - Forces the valid entries of a particular column by limiting the type, format, or range of values.

References to references - Lines cannot be deleted, used by other records.

Integrity of User Definition – Applies certain business rules that do not apply to the business, domain or indexed integrity.

## Website Design

Web site customization is the process of organizing data on a website. There are two reasons for this practice -

Eliminate unwanted data, for example, storing the same data in more than one table.

Ensuring that data dependence makes sense.



**Fig 12.**

### What is Business-to-Business (B2B)?

Business-to-business (B2B), also called B-to-B, is a type of transaction between businesses, such as one that involves both the manufacturer and the seller, or the seller and the seller. Business-to-business means business done between companies, rather than between companies and individual buyers. Business-to-business differs from business-to-consumer (B2C) and business-to-government (B2G). Business-to-business (B2B) is a business or business formed between one business and another, such as a merchant and a seller.

B2B transactions usually take place in a supply chain, where one company will purchase equipment for another to be used in the production process. B2B transactions are also common in automotive industry companies, as well as property management, housing maintenance, and industrial cleaning companies.

Meanwhile, a business transaction to a buyer (B2C) is a transaction between a company and an individual buyer.

Business-to-business transactions are common in the general supply chain, as companies purchase parts and products similar to other consumables used in production processes. Finished products can be sold individually through business transactions to the consumer.

In the case of communication, business-to-business refers to the ways in which employees from different companies can communicate, such as on social media. This type of communication between employees of two or more companies is called B2B communication.

Business-to-business transactions and large corporate accounts are common in productive firms. Samsung, for example, is one of Apple's leading providers in the production of the iPhone. Apple also has B2B partnerships with firms such as Intel, Panasonic and semiconductor manufacturer Micron Technology.

B2B transactions are also the backbone of the automotive industry. Most car parts are made independently, and car manufacturers buy these parts to assemble cars. Tires, batteries, electrical appliances, pipes and door locks, for example, are usually manufactured by various companies and sold directly to car manufacturers.

Service providers also engage in B2B activities. Companies that specialize in real estate management, housekeeping, and cleaning industries, for example, often sell these services only to other businesses, rather than to each buyer.

## What is Business-to-Buyer (B2C)?



**Fig 13.**

The term business-to-consumer (B2C) refers to the process of selling products and services directly between a business and consumers who are end users of its products or services. Many companies that sell directly to consumers can be called B2C companies.

B2C became very popular during the dotcom boom in the late 1990s when it was widely used to refer to online retailers who sell products and services to online consumers.

As a business model, business-to-consumer is very different from the business-to-business (B2B) model, which means trading between two or more businesses.

Business-to-consumer refers to the process of businesses selling products and services directly to consumers, with no middle ground.

B2C usually refers to online retailers that sell products and services to consumers online.

B2C online has become a threat to traditional retailers, who have benefited by adding a brand to the price.

However, companies such as Amazon, eBay, and Priceline have evolved, eventually becoming disruptive to the industry.

Business-to-consumer (B2C) is among the most popular and well-known models. Michael Aldrich began using the B2C concept in 1979, which used television as the first line of communication for consumers.<sup>1</sup>

B2C often means shopping at supermarkets, restaurants, paid movies when you watch, and infomercials. However, the rise of the internet has created a new B2C business channel in the form of e-commerce or selling goods and services online.

Although many B2C companies became victims of the dotcom harassment that followed as investors' interest in the industry diminished and business finance dried up, B2C leaders such as Amazon and Priceline survived the movement and saw great success.

Any business that relies on B2C sales must maintain good relationships with their customers to ensure it returns. Unlike business-to-business (B2B), its marketing campaigns aimed at displaying the value of a product or service, companies that rely on B2C often receive emotional responses to their advertising to their customers.

### **B2C Storefronts vs. Internet Retailers**

Traditionally, many manufacturers sell their products to reputable retailers. Retailers make a profit with watches that they add to the price paid by the manufacturer. But that changed when the internet came along. New businesses sprang up promising to sell directly to the buyer, thus cutting off the average person — the seller — and lowering prices. During the dotcom boom boom in the 1990's, businesses struggled to protect their web presence. Many retailers are forced to close their doors and leave the business.

In the decades after the dotcom revolution, B2C web-based companies continue to dominate their common rivals of brick and mortar. Companies like Amazon, Priceline, and eBay have survived the first dotcom boom. They continued to increase their initial success to become industry disruptors.

### **B2C In the Digital World**

There are five types of B2C online business models that many companies use online to target consumers.

1. Direct Dealers. This is a common model where people buy goods from online retailers. This may include manufacturers or small businesses or online versions of supermarkets that sell products from different manufacturers.
2. Internet mediators. These are links or links that are not the owners of the products

## DISTRIBUTION CHANNEL



**Fig 14.**

What is a Distribution Channel?

A distribution channel is a series of businesses or intermediaries that go through a good process or service until it reaches the end buyer or end consumer. Distribution channels can include retailers, distributors, and even the Internet.

Distribution channels are part of the process below, which answers the question "How do we get our product from a consumer?" This is in contrast to the process going up the river, also known as the supply chain, which answers the question "Who are our suppliers?"

A distribution channel represents a series of businesses or intermediaries in which the last buyer buys a product or service.

Distribution channels include retailers, distributors, and the Internet.

In a direct distribution channel, the manufacturer sells directly to the buyer. Indirect channels involve multiple connectors before the product is completely in the hands of the consumer.

A distribution channel is the way in which all goods and services must travel in order to reach the intended buyer. In contrast, it also describes method payments made from the end buyer to the actual seller. Distribution channels can be short or long, and depend on the number of intermediaries required to deliver the product or service.

Goods and services sometimes reach consumers through multiple channels — a combination of short and long. Increasing the number of ways a consumer can get a good deal can increase sales. But it can also create complex systems that sometimes make distribution management difficult. Longer distribution channels can also mean a small profit per link for each producer for their work.

### Direct and indirect channels

Channels are divided into two different forms — direct and indirect. The direct channel allows the consumer to buy from the manufacturer while the indirect channel allows the consumer to buy goods from the retailer or distributor. Indirect channels are common in goods sold in brick-and-mortar stores.

Generally, if there are additional connectors involved in the distribution channel, the price of the property may increase. Conversely, a direct or short channel can mean lower costs to consumers because they are buying directly from the manufacturer.

### Types of Distribution Channels

Although the distribution channel may seem endless at times, there are three main types of channels, all of which include a manufacturer, retailer, distributor, and end buyer.

The first channel is the longest because it includes all four: manufacturer, retailer, distributor, and buyer. The adult wine and beverage industry is a good example of this long distribution channel. In this industry — thanks to rules born without restriction — the wine company cannot sell directly to the seller. It operates in a three-phase system, which means that the law requires a wine company to first sell its product to a retailer and then to the distributor. The distributor then sells the product to the final buyer.

The second channel disconnects the seller — where the manufacturer sells directly to the seller who sells the product to the final buyer. This means that the second channel contains only one mediator. Dell, for example, is big enough to sell its products directly to reputable retailers like Best Buy.

The third and final channel is the direct model for the consumer where the manufacturer sells its product directly to the end consumer. Amazon, which uses its platform to sell Kindles to its customers, is an example of a straightforward model. This is the shortest distribution channel possible, cutting through both the seller and the distributor.

### Choosing the Right Distribution Channel

Not all distribution channels work for all products, so it is important for companies to choose the right one. The channel must be aligned with the overall purpose of the company and the strategic vision of integrating it with its marketing goals.

The distribution method should add value to the buyer. Do buyers want to talk to the seller? Will they want to manage the product before buying? Or do they want to buy it online without any problems? Answering these questions can help companies decide which channel to choose.

Second, a company should consider how quickly it wants its products to reach the consumer. Some products are better given a direct distribution channel such as meat or product, while others may benefit from indirect channels.

If a company chooses multiple distribution channels, such as selling products online and, in a retailer, the channels should not clash. Companies need to develop strategies so that one channel does not override the other.

### What is a Distribution Channel and What Components Do We Have?

The term "distribution channel" refers to the methods used by a company to deliver products or services to the end consumer. It usually involves a network of medium-sized businesses such as manufacturers, retailers, and wholesalers. Selecting and monitoring distribution channels is an important aspect of procurement control.

### What Is the Difference Between Direct and Indirect Distribution Channels?

Direct distribution channels are what allow the service provider or service provider to deal directly with their customer. For example, a company that makes clothes and sells them directly to its customers using an e-commerce platform will be using a direct distribution channel. Conversely, if the same company had to rely on a network of retailers and wholesalers to sell its products, it would be using an indirect distribution channel.

### What Are The 3 Types of Distribution Channels?

Three types of wholesale distribution channels, retailers, and direct sales to the buyer. Retailers are medium-sized businesses that buy large quantities of a product from a manufacturer and then sell it to retailers or — sometimes — up to the buyers themselves.

## Tips and Tricks of Excel

Action	Shortcut Key
Insert Current Date	<b>Ctrl + ;</b>
Insert Current Time	<b>Ctrl + Shift + ;</b>
Apply Date Format	<b>Ctrl + Shift + #</b>
Apply Time Format	<b>Ctrl + Shift + @</b>

**Fig 15.**

What is Excel?

Microsoft Excel is powerful data visualization and analysis software, which uses spreadsheets to store, organize, and track data sets with formulas and functions. Excel is used by marketers, accountants, data analysts, and other professionals. It's part of the Microsoft Office suite of products. Alternatives include Google Sheets and Numbers.

Excel is primarily used for creating financial documents because of its strong computational powers. You'll often find the software in accounting offices and teams because it allows accountants to automatically see sums, averages, and totals. With Excel, they can easily make sense of their business' data.

While Excel is primarily known as an accounting tool, professionals in any field can use its features and formulas — especially marketers — because it can be used for tracking any type of data. It removes the need to spend hours and hours counting cells or copying and pasting performance numbers. Excel typically has a shortcut or quick fix that speeds up the process.

## Documents You Can Create in Excel

Income Statements: You can use an Excel spreadsheet to track a company's sales activity and financial health.

Balance Sheets: Balance sheets are among the most common types of documents you can create with Excel. It allows you to get a holistic view of a company's financial standing.

Calendar: You can easily create a spreadsheet monthly calendar to track events or other date-sensitive information.

Here are some documents you can create specifically for marketers.

Marketing Budgets: Excel is a strong budget-keeping tool. You can create and track marketing budgets, as well as spend, using Excel.

Marketing Reports: If you don't use a marketing tool such as Marketing Hub, you might find yourself in need of a dashboard with all of your reports. Excel is an excellent tool to create marketing reports.

Editorial Calendars: You can create editorial calendars in Excel. The tab format makes it extremely easy to track your content creation efforts for custom time ranges.

Traffic and Leads Calculator: Because of its strong computational powers, Excel is an excellent tool to create all sorts of calculators — including one for tracking leads and traffic.

This is only a small sampling of the types of marketing and business documents you can create in Excel.

## Excel Formulas

It's easy to get overwhelmed by the wide range of Excel formulas that you can use to make sense out of your data. If you're just getting started using Excel, you can rely on the following formulas to carry out some complex functions — without adding to the complexity of your learning path.

Equal sign: Before creating any formula, you'll need to write an equal sign (=) in the cell where you want the result to appear.

Addition: To add the values of two or more cells, use the + sign. Example: =C5+D3.

Subtraction: To subtract the values of two or more cells, use the - sign. Example: =C5-D3.

Multiplication: To multiply the values of two or more cells, use the \* sign. Example: =C5\*D3.

Division: To divide the values of two or more cells, use the / sign. Example: =C5/D3.

Putting all of these together, you can create a formula that adds, subtracts, multiplies, and divides all in one cell. Example: =(C5-D3)/((A5+B6)\*3).

For more complex formulas, you'll need to use parentheses around the expressions to avoid accidentally using the PEMDAS order of operations. Keep in mind that you can use plain numbers in your formulas.

## Excel Functions

Excel functions automate some of the tasks you would use in a typical formula. For instance, instead of using the + sign to add up a range of cells, you'd use the SUM function. Let's look at a few more functions that will help automate calculations and tasks.

- **SUM:** The SUM function automatically adds up a range of cells or numbers. To complete a sum, you would input the starting cell and the final cell with a colon in between. Here's what that looks like: `SUM(Cell1:Cell2)`. Example: `=SUM(C5:C30)`.
- **AVERAGE:** The AVERAGE function averages out the values of a range of cells. The syntax is the same as the SUM function: `AVERAGE(Cell1:Cell2)`. Example: `=AVERAGE(C5:C30)`.
- **IF:** The IF function allows you to return values based on a logical test. The syntax is as follows: `IF(logical_test, value_if_true, [value_if_false])`. Example: `=IF(A2>B2, "Over Budget", "OK")`.
- **VLOOKUP:** The VLOOKUP function helps you search for anything on your sheet's rows. The syntax is: `VLOOKUP(lookup_value, table_array, column_number, Approximate match (TRUE) or Exact match (FALSE))`. Example: `=VLOOKUP([@Attorney],tbl_Attorneys,4,FALSE)`.
- **INDEX:** The INDEX function returns a value from within a range. The syntax is as follows: `INDEX(array, row_num, [column_num])`.
- **MATCH:** The MATCH function looks for a certain item in a range of cells and returns the position of that item. It can be used in tandem with the INDEX function. The syntax is: `MATCH(lookup_value, lookup_array, [match_type])`.
- **COUNTIF:** The COUNTIF function returns the number of cells that meet a certain criterion or have a certain value. The syntax is: `COUNTIF(range, criteria)`. Example: `=COUNTIF(A2:A5, "London")`.

## Introduction to G suite:



**Fig 16.**

## What Was G Suite?

Before we talk about Google Workspace, let's take a look back at G Suite. The service started in 2006 as a way for organizations to use Google's services on their own domains for a monthly subscription.

Rather than maintaining their own network storage, email server, and other various tools, G Suite allowed organizations to use Google's suite of cloud-based productivity and collaboration tools as the backend of their business.

The original set of tools included Gmail, Google Talk, Google Calendar, and Google Page Creator. Over time, it expanded to include Google Docs, Sheets, Slides, Forms, Google Drive, Google Chat, and Meet.

# What Is Google Workspace?

Google Workspace continues the evolution of G Suite. In fact, it's not even the first name change. The service was originally called "Google Apps for Your Domain." Later, it was rebranded to simply "Google Apps," before it was eventually renamed to "G Suite" in 2016.

Google talked about how the name "G Suite" had the connotation of a very traditional work environment. As the concept of a workspace changed, it felt the name needed to invoke that shift.

At the core, Google Workspace is the same service as G Suite. It's the culmination of several changes Google made throughout 2020. The separate tools have deeper integration with each other. Rather than jump between Gmail, Docs, Meet, etc., everything is available in one central spot.

## HighRadius Product brief



Fig 17.

## Order to Cash



## Autonomous Receivables

### Credit →

Automated, proactive credit reviews and faster customer onboarding

### EIPP →

Electronic invoicing through web, email, fax, print + mail and easy payments with ACH, credit cards

### Cash Application →

Zero-touch, straight-through remittance capture and payment posting

### Deductions →

Automated research and resolution of trade and non-trade deductions

### Collections →

Automated dunning, improved collector KPIs, lower past-due and DSO

Fig 18.

## Autonomous Receivables

World's Only AI-Powered Accounts Receivable Solution to Create Working Capital Impact

Reduce DSO and bad debt with the best Accounts Receivable Management Software. Connect credit, billing & invoicing, cash application, deductions, and collections into a single business process. Build a high performance culture for your O2C teams.

[BOOK A DEMO](#)



Fig 19.

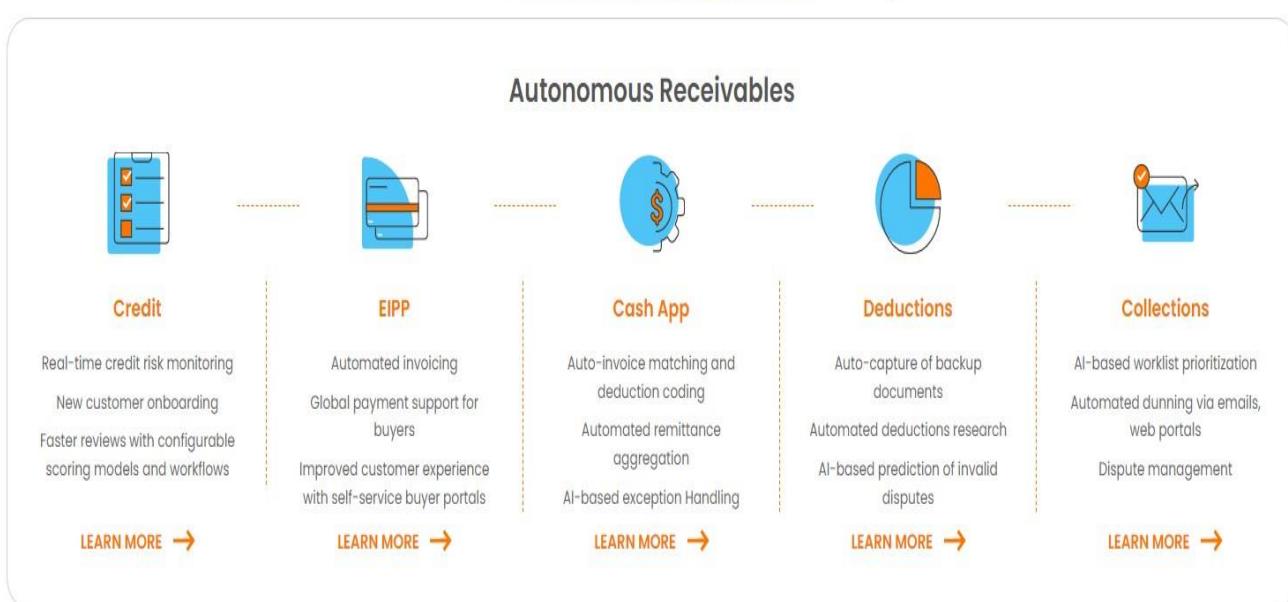


Fig 20.

## Treasury and Risk Management



## Autonomous Treasury

### Cash Forecasting →

Accurate cash flow forecasts delivered automatically by Artificial Intelligence

### Cash Management →

Enable greater visibility and control on cash positions across all your bank accounts



Fig 21.

Autonomous Treasury

## Cash Forecasting

- End-to-End Automation
- Formula and AI-based Forecasts for Highest Accuracy
- Detailed Variance & Scenario Analysis
- Real-time Collaboration
- Continuously Refreshed Dashboards and KPIs

TALK TO AN EXPERT

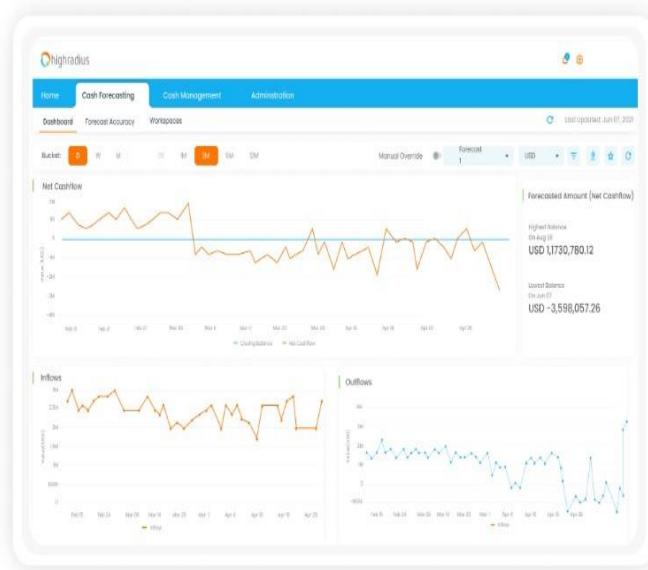


Fig 22.

Autonomous Treasury

## Cash Management Software

- Continuous global cash visibility with automated bank integrations
- Automated reconciliation of cash balances to prior day cash activity
- Global data repository for cash transactions
- Easy bank account signatory administration
- Easy tracking of intercompany transactions, notional pools, and more

TALK TO AN EXPERT

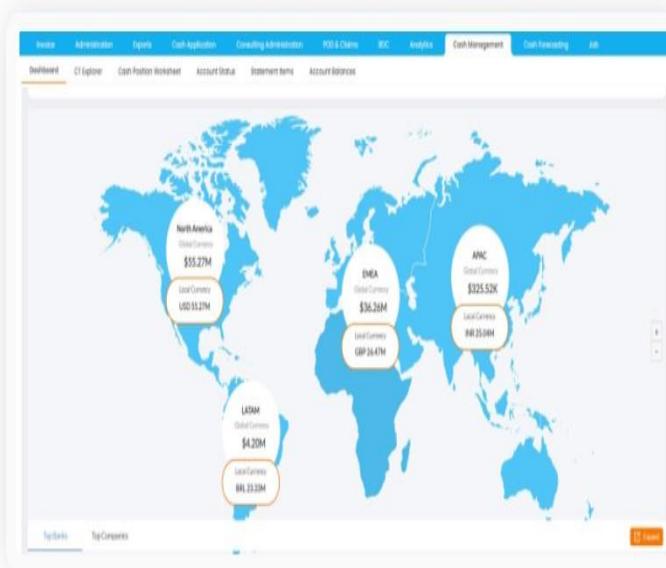


Fig 23.

**Record to Report**



## Autonomous **Accounting**

**Financial Close →**

AI-Powered Close Management for integrated accounting

**Account Reconciliation →**

Connected Workspace for integrated accounting



**Fig 24.**

Autonomous Accounting for Record to Report

## Financial Close

End-to-end Financial Close Automation to enable day-zero close with close task and project templates, automated workflow and close task management, and accounting anomaly detection

- Up to 40% reduction in month-end close time
- Audit-friendly, SOX compliant Record-to-Report operation
- 100% task and reporting accuracy

[REQUEST A DEMO](#)

Fig 25.

Autonomous Accounting for Record to Report

## Account Reconciliation

Optimize Account Reconciliation by identifying and resolving variances for General Ledger Accounts through configurable matching rules and algorithms

- Up to 90% Auto-certification of accounts every month
- SOX compliant and audit-ready
- 100% Balance sheet reconciliations reviewed before ledger close

Fig 26.

## Business Communication Skills:



**Fig 27.**

Business communication is the process of sharing information between people within and outside the company. Effective business communication is the way employees and managers work together to achieve organizational goals. Its purpose is to improve organizational processes and reduce errors. The importance of business communication is also:

- Introducing new business options / ideas
- Making plans and suggestions (business writing)
- Making decisions
- Reaching agreements
- Shipping and fulfilling orders

- Successful marketing
- Successful meetings

Related: Business Communications Status Report Unveils Shocking New Trends by 2020

All planned activities in a company are based on a business communication system.

This can be anything from management communication to technical communication with vendors.

And when communication is unclear, the company's core systems are in danger of collapsing.

Data show that 60% of internal communication technicians do not measure internal communication.

## **Types of Business Communication**

Let us first identify the main types of communication in a normal organization. First, we have an internal business connection. Internal business contacts can be:

Top communication: any communication from manager to manager. Or from someone else to the organizational stage. Lower communication / Management communication: anything from higher to lower.

Background communication / Technical communication: internal or departmental communication between colleagues. Then there is the external business connection.

External business communication is any message that leaves your office and internal staff. It involves working with customers, vendors, and anything else that affects your product. You can organize all the communications in this spectrum into four types of business communications.

Receiving and receiving instructions and assignments both up and down. This includes successful transmission from one person to another. Many problems in business start with poor communication in this area.

Sharing and discussing information, including ongoing information sharing in meetings. If communication fails in this area, it causes the tasks to be performed incorrectly or not at all.

Provide feedback, correction, and discipline to people reporting to you so that they have the knowledge and tools they need to do their job better. Giving a positive, effective response is an important skill for anyone in a leadership position. Non-verbal communication and body language also play a role here.

Meetings and discussions to resolve problems and make decisions. These are considered important discussions in any organization. This includes higher critical thinking and better communication technology.

## **Business Communication Methods**

When business communication actually occurs, it is spoken orally or in writing. In addition, communication takes place directly / face-to-face or remotely. None of this is better or worse for your own company and depends entirely on the context.

Communication in writing is excellent for keeping track of decisions and actions as well as integrating strategies and plans into place. Verbal interaction allows for faster ideas and more open flow of thoughts.

Some companies are in the same office. Others have offices in different areas of time. Some are completely remote and have no visible area (Buffer and Zapier are good examples of private companies in the area). Here are some business communications that apply to some or all of the above situations:

### **1) Web-based communication**

This includes daily communication channels such as emails and instant messaging apps (such as Slack, Hangouts, or Nextiva Chat).

The benefits of email and messaging lie in being able to lead private conversations in a busy office environment, as well as sharing text messages with many people — from a few to hundreds — all at once.

### **2) Telephone meetings**

Phones remove local barrier to run productive, fast meetings. It allows for better exchange of ideas due to non-verbal communication (voice tone) compared to written communication. Cloud phone systems can speed up the entry and team interaction across.

### **3) Video conference**

Excellent video conference programs help people in remote areas conduct meetings that feel as close to personal meetings as possible. They take the phone meetings one step further.

### **4) Face-to-face meetings**

Personal meetings can help a business move forward with ideas faster. Research shows that private meetings produce more ideas than practical meetings.

However, having a strong meeting agenda is essential for successful meetings. 46% of regular or never-leaving employees know what to do next.

### **5) Official reports and documents**

Copywriting jobs that affect other people and departments is an important part of a fuel-efficient business communication system. The ability to refer to a text at any time reduces the chance of confusion or misunderstanding and provides additional clarity in communication.

## 6) Presentations

PowerPoint-backed presentation presentations and PowerPoint slides are often the way meetings with large groups are conducted. These are great for sharing new ideas in a way that creates a space for questions and any clarity.

## 7) Forum boards and FAQs

Internal space for staff to look at frequently asked questions in various departmental topics and ask new ones that will make them more productive and up-to-date on the subject.

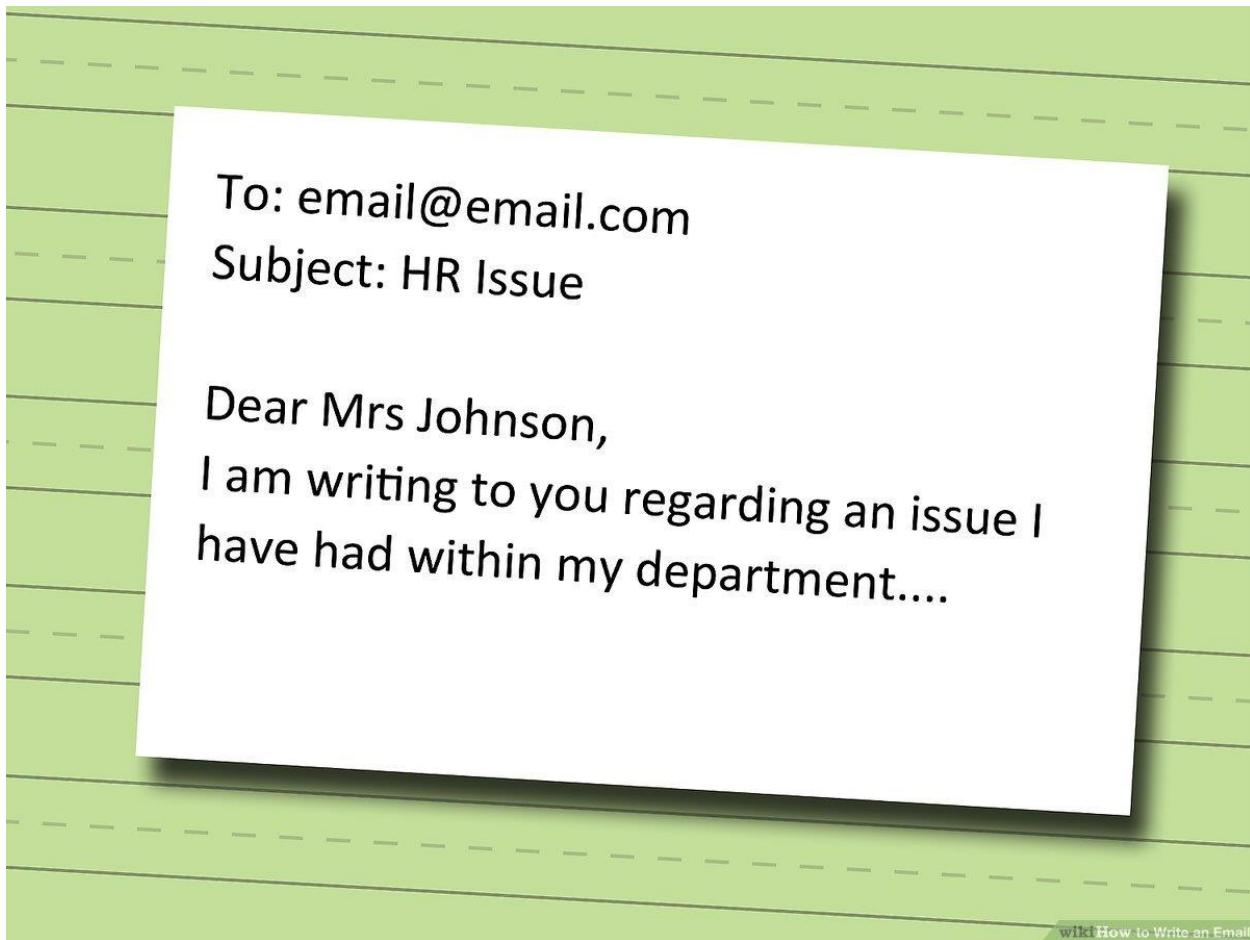
## 8) Research

Both internal and customer surveys are a great way to gather feedback and ratings on important topics. The survey facilitates a healthy cycle of feedback-based development and opens up a channel of communication between all levels within the organization.

## 9) Customer management functions

This can include any customer relationship function. Examples include live chat support, customer

## Principles Of Email Writing and Importance in Cooperate world:



**Fig 28.**

Email writing is an important part of professional communication. It is not easy to get people to respond to your emails if they feel uninterested in your message or suggestion. This is one of the reasons why you should learn to write good emails. Be courageous. Get the point quickly. The best email communication is the one that is simple and clear.

Here are a few tips to keep in mind when sitting down to compose emails. Emails can be casual or professional, such as informal and official characters. The email format changes depending on the type of email you are typing. However, accurate grammar and spelling are factors that must be taken seriously.

## **When you start writing an email**

Make sure you type in the correct email id. Always check with the recipient with a specific email address because even a non-stop email address can send your email to the wrong person or the email will just jump.

The Subject Line is the next most important thing you should consider carefully because that is the first thing anyone who receives an email can see. It also determines whether the recipient would want to open the email. ‘From the queue is used by recipients to decide whether to delete the email. The theme is what motivates people to open email.’, Said Loren McDonald. Spend twice as much time as you do with bodybuilding to write a title.

See if your greetings or greetings are appropriate with the recipient. Greetings build friendships.

Email body means what the email is about. Specify what you want your recipient to know. Make sure you have everything you want to convey in simple words. Do not use voice language or long retrospective sentences. Try not to duplicate words or use recorded words. Make your message beautiful, even if you reject the offer. If you have to follow, do it before they remind you. Keep it short. Use standard font style and size. Perform final spelling / grammar / learning to correct an error.

Finally, Close the email with a polite note and read it before clicking send. Closing should feel real; only then will the recipient want to respond.

## Business Ethics



**Fig 29.**

Every company has a code of conduct that applies to both the business and its employees. Business principles govern that code of conduct. Companies generally accept business ethics voluntarily, but sometimes those rules are set by law. A company's business ethics can shape the perception of the world, its business partners and its customers, so it can be key to its success. This article explores the ethical principles of a business, what it is, why it matters, and its various types.

### What is Business Ethics?

Business principles refer to a set of ethical principles that govern company conduct. These principles govern all aspects of a company's life, including its relationship with government and other businesses, its employee conduct, and its relationships with its customers. Whenever there are any ethical issues or disputes, the business will consider these basic principles to help resolve those situations.

## **Why Are Business Principles Important?**

First, make sure that the company complies with all applicable laws. Legal performance, whether at the local or national level, preserves the company's respect among its peers and potential customers or customers, and enables it to continue operating.

The company's business principles also help to attract high-quality employees. Businesses that cater to their employees at all levels and who treat them according to high ethical standards will attract job seekers. Also, if you work for a company that respects its employees, you are more likely to do well and stay in business longer.

Lastly, a business that treats its customers or customers fairly builds trust in them, as well as ongoing relationships. These customers will be returning customers and will likely recommend that business to people under their influence. Also, a business that is known for its high ethics can earn respect and raise the quality of its product.

## Types of Business Conduct Principles



**Fig 30.**

There are different types of business principles. Both the nature of the company's business and the company's presence can affect emphatic ethics. The following are some of the most common business ethics.

### 1. Personal responsibility

Every person who works for the business, regardless of rank or entry level, will be expected to demonstrate his or her commitment. This could mean completing tasks your supervisor has assigned you, or completing tasks for

your job description. If you have made a mistake, you admit your mistake and do whatever you need to do to correct it.

## **2. Company liability**

Businesses have responsibilities to their employees, their clients or customers, and, in some cases, to their board of directors. Some of these may be contract or legal obligations, others may be promises, for example, to conduct business properly and to treat people with dignity and respect. Whatever those obligations, the business has an obligation to keep them.

## **3. Integrity**

Both businesses and their employees are expected to demonstrate loyalty. Employees must be honest with their colleagues, management, and company. This may include speaking up about the business in public and speaking only about personal and business matters. The loyalty of a customer or client is important for a company not only to maintain good business relationships but also to attract business with a good reputation.

## **4. Respect**

Respect is an important business ethic, both in the way a business treats its customers, customers and employees, and in the way its employees treat each other. When you show respect to someone, that person feels like an important member of a team or an important customer. You care about their opinions, keep your promises to them, and work hard to resolve whatever problems they may have.

## **5. Honesty**

A business develops loyalty to its customers, customers and employees with honesty, transparency and integrity. Employees should feel that they can trust the business to adhere to the terms of their employment. Clients and customers must be able to trust the business with their money, data, contract obligations and confidential information. Honesty encourages people to do business with you and helps you maintain a good reputation.

## **6. Justice**

When an entity exercises fairness, it applies the same standards to all employees regardless of position. The same expectations regarding honesty, integrity and responsibility imposed on a top-level employee apply also to the CEO. The business will treat its customers with equal respect, providing the same goods and services to all based on the same principles.

## 7. Social and environmental responsibility

Businesses will not only behave responsibly to their customers, customers and employees, but also about the community and the environment. Many companies are looking for ways to give back to their communities through volunteer work or investment. They will also take steps to reduce waste and promote a safe and healthy environment.

### Group Discussion



**Fig 31.**

Group discussion (GD), because of this term, refers to the exchange of ideas by participants on a particular topic. The whole idea is to bring a group of people together in one place to share their ideas, thus providing an opportunity to demonstrate not only their knowledge, but also to understand and improve their learning by absorbing other people's thoughts.

### Benefits of Group Discussions

- To better understand the topic: GD provides a good opportunity for interviewees to get deeper into the topic, and to understand it more deeply. Increase the atmosphere of knowledge and learning. In addition, it gives participants the opportunity to develop their critical thinking skills and improve their analytical skills.

- Troubleshooting: As GD brings together a group of people with different ideas, it is also seen as one of the most sought-after solutions. Because people bring in a variety of ideas, GDs help to transform the thinking process from narrow to complex, thus opening the way for solutions.
- Develop listening and confidence skills: As GDs create a need for ideas and ideas, participants need to pay close attention to what others see. In this sense, group discussions are a great way to develop listening skills, and it enhances the speakers' self-confidence by engaging them and encouraging them to express their thoughts.
- Improve communication skills and interpersonal skills: While one part of GDs is that it encourages people to share their knowledge, another important factor is that it provides an opportunity for people to build their communication skills. Participants, in the process, learn to express their opinions while respecting the opinions of others. This has contributed to the development of interpersonal skills within the peer group.
- Team building work: GDs help to improve teamwork and leadership that is said to exist in the people, which is very important in the current context. Working in a team helps them develop greater tolerance and respect for others, as well as how they can reach an unanimous conclusion.

After learning the various benefits that people can gain from participating in group discussions, it is important to highlight that this work is very important in academic and professional principles. GDs, on the other hand, demonstrate the values of co-existence, motivation, tolerance and acceptance of others, on the other hand, are an important tool for employers. During the selection process, they assist the recruiting team to determine if the applicants have the principles that are in line with the principles and vision of the organizations. Organizations today focus not only on the database of candidates, but also on the importance of enthusiasm and flexibility for employees. This helps us to explain why educational institutions, and especially administrative schools, emphasize GDs.

## Interview Skills



**Fig 32.**

### What are interview skills?

Negotiation skills or actions that allow a person to excel throughout the interview process to get a new position. Not all interview skills are common; instead, many interview skills help candidates prepare for the interview and guide them as they participate in job interviews. Acing job interviews require in-depth preparation and the ability to feel comfortable and confident when discussing your skills, knowledge and qualifications with hiring managers.

The following are a few of the most important interview skills that can support the interview process and help you differentiate yourself from other candidates:

#### **1. Research**

Before you get into an interview, it is important to spend time researching both the company and the position you are applying for. There are a number of ways you can research an organization, including:

Review their website, especially the "About" page. By checking the company name and reading any news releases or other information available. Looking at the company's social media platforms. Talk to company employees, if possible. It explores job platforms that provide feedback from current and former employees about the company.

You should also take the time to get as much information as possible about the job you are interviewing. Carefully review the job list, look at the company website for a list of jobs if available to see if additional details have been added and look for current employees with similar or similar positions. You can also research the topic of a job often to get a broader view of what is expected of you and the typical activities in that position. The more you know about the position, the better prepared you will be for the interview.

## **2. Preparation**

You should avoid entering an interview unprepared. Doing so may give you a bad impression on the candidate, and many hiring managers will easily find unsuspecting applicants. Set aside at least an hour to prepare for the day before or the day of the interview. Here are a few steps you can take to prepare:

Re-read the job description and determine the most appropriate obligations and requirements for the position.

Come up with a few specific answers to possible questions related to the position you are applying for and the tasks that are expected of you.

Make a list of the key features of the job to have when answering and asking questions during the job interview.

Check your cover book and restart the company you provided to make sure you remember how you presented yourself in the first place.

Spend a few minutes or hours researching potential interview questions related to the position you are applying for and the industry of which the company is a part.

Look for less specific job interview questions that are not directly related to the job, but that can be asked. For example, familiarize yourself with a few moral and ethical questions.

Practice answering interview questions with a friend or family member so that you feel comfortable answering the questions during the actual interview.

Prepare a few specific examples from your previous work experience, including history, challenges and achievements. These will support your discussion responses and help strengthen your responses.

Check your notes prepared at the company during the research process to ensure that the information is fresh in your mind when you go for the interview.

## **3. Being punctual**

On the day of the interview, make sure you arrive at least 15 minutes before the scheduled time. Being punctual is an important indicator of the employment of managers and employers and gives them an idea of how to be punctual on a daily basis if you are appointed to a position.

To make sure you arrive on time, consider arranging for your outfit the night before and ironing it to fit the next day. You should also return your wallet or wallet the night before and make sure you have a copy of your resume and cover book in hand. Set an alarm and make sure you have reliable transportation during the interview.

#### **4. Professionalism**

There are a few things that go into technology, and they are all important when you go for an interview. To begin with, make sure your dress is high quality and comfortable and well-pressed and clean. Avoid wearing clothes that are too casual, too big or too small, too revealing or too bright. Identify a uniform in the same neutral color and not disturbing or annoying. If you are unsure about the requirements of the dress code in the interview, dress modestly to avoid dressing too casually.

When you arrive at the interview, use the professional language when entering and greet the interviewer. Be polite to everyone you meet, including other employees and recipients. The more polite and competent you are in your actions and words, the more likely you are to be kind and pleasant to your employers.

#### **5. Communication**

Good communication skills are essential during a job interview. This includes written, oral and non-verbal communication skills. A few important tips to keep in mind when interviewing others include:

Speak to the conversation by name and make sure you pronounce the word or words correctly.

Start a conversation with a simple, appropriate statement. It is best to come in with a few interviewers who are professional and ready for the interview process.

Align your approach with the hiring manager. For example, when a hiring manager talks about a professional way, try to match your tone with his or her own. If they are very happy and make jokes here and there, do not be afraid to do the same as long as it is appropriate.

Avoid interrupting.

Do not use jargon or abbreviated language when speaking to someone who is asking questions.

Try to avoid using adjectives like "um" and "likes."

# Overview of Cash App

Photos - CAA UI overview.mp4

The screenshot shows a web browser window with the URL <http://turtle2.highradius.com/RRDMSProject/dms/Home.do>. The page title is "Payment Batches". The main content area displays a "Details" section for a payment. The payment amount is 4643.51, and the status is "Linking Failed". The original remittance EDI is shown as an incoming wire transfer from Wells Fargo Bank, N.A. The "Received Data" tab is selected, showing a table with columns: Reference Field\*, Payment Amount, Discount Amount, Reason, Reason Description, Exception, AR Details, Identifier1, and Identifier2. The table has one row with values: 328, 4643.51, 0.00, 08:42, 58:06, 08:42, 08:42, 49:23, and 58:06. Below the table is a preview of several document thumbnails.

Photos - CAA UI overview.mp4

The screenshot shows a web browser window with the URL <http://turtle2.highradius.com/RRDMSProject/dms/Home.do>. The page title is "FINNING CAT". The main content area displays a "Payment Batches" section. The table header includes columns: Batch Id, Bank, File Name, Create Date, Input File, Batch Count, Batch Total, Rules Processing Status, and Output Generation Status. The table contains five rows, each corresponding to a batch ID from 328 to 324. The "Batch Total" column shows values of 78165.10 for all rows. The "Rules Processing Status" column shows "Rules Processing Com..." for all rows. The "Output Generation Status" column shows "Output Generation Not S..." for all rows. The "Actions" column contains download links for each row. Below the table is a preview of several document thumbnails.

Photos - CAA UI overview.mp4

The screenshot shows the HighRadius Cash Application interface. The top navigation bar includes links for Administration, Access Utility, Cash Application (selected), Invoice, Exports, Job, and Analytics. Under the Cash Application tab, there are links for Enriched Statements, Recommendations, Payment Batches, Payment Batches-328 x, Payment-9690 x, Payments (selected), Remittances, Email Inbox, and Image Batches. A search bar at the top allows filtering by various criteria like Payment Header Id, Payment Number, Payment Method, etc. The main content area displays a grid of payment batches with columns for Payment Header Id, Payment Number, Payment Method, Payment Amount, Payment Date, ERP Simulated..., Payment Status, Check Image, Exception Details, Exception Status, Update Time, Update User, and Source System. A toolbar above the grid provides options for Payment Assignment, Ignore, Approve, Reject, Payment Worklist, and Mark As Corrected. The bottom of the screen shows a taskbar with various icons and a system tray indicating the date and time as 5/10/2022 at 11:54 PM.

Photos - CAA UI overview.mp4

This screenshot shows a detailed view of a payment batch within the HighRadius Cash Application. The top navigation and search bar are identical to the previous screenshot. The main content area is titled "Details" and displays a table of payment information. The columns include Payment Header Id (9690), Payment Date, Original Email; Payment Number, Payer Name, Email Attachment; Payment Amount (4643.51), Payment Status (Transformed), Original Remittance EDI; Customer Number (B012403), Exception Status (Exception), Placeholder XML; Customer Name (BAUER MASCHINEN CANADA), Exception Details (LITM-T,AMF-G-T,AMF-L-T,UTM-R,AMF-G-R,AMF-L-R), and Payment Currency (USD). To the right of the table, the Placeholder XML is shown: INCOMING WIRE TRANSFER 1310809776 Transfer Ref: OHIO MACHINERY CO. OHIO CAT 3993 E ROYALTON RD BROADVIEW HEIGHTS OH. Below the table, tabs for "Received Data" and "Transformed Data" are visible, along with a summary line: Payment Amount: 4643.51 Net Amount: 123.00 Difference: 4520.51. The bottom of the screen shows a taskbar and system tray with the same date and time as the first screenshot.

Photos - CAA UI overview.mp4

Reference Field*	Payment Amount	Discount Amount	Reason Code	Reason Description	Exception Details	AR Details	Identifier1 Norm	Identifier2 Norm
ABC12334	123.00	0.00		AMF-G-R,A,-			ABC12334	

Photos - CAA UI overview.mp4

Name	Description	Source	Agent
CM_INFOR_M3	CM_INFOR_M3	Infor-X	CustomerExtract
Preprocessor	Preprocessor	Preprocessor	
Reader	Loads Data	Reader	

Photos - CAA UI overview.mp4

The screenshot shows the HighRadius RRDMS Project DMS Home page. On the left, there is a sidebar titled "Administration Menu" with various options like Manage Security Roles, Manage Functional Roles, Manage Email Domain, Cash App Automation, Customer Recommendations, Exception Assignment Rules, Orphan Remittance Processing, Payment Processing (which is selected and highlighted in orange), Split Payment Processing, Currency Level Tolerance, Override PR Exception Status, Machine Learning Feature, Unique ID Generation, Data Capture, and Assign Exceptions. The main content area is titled "Rule Categories" and contains a table with columns: ID, Name, Result Summary, Actions, Update Filters, Custom Filters, and Comments. A search bar at the top of the table allows searching by name. The table lists several rule definitions, such as Remittance Item Classification, Global AR Matching, Payment Customer Identification, Local AR Matching, Received Data Exception Tagging Rules (which is currently selected and highlighted in orange), OCR Status Management, Payment PR Linking, Output Customer Determination, Received Data Exception Tagging Rules (another entry), Payment RIS Rules, Data Messaging or Additional Information, and Shortpay-Overpay coding. The bottom of the screen shows a Windows taskbar with various icons and the date/time as 11:55 PM on 5/10/2022.

Photos - CAA UI overview.mp4

The screenshot shows the HighRadius RRDMS Project DMS Home page. The navigation bar includes links for Administration, Access Utility, Cash Application, Invoice, Exports, Job, and Analytics. The main content area is titled "Check Remittance Pool" and features a table with columns: Bank Name, Parser, Short Name, Long Name, LockBox Number, Company Code, Country Code, and Remarks. A search bar at the top allows filtering by bank name. The table lists four entries: BMO, Harris US, All Banks, and All Banks. The bottom of the screen shows a Windows taskbar with various icons and the date/time as 11:56 PM on 5/10/2022.

## Overview Of Deduction App Console

Photos - DMS UI demo detailed.mp4

The screenshot shows the HighRadius Deduction App Console. The top navigation bar includes Home, POD & Claims, Invoice, Deductions, Trade Promotions, Job, Administration, Exports, Reports, Master Data, Document Indexing, Collections, and a search bar. The Deductions tab is active. The main area displays a table of deductions with columns: Id, Reference Number, Customer Name, Payer, Indirect Customer, Planning Account, Type, Reference 4, Claim Number, External Reference, Reason Code..., and Status. Row 120760 is selected, and a context menu is open, with 'Attach Files' highlighted.

ID	Reference Number	Customer Name	Payer	Indirect Customer	Planning Account	Type	Reference 4	Claim Number	External Reference	Reason Code...	Status
120760	0143		4000000949			Deduction				Unknown	Open
120758	0143		4000000949			Deduction				Unknown	Open
120757	0143		4000000949			Deduction				Unknown	Open
120756	0143		4000002102			Deduction				Unknown	Open
120755	0109		4000001130			Deduction				Unknown	Open
120750		MARINE IN...	0000302542			Full Invoice		9999999		Delivery Iss...	New

https://duronto-uat32node1.highradius.com/RRDMSProject/dms/Home.do#

A screenshot of a Windows desktop taskbar. It shows pinned icons for File Explorer, Mail, Microsoft Edge, and other applications. The date and time are displayed as 12:00 AM 5/1/2022.

Photos - DMS UI demo detailed.mp4

The screenshot shows the HighRadius Deduction App Console. The interface is identical to the previous one, with the Deductions tab active. The main area displays a table of deductions. Row 120760 is selected, and a context menu is open, with 'Attach Files' highlighted.

ID	Reference Number	Customer Name	Payer	Indirect Customer	Planning Account	Type	Reference 4	Claim Number	External Reference	Reason Code...	Status
120760	0143		4000000949			Deduction				Unknown	Open
120758	0143		4000000949			Deduction				Unknown	Open
120757	0143		4000000949			Deduction				Unknown	Open
120756	0143		4000002102			Deduction				Unknown	Open
120755	0109		4000001130			Deduction				Unknown	Open
120750		MARINE IN...	0000302542			Full Invoice		9999999		Delivery Iss...	New

Photos - DMS UI demo detailed.mp4

HighRadius

duronto-uat32node1.highradius.com/RRDMSProject/dms/Home.do

Apps User Management Material UI Projects Training

Session expires in: 59 mins and 29 secs Welcome Test User Last Logged in Time : 3 November, 2020, 1:52:27 am CST

Find Matching For Deduction

No Records to display

Id	Reference Number	At... List	Customer Name	Payer	Indirect Customer	Planning Account	Type	Reference 4	Claim Number	Exte Refe
There are no Records										

Merge Close

Advanced Search

Collections

Find Matching For Deduction

No Records to display

Merge Close

Advanced Search

Collections

Photos - DMS UI demo detailed.mp4

HighRadius

duronto-uat32node1.highradius.com/RRDMSProject/dms/Home.do

Apps User Management Material UI Projects Training

Session expires in: 59 mins and 52 secs Welcome Test User Last Logged in Time : 3 November, 2020, 1:52:27 am CST

Find Matching For Deduction

Customer Number:	Action Code:	Original Amount:
Root Cause Code:	Merge Status:	Write-Off Amount:
Payer:	Owner:	Unresolved Amount:
External Reference:	Processor:	Resolved to Write-Off Amount:
Claim Number:	Days Outstanding:	Resolved to Clear against Promotion Amount:
Type:	Reference Number:	Auto Matching Status:
Reason Code Description:	SAP Channel:	Changed By:
Reason Code Category:	Created Date:	Update Date:
Packet Id:	Supervisor - Owner:	Invalid Identifier:
Accounting Doc Number:	Company Code:	Invalid Resolution:
Reference 4:	Deal Id:	

Merge Close

Advanced Search

Collections

Photos - DMS UI demo detailed.mp4

Deduction Id: 120760

Credit Amount \*: 404.88

Underlying ResolutionType \*: Floor Stock protection

Notes: I

Validation Message:

Resolution Status \*: Posted

Unresolved Amount: 404.88

Submit Cancel

Photos - DMS UI demo detailed.mp4

Resolution Id	Resolution Type	Resolution Status	Variable Amount	Fixed Amount	Amount	Create Date	Submit Date	Credit Id	Posted Date	Notes	Unresolved Amount	Commitment Numbers
2403	Credit	Posted	0.00	123.00	123.00	2020-11-03						
<input checked="" type="checkbox"/> 2402	Credit	Posted	0.00	100.00	100.00	2020-11-03						
2401	Credit	Voided	0.00	404.88	404.88	2020-11-03						

Photos - DMS UI demo detailed.mp4

HighRadius

duronto-uat32node1.highradius.com/RRDMSProject/dms/Home.do#

Apps User Management Material UI Projects Training

Session expires in: 59 mins and 31 secs

Welcome Test User Last Logged in Time : 3 November, 2020, 1:52:27 am CST

Home POD & Claims Invoice Deductions

Worklist Correspondence

Search Filter: Select filter to search...

Deduction(s):

Reason Code: CDR - Deal Entry Requested CID - Identify New Processor: CIO - Invalid OS&D Owner: CLC - CIT Action Complete Processor Deadline Date: COR - OS&D Action Code: Reminder Date: Business Area: Company Code: NCAN

Credited Amount: Planning Account: Original Dispute Number: Deal Id: Document Type: UK Payer: 4000000949 Sales Area Id: Category: Bill To: Check Number: 0143858669 External Reference: Correspondence Customer Name: Comments: Shipment Number: Invalid Identifier: Invalid Resolution:

Save Cancel

Count: 4,210.38 | Deductions 1 - 6 of 6

Claim Number	External Reference	R
U	U	U
U	U	U
U	U	U
U	U	U
9999999		D

Photos - DMS UI demo detailed.mp4

HighRadius

duronto-uat32node1.highradius.com/RRDMSProject/dms/Home.do#

Apps User Management Material UI Projects Training

Worklist Correspondence Packet Approval Worklist Deduction:120760

Search Filter: Select filter to search...

New Edit Link Merge Action Preset Resolution

Customer Reason Code Customer Company Clearing Id Priority Days Outstanding Deal Id Division External Reference Id Indirect Customer Invalid Amount Invalid Identifier Invalid Resolution Invalid Root Cause Invoice Date Merge Status Open Amount Original Amount

Total Unresolved Amt: 0.00 NUSC

Sort Ascending Sort Descending Columns

Records Selected : 0 | Open Amt : 0.00

https://duronto-uat32node1.highradius.com/RRDMSProject/dms/Home.do#

Count: 4,210.38 | Deductions 1 - 6 of 6

Days Outstanding	Priority	Currency
Medium	Medium	Customer Company Code
Medium	Medium	Customer Name
Medium	Medium	Customer Reason Code
Medium	Medium	Days Outstanding
Medium	Medium	Deal Id
Medium	Medium	Division
Medium	Medium	External Reference
Medium	Medium	Id
Medium	Medium	Indirect Customer
Medium	Medium	Invalid Amount
Medium	Medium	Invalid Identifier
Medium	Medium	Invalid Resolution
Medium	Medium	Invalid Root Cause
Medium	Medium	Invoice Date
Medium	Medium	Merge Status
Medium	Medium	Open Amount
Medium	Medium	Original Amount

Photos - DMS UI demo detailed.mp4

The screenshot shows a web-based application interface for HighRadius DMS. At the top, there's a navigation bar with links like Home, POD & Claims, Invoice, Deductions, Trade Promotions, Job, Administration, Exports, Reports, Master Data, Document Indexing, and Collections. On the left, a sidebar titled 'Administration Menu' contains sections for Search, Manage Layouts, Rule Categories, Workflow, Manage Workflow, Correspondence, Packet, and Mappings. Under Mappings, several items are listed: Claim to Prededuction N, Default Merge Configuration, Enrich Prededuction, Sales Invoice Doc Config, AR To Deduction Mapping, Reason Code Management, Payment Term Manager, Document Type Manager, Status Management, Action Code Management, Manage Note Template, Item Mappings, Manage Roll-Up Configuration, and Owner/Processor Management. The main content area is titled 'Manage Action Presets' and displays a table with columns: Label, Description, Field1, Value1, Field2, Value2, Field3, Value3, Field4, Value4, and Field5. There are three rows in the table:

Label	Description	Field1	Value1	Field2	Value2	Field3	Value3	Field4	Value4	Field5
Invalid	Send to Ow...	Owner	Ishita Ghosal							
Ready to Re...	Send to Ow...	Processor	Ishita Ghosal	Type	Full Invoice					
test	test	Owner	Test User							

At the bottom right of the screen, there's a taskbar with icons for File Explorer, Mail, Google Chrome, FileZilla, and WhatsApp, along with system status indicators for battery, signal, and time (12:03 AM, 5/11/2022).

## Working of Deduction Backend

Photos - DMS Demo continued.mp4

Document1 - Word

File Home Insert Design Layout References Mailings Review View Help Format Tell me what you want to do

Garima Gulati GG Share

Fullscreen

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18

Let me make you understand the DMS life cycle with an Example.

**A** - Client  
**B** - Client's Customer  
**AR Analyst**- AR Analyst ([Client side](#) users)  
**HRC** - HighRadius

'A' has presented an invoice of 100\$ for the goods sent to 'B' and received a payment of only '60\$' for any reason, then it will be updated in A's system and the remaining '40\$' to be paid are sent to HRC as part of AR (Accounts Receivable) File. This record will be created as 'Deduction' in HRC.

Page 1 of 1 236 words English (India)

100%

Photos - DMS Demo continued.mp4

Document1 - Word

File Home Insert Design Layout References Mailings Review View Help Format Tell me what you want to do

Garima Gulati GG Share

Fullscreen

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18

Let me make you understand the DMS life cycle with an Example.

**A** - Client  
**B** - Client's Customer  
**AR Analyst**- AR Analyst ([Client side](#) users)  
**HRC** - HighRadius

'A' has presented an invoice of 100\$ for the goods sent to 'B' and received a payment of only '60\$' for any reason, then it will be updated in A's system and the remaining '40\$' to be paid are sent to HRC as part of AR (Accounts Receivable) File. This record will be created as 'Deduction' in HRC.

For the same amount of 40\$ a claim will be available at 'B' portal. This will be aggregated into HRC and these are converted into 'Pre-deductions' and will be merged with the respective Deduction based on the merging rules. This merging process will copy the attachments, claim number, Items, History, Notes onto deduction.

The '**AR Analyst**' will work on these deductions and will create 'Resolution' if the deduction is valid else 'Correspondence' is created. The resolutions will be sent from HRC and will be updated in Client system as daily extract. The Correspondences will be sent through E-mail or Web.

**Pre-deduction:**

Pre-deduction is a claim which contains all the information that is present in the claim and it is editable, where as there are no permissions to edit the claims. Pre-deductions are useful for the analysis on claims and deductions which eventually reduces the wastage of time for the accounts.

Page 1 of 1 236 words English (India)

100%

12:05 AM 5/1/2022

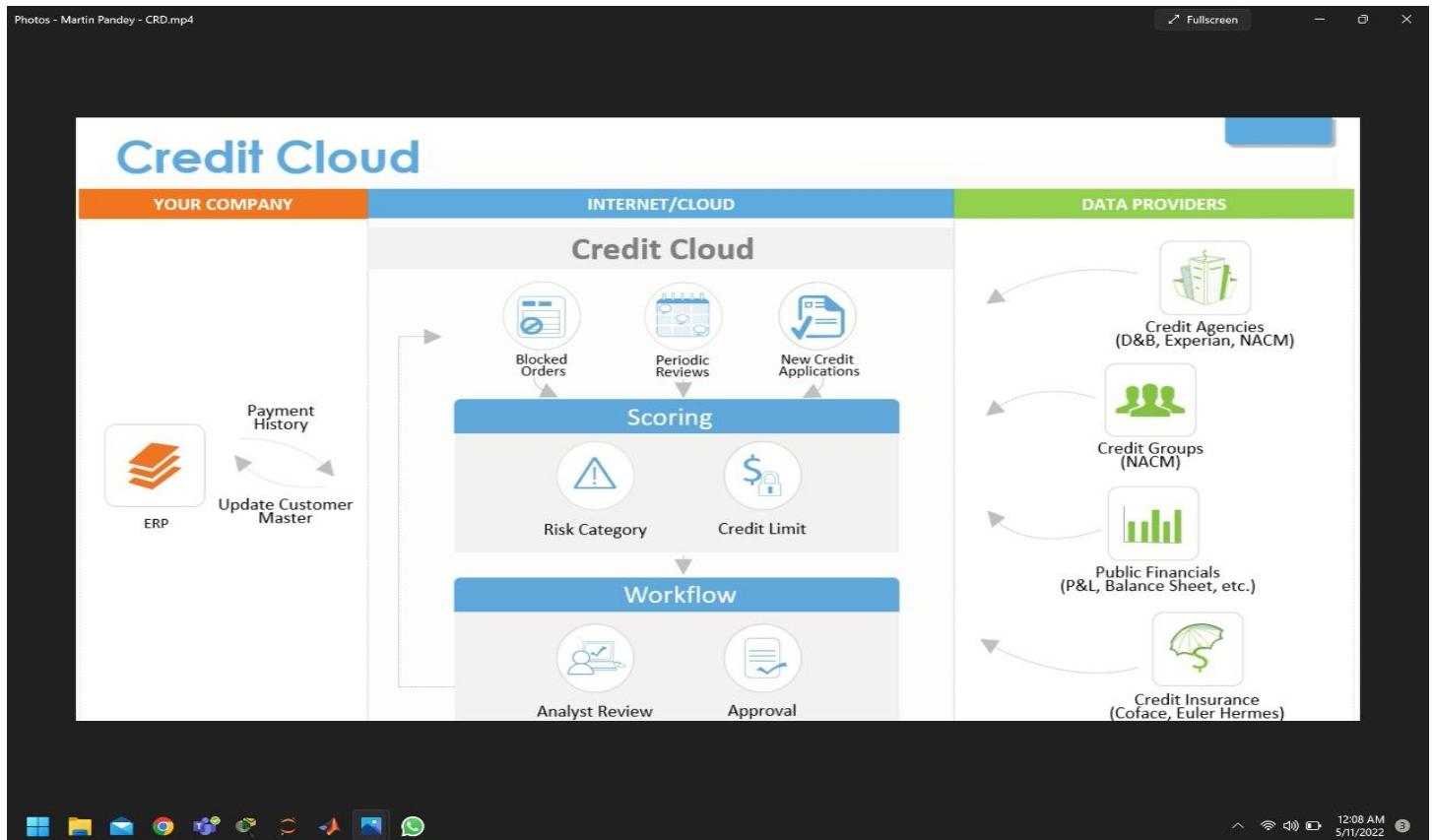
Photos - DMS Demo continued.mp4

The screenshot shows a Microsoft Edge browser window displaying a Smartsheet document titled "Genpact Training - Deductions Plan". The document is a training plan with the following structure:

	Topic Name	Training Type	Planned Date	Completion Date	Assigned To	% Complete	Recording	Password
1	- Domain Basics							
2	Introduction : Context Setting	Theory	10/20/20		FC		Link	
3	HRC Tool Demo	Theory	10/20/20		FC		Link	
4	Quiz 1	Quiz	10/20/20		FC		Link	
5	- UI Demo							
6	Account Set Up	Theory	10/21/20		FC		Link	
7	Cloning	Theory	10/21/20		FC		Link	
8	Basic / Advanced Configurations	Theory	10/21/20		FC		Link	
9	Hands-On Cloning Process	Hands-On	10/21/20		FC		Link	
10	Quiz 2	Quiz	10/21/20					
11	+ Basic UI Configurations							
26	* User Setup Configurations							
31	* ECI Configurations							
38	+ Advanced UI Configurations							
58	* Reports Training							
63	* File & Transmission Setup							
67	* Playbook & Documentation							
68	Reserve day		11/12/20					
69	Full Project Implementation	Hands-On	11/12/20		FC		Link	
70								
71								
72								
73								
74								
75								
76								
77								
78								
79								

The taskbar at the bottom shows various pinned icons and the system clock indicating 11:49 AM on 11/4/2020.

# Working of Credit Cloud



The screenshot shows a web-based application for a Business Credit Application. The URL is <https://oca.receivablesradius.com>.

**ABC PRODUCTS** logo is visible on the left, and the **highradius** logo is on the right.

The page title is **Business Credit Application**.

Instructions at the top left:

- PLEASE USE BROWSERS: Chrome 42 and above, Firefox 34 and above & Microsoft Edge (requires Adobe Flash)
- The application will be available for 45 minutes only.
- All fields marked with \* are mandatory.

A note in the center says: "Use the 'Quick Save' button at the bottom of the form to partially save your application and return later to submit." A "Quick Save" button is shown below this note.

On the right, there are buttons for "Already Quick Saved an application?" and "Continue Saved Application".

The application steps are listed at the top: 1. Business Information, 2. AP and Ship-To Information, 3. Other Business Details, 4. Bank and Trade Information, 5. Terms and Conditions, 6. Review & Submit. Step 1 is currently selected.

**Business Contact Information** section:

- Business Type: Education, Government entity, Organizations, Privately held business, Publicly traded company.
- Physical Address: Physical Address if different (No PO Boxes): Yes, No.
- Address Line1, Address Line2, City, Country, State fields.

**Billing Address** section:

- Manage Billing Address: Address Line1, Address Line2, City, Country, State fields.

Photos - Martin Pandey - CRD.mp4

**Business Contact Information**

**Physical Address**

Physical Address if different (No PO Boxes)  Yes  No

Address Line1:   
Address Line2:   
City:   
Country:   
State:   
Zip Code:

**Billing Address**

Manage Billing Address\*   
Address Line2\*   
City\*   
Country\*   
State   
Zip\*   
Business E-mail address of

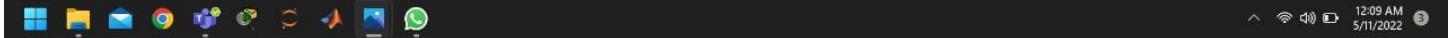
Photos - Martin Pandey - CRD.mp4

**HighRadius**

**ABC PRODUCTS**

Session expires in: 67 mins and 34 secs | Welcome Laura Edwards | Last Logged in Time: 27 February, 2020, 1:49:26 pm CST

Customer Name	Customer Number	Workflow Type	Application Type	Processor	Calculated Risk Class	Credit Exposure	Requested Credit Limit	Calculated Credit Limit	Approved Credit Limit	Review Status
Intercontinental San Franci...	HR102607204	New Customer Credit ...	Privately held busin...	John Moore	Critical	0.00	95,000.00	0.00	95,000.00	Awaiting Approval
Norgren Inc	0450021995	Collateral Expiry	Publicly traded com...	John Hopkins	Medium	65,000.00	120,000.00	150,000.00	120,000.00	Awaiting Approval
Ability One Commission	0450020007	Bankruptcy Alert	Government entity	John Hopkins	Medium	10,010.00	55,000.00	50,000.00	50,000.00	Awaiting Approval
Aldi Süd	0450025538	Blocked Order Workflow	Publicly traded com...	Laura Edwar...	High	40,000.00	60,000.00	50,000.00	50,000.00	Awaiting Approval
Joe Froyo LLC AP	0450091932	Risk Alert Workflow	Publicly traded com...	Laura Edwar...	Low	39,000.00	50,000.00	50,000.00	50,000.00	Awaiting Approval
Honeywell International Inc.	0450020000	Ad Hoc Review	Publicly traded com...	Dorothy Will...	High	42,650.00	150,000.00	30,000.00	60,000.00	Awaiting Approval
Man GLG	HR102581922	New Customer Review	Publicly traded com...	Kevin Walker	High	0.00	50,000.00	40,000.00	38,000.00	Awaiting Approval
Man Group	0450020003	Blocked Order Workflow	Organizations	Jessica butler	High	82,250.00	150,000.00	135,000.00	135,000.00	Awaiting Approval
Pacific International Educa...	0450020009	Extended Term Request	Education	John Hopkins	Medium	11,100.00	35,000.00	32,000.00	30,000.00	In Progress
Weber Enterprises	0450091331	Collateral Expiry	Publicly traded com...	Robert Taylor	Medium	104,800.00	120,000.00	104,000.00	110,000.00	Awaiting Approval
Norgren Inc	0450021995	Tax Certificate Expiry	Publicly traded com...	John Moore	Medium	65,000.00	120,000.00	150,000.00	120,000.00	In Progress
Folsom Distributing AP	0450091595	Periodic Review	Publicly traded com...	Maria Taylor	Medium	110,000.00	180,000.00	150,000.00	150,000.00	Awaiting Approval



Photos - Martin Pandey - CRD.mp4

Customer Name	Customer Number	Workflow Type	Application Type	Processor	Calculated Risk Class	Credit Exposure	Requested Credit Limit	Calculated Credit Limit	Approved Credit Limit	Review Status
Intercontinental San Franc...	HR102607204	New Customer Credit ...	Privately held busin...	John Moore	Critical	0.00	95,000.00	0.00	95,000.00	Awaiting Approval
Norgren Inc	0450021995	Collateral Expiry	Publicly traded com...	John Hopkins	Medium	65,000.00	120,000.00	150,000.00	120,000.00	Awaiting Approval
Ability One Commission	0450020007	Bankruptcy Alert	Government entity	John Hopkins	Medium	10,010.00	55,000.00	50,000.00	50,000.00	Awaiting Approval
Aldi Süd	0450025538	Blocked Order Workflow	Publicly traded com...	Laura Edwar...	High	40,000.00	60,000.00	50,000.00	50,000.00	Awaiting Approval
Joe Froyo LLC AP	0450091932	Risk Alert Workflow	Publicly traded com...	Laura Edwar...	Low	39,000.00	50,000.00	50,000.00	50,000.00	Awaiting Approval
Honeywell International Inc.	0450020000	Ad Hoc Review	Publicly traded com...	Dorothy Will...	High	42,650.00	150,000.00	30,000.00	60,000.00	Awaiting Approval
Man GLG	HR102581922	New Customer Review	Publicly traded com...	Kevin Walker	High	0.00	50,000.00	40,000.00	38,000.00	Awaiting Approval
Man Group	0450020003	Blocked Order Workflow	Organizations	jessica butler	High	82,250.00	150,000.00	135,000.00	135,000.00	Awaiting Approval
Pacific International Educa...	0450020009	Extended Term Request	Education	John Hopkins	Medium	11,100.00	35,000.00	32,000.00	30,000.00	In Progress
Weber Enterprises	0450091331	Collateral Expiry	Publicly traded com...	Robert Taylor	Medium	104,800.00	120,000.00	104,000.00	110,000.00	Awaiting Approval
Norgren Inc	0450021995	Tax Certificate Expiry	Publicly traded com...	John Moore	Medium	65,000.00	120,000.00	150,000.00	120,000.00	In Progress
Folsom Distributing AP	0450091595	Periodic Review	Publicly traded com...	Maria Taylor	Medium	110,000.00	180,000.00	150,000.00	150,000.00	Awaiting Approval

Photos - Martin Pandey - CRD.mp4

Workflow ID:	62794	Customer Number:	0450020000	Requested Credit Limit:	150,000.00
Workflow Type:	Ad Hoc Review	Customer Name:	<a href="#">Honeywell International Inc.</a>	Calculated Credit Limit:	30,000.00
Application Type:	Publicly traded company	Review Status:	Awaiting Approval	Approved Credit Limit:	60,000.00
Processor:	Dorothy Williams	Next Review Date:	Feb 3, 2021 9:39:50 AM	Credit Score:	29.94
Last Review Date:	Feb 26, 2020 5:53:31 AM	Credit Exposure:	42,650.00	Calculated Risk Class:	High

Photos - Martin Pandey - CRD.mp4

Security Type	Security Amount	Currency	Effective Date	Expiry Date	Alert Date	File Path	Mark as relevant	Comments	Create Time	Create User
Standby Lett...	20,000.00	USD	2019-01-02	2022-01-02	2019-12-02	S1	Yes	Letter of Cre...	Jan 2, 2019 ...	Laura Edwa...
Bank Guar...	30,000.00	USD	2019-01-02	2021-11-03	2021-11-03	S1	Yes	Renewal - B...	Jan 2, 2019 ...	Laura Edwa...
Bank Guar...	30,000.00	USD	2016-01-02	2018-01-02	2017-11-03	S1	Yes	Bank of Am...	Jan 2, 2016 ...	Laura Edwa...

Photos - Martin Pandey - CRD.mp4

Period	02/14/2020	02/01/2020	02/01/2019
DNBGlobal Rating		4A3	4A3
Bankruptcy Indicator		No	No
Commercial Credit Score Class	3	3	3
Paydex	71	78	76
Total Employees		3950	3700
Years in Business		70	70
Primary SIC	8731	8731	8731
Liens/Suits Indicator	Y	Y	Y
Suit(s) and/or Judgment(s) Indicator	Y	Y	Y
High Credit	30000000	600000	600000

Photos - Martin Pandey - CRD.mp4

HighRadius

cloud.higradius.com/RRDMSProject/dms/Home.do

ABCPRODUCTS

Customer Name: Honeywell International Inc.

Current Scoring Strategy: Existing Customers

Last Updated By: Laura Edwards

Last Updated On: 02/01/2019

Select Scoring Strategy:

Notes:

Existing Customers

Existing Customers

New Customers

CPG Scoring Model

New customer Public company

Existing customer Public company

New customer Private company

Existing customer Private company

Statistical Model

New Customer - Autonomous

Workflow ID: 62794

Workflow Type: Ad Hoc Review

Application Type: Publicly traded company

Processor: Dorothy Williams

Last Review Date: Feb 26, 2020 5:53:31 AM

Calculated Risk Class: High

Session expires in: 79 mins and 51 secs

Welcome Laura Edwards

Last Logged in Time: 27 February, 2020, 1:49:26 pm CST

Credit Limit: 150,000.00

Calculated Credit Limit: 30,000.00

Approved Credit Limit: 60,000.00

Score: 29.94

Calculated Risk Class: High

View Date: Feb 26, 2020 5:53:31 AM

Review Date: Feb 3, 2021 9:39:50 AM

Photos - Martin Pandey - CRD.mp4

HighRadius

cloud.higradius.com/RRDMSProject/dms/Home.do

ABCPRODUCTS

Customer Number: 0450020000

Requested Credit Limit: 150,000.00

Calculated Credit Limit: 30,000.00

Approved Credit Limit: 60,000.00

Credit Score: 29.94

Calculated Risk Class: High

Workflow Id# 62794

Customer Name: Honeywell International Inc.

Review Status: Awaiting Approval

Next Review Date: Feb 3, 2021 9:39:50 AM

Credit Exposure: 42,650.00

Session expires in: 79 mins and 01 secs

Welcome Laura Edwards

Last Logged in Time: 27 February, 2020, 1:49:26 pm CST

Application Info Securities Credit Rating Financials Credit View Characteristics Notes Attachments Credit History Customer Hierarchy Insurance

Score Customer Scoring Strategy Refresh

Strategy Name: Existing Customers

Credit Score: 29.94

Calculated Credit Limit: 30,000.00

Calculated Risk Class: High

Last Review Date: Feb 26, 2020 5:53:31 AM

Next Review Date: Feb 3, 2021 9:39:50 AM

Privacy Policy | © 2020 HighRadius Corporation. All rights reserved.

Photos - Martin Pandey - CRD.mp4

**Add Seasonal Credit Limit**

Seasonal Credit Limit	Valid From	Valid To	Comments	Status
5,000.00	2020-05-01	2020-06-01	Sales request	Pending Approval
5,000.00	2020-01-15	2020-02-15	Sales request	Approved
5,000.00	2019-12-01	2020-01-01	Sales request	Expired
5,000.00	2019-10-20	2019-10-30	Sales request	Expired
10,000.00	2018-12-01	2018-12-30	Sales request	Expired
5,000.00	2018-10-20	2018-10-30	Sales request	Expired
10,000.00	2017-12-01	2017-12-30	Sales request	Expired

Approved Credit Limit: 60,000.00

**Details**

Workflow ID:	62794
Workflow Type:	Ad Hoc Review
Application Type:	Publicly traded company
Processor:	Dorothy Williams
Last Review Date:	Feb 26, 2020

Score Customer: Existing Score Card  
Scoring Strategy: Existing Score Card

Calculated Credit Limit: 30,000.00  
Calculated Risk Class: High

Session expires in: 79 mins and 18 secs  
Welcome Laura Edwards  
Last Logged in Time: 27 February, 2020, 1:49:26 pm CST

Photos - Martin Pandey - CRD.mp4

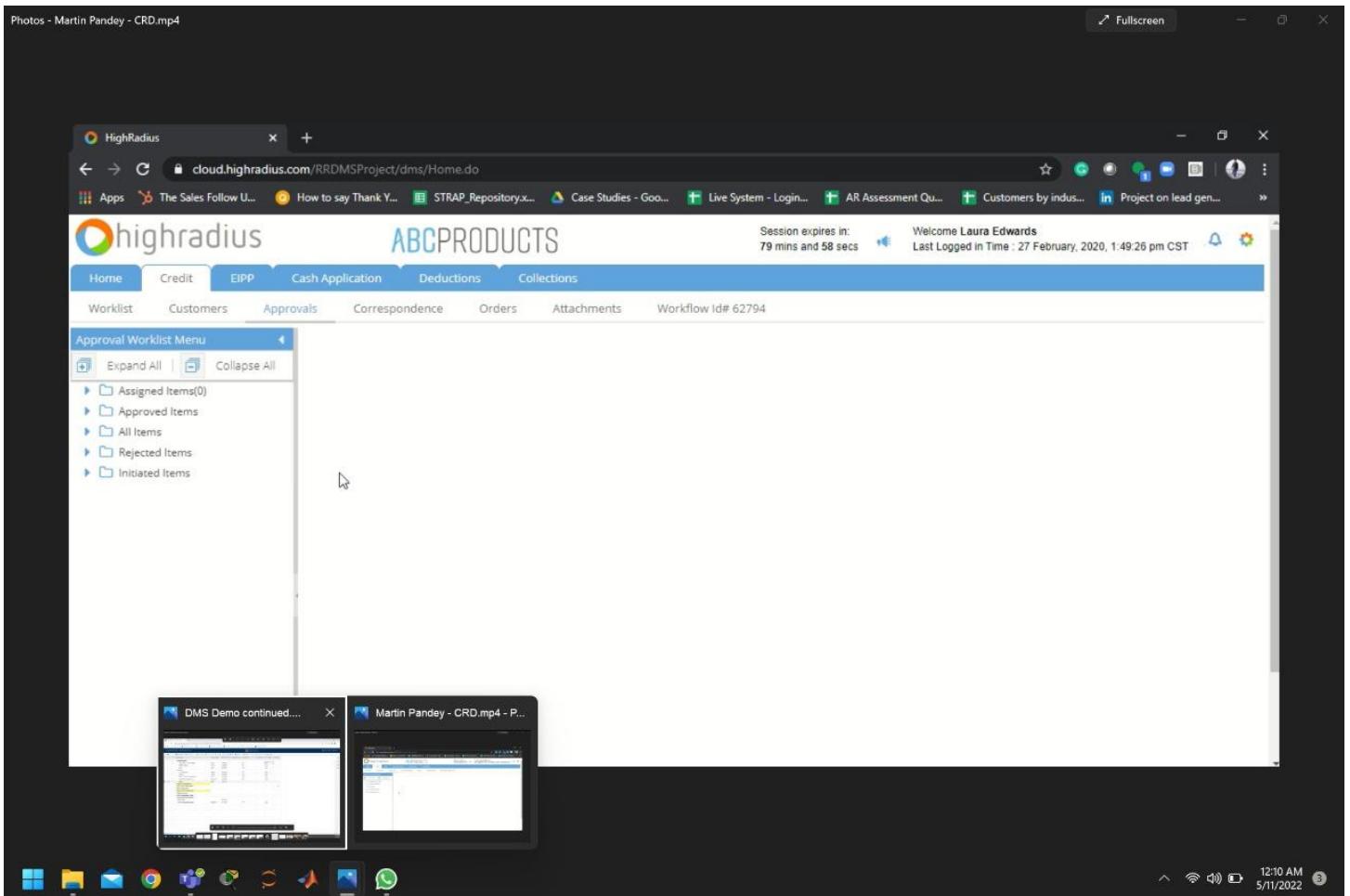
**Workflow Id# 62794**

**Details**

Workflow ID:	62794	Customer Number:	0450020000	Requested Credit Limit:	150,000.00
Workflow Type:	Ad Hoc Review	Customer Name:	Honeywell International Inc.	Calculated Credit Limit:	30,000.00
Application Type:	Publicly traded company	Review Status:	Awaiting Approval	Approved Credit Limit:	60,000.00
Processor:	Dorothy Williams	Next Review Date:	Feb 3, 2021 9:39:50 AM	Credit Score:	29.94
Last Review Date:	Feb 26, 2020 5:53:31 AM	Credit Exposure:	42,650.00	Calculated Risk Class:	High

**Customer Hierarchy**

Customer Number	Customer Name	Credit Segment	Customer Address	Customer Country	Approved Credit Limit	Total Hierarchical...	Credit Exposure	Total Hierarchical...	Relationship
0450020000	Honeywell Internation...		25 Madison Avenue	United Stat...	60,000.00	80,000.00	42,650.00	20,000.00	Parent
HR102607143	Honeywell Pvt.limited		710 HIGHWAY 59 SOU...	United Stat...	30,000.00	10,000.00	2,000.00	2,000.00	Child
HR102607144	Honeywell AHI		950 S. SCHNEIDER ST.	Canada	25,000.00	5,000.00	1,000.00	1,000.00	Child
HR102607145	Honeywell GLG		2125 AIRPORT DR.	United Stat...	25,000.00	15,000.00	7,000.00	7,000.00	Child



## Working Of HighRadius Cloud

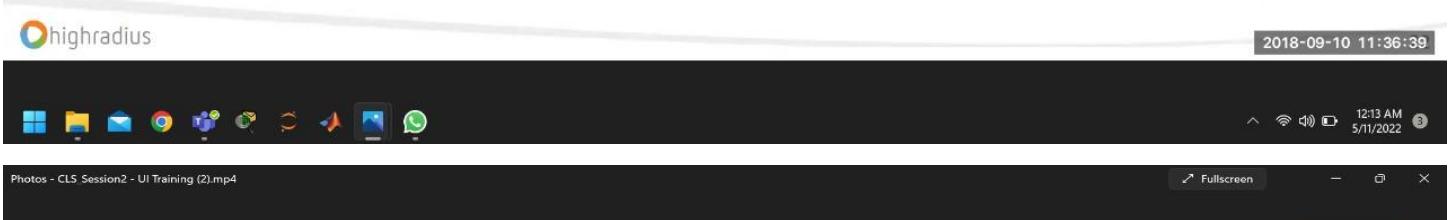


## System Navigation

User's permissions determine the features displayed once they open the application. These are the application layout sections:

The diagram shows the HighRadius Cloud application interface with numbered callouts pointing to specific elements:

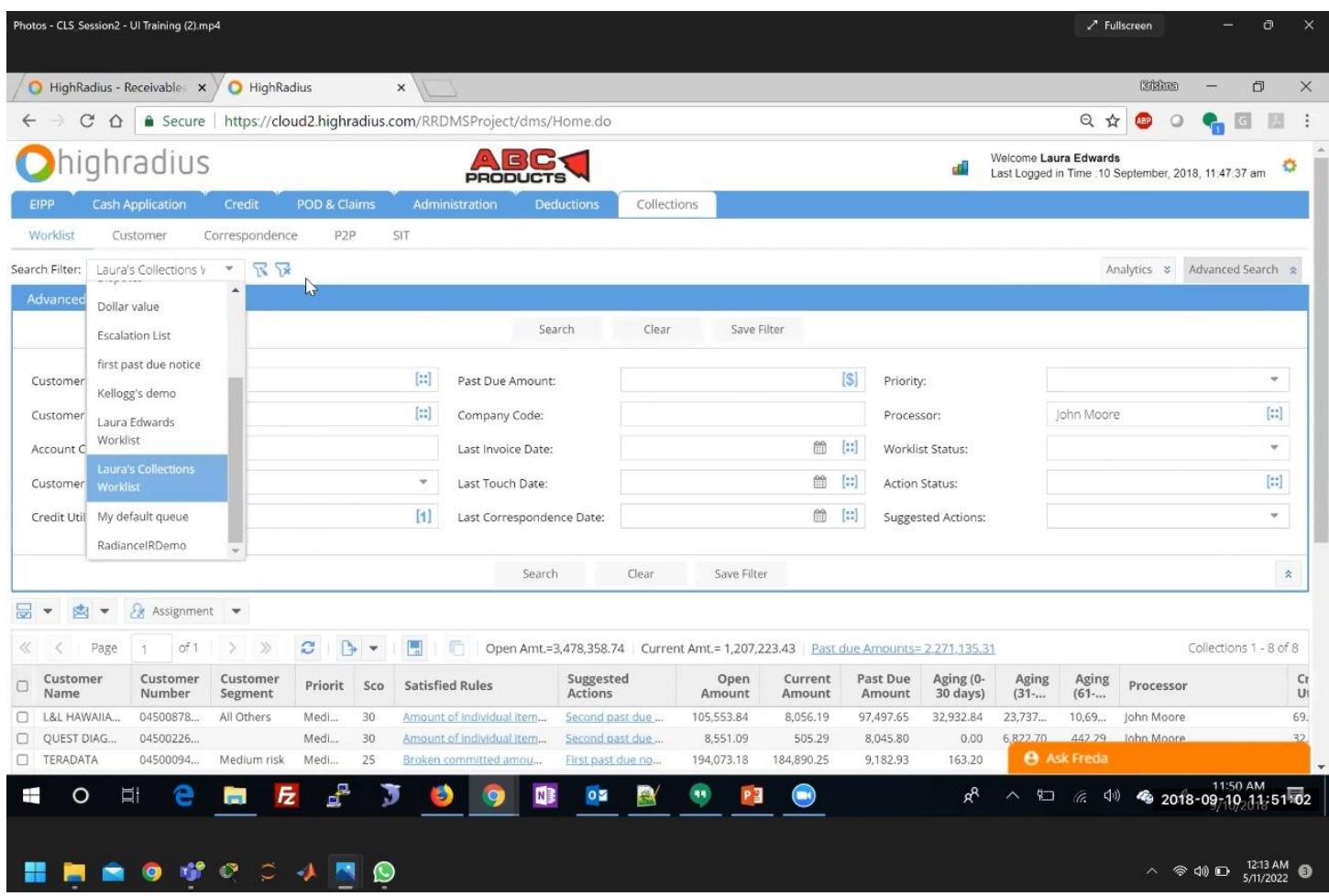
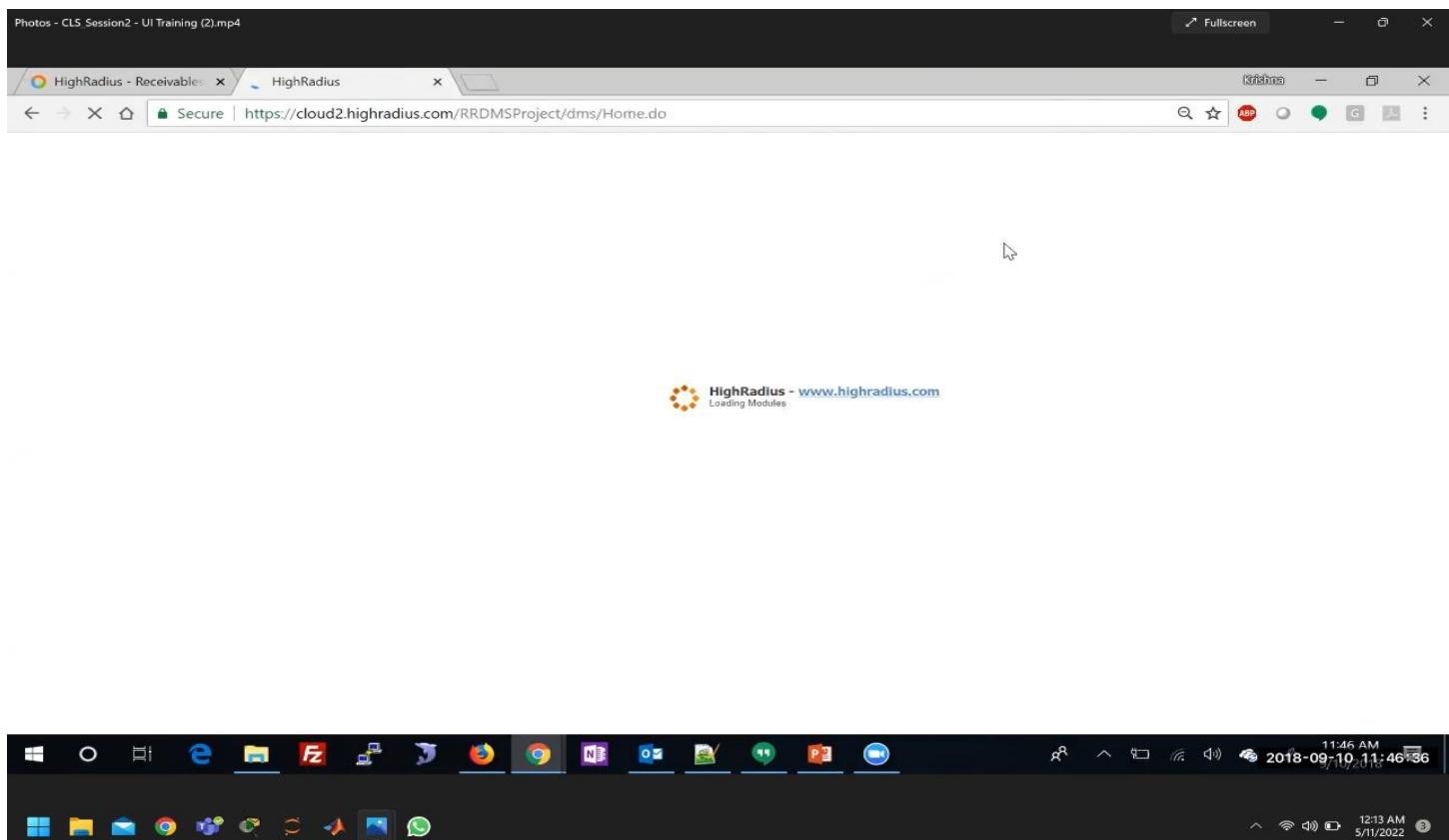
- 1** Banner Frame: The top navigation bar.
- 2** Main Menu: The top-level menu items: Home, Exports, Administration, Collections, Master Data, and Reports.
- 3** Sub Menu: A dropdown menu item under the Administration tab.
- 4** Search Bar: The search bar at the top of the page.
- 5** Tool Bar: The toolbar below the search bar.
- 6** Pagination Bar: The pagination bar at the bottom of the grid.
- 7** Grid Header: The header row of the data grid.
- 8** Grid: The data grid displaying customer information.



## Operators to Refine Advanced Search

Symbol	Example
* (asterisk)	"C*" on Customer Name field yields all customers that begin with "C"
[ ]	"[1-80]" on Score field yields all records whose Score is between 1 and 80
=	"=Open" on the Status field yields all records whose Status is "Open"
!=	"!=In Dispute" on the Status field yields all records whose Status is not "In Dispute"
<	"<1000" on Credit Limit field yields all records whose Credit Limit is less than 1000
<=	"<=100" on Amount field yields all records whose Amount is less or equal to 100
>	">500" on Amount field yields all records whose Amount is greater than 500
>=	">=50" on Amount field yields all records whose Amount is greater or equal to 50
, (comma)	"100,130,150", "[100-150],>75"





Photos - CLS Session2 - UI Training (2).mp4

HighRadius - Receivables X HighRadius X Krishna

Secure | https://cloud2.highradius.com/RRDMSProject/dms/Home.do#

Welcome Laura Edwards  
Last Logged in Time : 10 September, 2018, 11:47:37 am

EIPP Cash Application Credit POD & Claims Administration Deductions Collections

Worklist Customer Correspondence P2P SIT

Search Filter: Critical Accounts Analytics Advanced Search

Customer Name Customer Number Customer Segment Priority Score Satisfied Rules Suggested Actions Open Amount Current Amount Past Due Amount Aging (0-30 days) Aging (31-60 days) Aging (61-90 days) Aging (91+ days)

Customer Name	Customer Number	Customer Segment	Priority	Score	Satisfied Rules	Suggested Actions	Open Amount	Current Amount	Past Due Amount	Aging (0-30 days)	Aging (31-60 days)	Aging (61-90 days)	Aging (91+ days)
ALDI INC HIN...	04500200...	High risk	Critical	100	Total open amount >1500...	Blocked Order N...	396,086.56	50,602.98	345,483.58	93,613.73	96,024...	81,53...	Laura
Safeway	04500219...	High risk	Critical	80	Amount of individual item...	Blocked Order N...	3,556,858...	317,150.76	3,239,707...	654,222.69	856,72...	877,6...	Laura
BRADLEY INC.	04500093...	High risk	Critical	65	Amount of individual item...	Escalate - broken...	147,494.75	141,945.21	5,549.54	0.00	5,549.54	0.00	Laura
CVS	04500096...	Medium risk	Critical	65	Amount of individual item...	Escalate - broken...	316,591.25	86,406.57	230,184.68	32,943.15	98,319...	65,89...	Laura
DISTRIBUTIO...	04500179...	High risk	Critical	60	Amount of individual item...	Blocked Order N...	217,608.77	211,868.60	5,740.17	17.34	0.00	0.00	Laura
PUBLIX AP	04500295...	Medium risk	Critical	55	Amount of individual item...	Blocked Order N...	336,357.86	195,992.90	140,364.96	37,933.35	28,154...	39,92...	Laura
SOBEYS	04500771...	All Others	Critical	45	Amount of individual item...	Second past due ...	1,788,416...	309,154.88	1,479,261...	721,433.78	208,55...	265,3...	Laura
COSTCO	04500251...	High risk	Critical	40	Amount of individual item...	Blocked Order N...	784,623.28	251,862.27	532,761.01	136,829.77	150,26...	108,9...	Laura
Safeway	04500099...	Medium risk	Critical	40	Amount of individual item...	Call For Follow up	634,034.92	153,288.21	480,746.71	127,020.44	123,97...	165,0...	Laura
MACYS	04500294...	All Others	Critical	40	Amount of individual item...	Call For Follow up	23,116.29	4,633.31	18,482.98	11,547.69	4,197.10	1,740...	Laura
SPARTAN	04500681...	Low risk	Critical	40	Amount of individual item...	Call For Follow up	14,508.68	5,512.91	8,995.77	904.94	2,809.28	1,813...	Laura
AMAZON	04500012...	All Others	Critical	40	Amount of individual item...	Call For Follow up	531,882.60	339,410.22	192,472.38	65,347.25	45,354...	36,72...	Laura
ALBERTSONS...	04500022...	All Others	Critical	40	Amount of individual item...	Blocked Order N...	451,645.97	449,393.82	2,252.15	533.13	104.88	996.64	Laura

Ask Freda

12:04 PM 2018-09-10 12:04:18 12:13 AM 5/11/2022

Photos - CLS Session2 - UI Training (2).mp4

AutoSave Home Insert Draw Design Transitions Animations Slide Show Review View Help Tell me what you want to do Krishna Medarameta

Clipboard Paste Copy Format Painter New Slide Section Slides Font Paragraph Drawing Editing

40:   
41:   
42:   
43:

Collections Module

highradius

Home Exports Administration Collections Master Data Reports

Worklist Search Customer Correspondence Open Payment Commitments

Slide 43 of 193 Recovered 12:11 PM 2018-09-10 12:12:02 12:14 AM 5/11/2022

Photos - CLS Session2 - UI Training (2).mp4

Fullscreen

Krishna

Secure | https://cloud2.highradius.com/RRDMSProject/dms/Home.do#

HighRadius - Receivable ABC

Welcome Laura Edwards  
Last Logged In Time: 10 September, 2018, 11:47:37 am

EIPP Cash Application

Worklist Customer

Search Filter: Critical Account

Customer Name Prioritization

- ALDI INC HIN... Critical
- Safeway Critical
- CVS Critical
- BRADLEY INC. Critical
- RITE-AID Critical
- DISTRIBUTIO... Critical
- PUBLIX AP Critical
- MCLANE Critical
- CORE-MARK Critical
- KROGER Critical
- SOBEYS Critical
- BJ WHOLESALE Critical
- Safeway Critical
- COSTCO Critical
- MACY'S Critical
- SPARTAN Critical
- AMAZON Critical

Send Correspondence

Past Due Items Past Due Age: 15 To 45

Contact Name: Kiran  
Telephone No: (602) 757-0704

View Items

Document type

All  Invoice

Mode of Correspondence

TO: kirran.rana@highradius.com, john.smith@united.com, srinivas.rapaka@highradius.com

CC:

Subject: Second Past Due Reminder {Customer Name} {Customer Number}

Body: Copy an existing template: Second Past Due Reminder

Optional Settings

Sender's Email: no-reply@highradius.com  
Reply To: cm.nayak@highradius.com

Attachments

Zip Attachments  Make into single PDF

Submit Cancel

40 04500012... All Others Amount of Individual Item... Call For Follow up 531,882.60 Ask Freda

12:29 PM 2018-09-10, 12:29:43

Windows Taskbar

Photos - CLS Session2 - UI Training (2).mp4

Customer Name	Priority	Score	Customer Number	Customer Segment	Satisfied Rules	Suggested Actions	Open Amount	Current Amount	Past Due Amount	Aging (0-30 days)
ALDI INC HIN...	Critical	100	04500200...	High risk	Total open amount >1500...	Blocked Order Notification	396,086.56	50,602.98	345,483.58	93,613.73
Safeway	Critical	80	04500219...	High risk	Amount of individual item...	Blocked Order Notification	3,556,858....	317,150.76	3,239,707...	654,222.69
CVS	Critical	65	04500096...	Medium risk	Amount of individual item...	Escalate - broken P2P	316,591.25	86,406.57	230,184.68	32,943.15
<input checked="" type="checkbox"/> BRADLEY INC.	Critical	65	04500093...	High risk	Amount of individual item...	Escalate - broken P2P	147,494.75	141,945.21	5,549.54	0.00
RITE-AID	Critical	65	04500248...	Low risk	Broken committed amou...	Call - Escalate	179,413.06	19,119.92	160,293.14	20,958.19
DISTRIBUTIO...	Critical	60	04500179...	High risk	Amount of individual item...	Blocked Order Notification	217,608.77	211,868.60	5,740.17	17.34
PUBLIX AP	Critical	55	04500295...	Medium risk	Amount of individual item...	Blocked Order Notification	336,357.86	195,992.90	140,364.96	37,933.35
MCLANE	Critical	50	04500095...	Medium risk	Amount of individual item...	Call - Escalate	898,042.91	190,729.07	384,096.71	127,305.05
CORE-MARK	Critical	50	04500713...	High risk	Amount of individual item...	Call - Escalate	2,239,952....	748,210.50	1,491,741...	352,503.72
KROGER	Critical	45	04500248...	Medium risk	Amount of individual item...	Second past due notice	179,238.19	60,852.21	73,875.17	31,742.93
SOBEYS	Critical	45	04500771...	All Others	Amount of individual item...	Second past due notice	1,788,416....	309,154.88	1,479,261...	721,433.78
BJ WHOLESALE	Critical	40	04500102...	Low risk	Amount of individual item...	Call For Follow up	768,763.13	737,207.40	31,555.73	14,601.31
Safeway	Critical	40	04500099...	Medium risk	Amount of individual item...	Call For Follow up	634,034.92	153,288.21	480,746.71	127,020.44
COSTCO	Critical	40	04500251...	High risk	Amount of individual item...	Blocked Order Notification	784,623.28	251,862.27	532,761.01	136,829.77
MACYS	Critical	40	04500294...	All Others	Amount of individual item...	Call For Follow up	23,116.29	4,633.31	18,482.98	11,547.69
SPARTAN	Critical	40	04500681...	Low risk	Amount of individual item...	Call For Follow up	14,508.6			
AMAZON	Critical	40	04500012...	All Others	Amount of individual item...	Call For Follow up	531,882.6			

Photos - CLS Session2 - UI Training (2).mp4

Invoice Number	Company Code	Customer Name	Customer Number	Notes Description	Promised Date
----------------	--------------	---------------	-----------------	-------------------	---------------

Photos - CLS Session2 - UI Training (2).mp4

Past due AR by Aging buckets

Past Due Bucket	Amount
Aging (0-30 days)	5,383,911.96
Aging (31-60 days)	5,620,132.31
Aging (61-90 days)	4,220,901.58
Aging (> 90 days)	4,725,559.67

Suggested Actions - Top 10

Action Name	Action Count
Proactive Reminder	10
Blocked Order Notification	5
Call Customer For Follow up	5
Send first past due notice to the customer	5
Call Customer+Escalate to Supervisor	5
Send second past due notice to the customer	5
Call Customer-Broken commitment + ...	2

Assignment

Customer Name	Priority	Score	Customer Number	Customer Segment	Satisfied Rules	Suggested Actions	Open Amount	Current Amount	Past Due Amount	Aging (0-30 days)
MEREDITH C...	Low	15	04500276...	Medium risk	Amount of individual item...	Proactive Reminder	1,247,869...	138,942.59	1,108,927...	382,276.79
MERITOR	Low	15	04500249...	Low risk	Total open amount >5000...	Proactive Reminder	129,762.58	42,373.92	87,388.66	19,574.28
OMNICOM G...	Low	15	04500658...	Low risk	Amount of individual item...	Proactive Reminder	42,099.50	1,000.00	41,099.50	1,000.00
ON SEMICO...	Low	15	04500251...	Low risk	Amount of individual item...	Proactive Reminder	21,045.84	0.00	21,045.84	0.00

Ask Freda

12:51 PM 2018-09-10 12:52:05 12:14 AM 5/1/2022

Photos - CLS Session2 - UI Training (2).mp4

HighRadius - Receivable

RadiusOne | Home

https://cloud2.highradius.com/RRDMSProject/dms/Home.do#

Welcome Laura Edwards  
Last Logged in Time: 10 September, 2018, 11:47:37 am

EIPP Cash Application Credit POD & Claims Administration Deductions Collections

Worklist Customer Correspondence P2P SIT PUBLIX AP-0450029510-803102 x

Owner Processor

**Details**

Customer Number:	0450029510	Open Amount:	336,357.86	Suggested Actions:	Blocked Order Notification
Customer Name:	PUBLIX AP	Current Amount:	195,992.90	Last Touch Date:	
Processor:	Laura Edwards	Past Due Amount:	140,364.96	Last Correspondence Date:	
Owner:	John Moore	Aging (0-30 days):	37,933.35	Credit Limit:	200,000.00
Worklist Status:	Open	Aging (31-60 days):	28,154.33	Credit Utilisation:	84.28
Payment Terms:	Net 30	Aging (61-90 days):	39,929.25	Disputed Amount:	
Priority:	Critical	Aging (> 90 days):	34,348.03		

Open Items Correspondence Call Log P2P Suggested Actions Notes Tasks Contacts Payments History Closed Items Disputes

Load Filter

Open :174,480.92 Current :34,115.96 Past Due :140,364.96 Records 1 - 20 of 39

Document Number	Sales Invoice Number	Due Date	Days Past Due	Document Copy	Predicted Minimum Delay	Predicted Payment date	Open Amount	Payment Commitme...	Latest Notes
921100228991	921100228993	10/25/2017	99	76	2018-01-09	68.16			
981100258481	981100258483	10/26/2017	98	72	2018-01-06	5,816.10			
981100258681	981100258683	10/26/2017	98	66	2017-12-31	5,816.10			
921100334921	921100334923	10/27/2017	97	72	2018-01-07	5,541.70			

Ask Freda

12:57 PM 2018-09-10 12:57:37 12:14 AM 5/1/2022

# Operators to Refine Advanced Search

Symbol	Example
* (asterisk)	Wildcard character "C*" on Customer Name field yields all customers that begin with "C"
[]	Brackets to set range "[1-80]" on Score field yields all records whose Score is between 1 and 80
=	Equal to "=Open" on the Status field yields all records whose Status is "Open"
!=	Not Equal to "!=In Dispute" on the Status field yields all records whose Status is not "In Dispute"
<	Less than "<1000" on Credit Limit field yields all records whose Credit Limit is less than 1000
<=	Less than or equal to "<=100" on Amount field yields all records whose Amount is less or equal to 100
>	Greater than ">>500" on Amount field yields all records whose Amount is greater than 500
>=	Greater than or equal to ">>=50" on Amount field yields all records whose Amount is greater or equal to 50
, (comma)	Multiple values separator "100,130,150", "[100-150],>75"

Highradius 2018-09-10 11:45:30

Photos - CLS Session2 - UI Training (2).mp4 2018-09-10 11:45:30

HighRadius - Receivable... HighRadius RadiusOne | Home https://cloud2.highradius.com/RRDMSProject/dms/Home.do# Krishna 12:13 AM 5/11/2022

Customer Name: PUBLIX AP Current Amount: 195,992.90 Last Touch Date:

Processor: Laura Edwards Past Due Amount: 140,364.96 Last Correspondence Date:

Owner: John Moore Aging (0-30 days): 37,933.35 Credit Limit: 200,000.00

Worklist Status: Open Aging (31-60 days): 28,154.33 Credit Utilisation: 84.28

Payment Terms: Net 30 Aging (61-90 days): 39,929.25 Disputed Amount:

Priority: Critical Aging (> 90 days): 34,348.03

Open Items Correspondence Call Log P2P Suggested Actions Notes Tasks Contacts Payments History Closed Items Disputes

Load Filter

Document Number	Sales Invoice Number	Due Date	Days Past Due	Document Copy	Predicted Minimum Delay	Predicted Payment date	Open Amount	Payment Commitme...	Latest Notes
<input type="checkbox"/> 921100228991	921100228993	10/25/2017	99	<input type="checkbox"/>	76	2018-01-09	68.16		<input type="checkbox"/>
<input type="checkbox"/> 981100258481	981100258483	10/26/2017	98	<input type="checkbox"/>	72	2018-01-06	5,816.10		<input type="checkbox"/>
<input checked="" type="checkbox"/> 981100258681	981100258683	10/26/2017	98	<input type="checkbox"/>	66	2017-12-31	5,816.10		<input type="checkbox"/>
<input type="checkbox"/> 921100334921	921100334923	10/27/2017	97	<input type="checkbox"/>	72	2018-01-07	5,541.70		<input type="checkbox"/>
<input type="checkbox"/> 921100229001	921100229003	10/28/2017	96	<input type="checkbox"/>	68	2018-01-04	480.87		<input type="checkbox"/>
<input type="checkbox"/> 981100258583	981100258583	10/29/2017	95	<input type="checkbox"/>	63	2017-12-31	5,541.70		<input type="checkbox"/>
<input type="checkbox"/> 981100287471	981100287473	10/29/2017	95	<input type="checkbox"/>	60	2017-12-28	5,541.70		<input type="checkbox"/>
<input type="checkbox"/> 981100289721	981100289723	11/01/2017	92	<input type="checkbox"/>	62	2018-01-02	5,541.70		<input type="checkbox"/>
<input type="checkbox"/> 981100285861	981100285863	11/03/2017	90	<input type="checkbox"/>	55	2017-12-28	5,541.70		<input type="checkbox"/>
<input type="checkbox"/> 921100267911	921100267913	11/08/2017	85	<input type="checkbox"/>	57	2018-01-04	5,615.79		<input type="checkbox"/>
<input type="checkbox"/> 981100286711	981100286713	11/10/2017	83	<input type="checkbox"/>	56	2018-01-05	5,541.70		<input type="checkbox"/>

Records 1 - 20 of 39

Ask Freda 1:03 PM 2018-09-10 13:03:08

Photos - CLS Session2 - UI Training (2).mp4

The screenshot shows a web browser window with multiple tabs open. The main content area displays a customer profile with various details like Customer Number, Name, Processor, Owner, Worklist Status, Payment Terms, and Priority. Below this, a table lists suggested actions, with one row selected: "Blocked Ord..." with Action Name "Action Name". A toolbar below the table includes links for Open Items, Correspondence, Call Log, P2P, Suggested Actions, Notes, Tasks, Contacts, Payments History, Closed Items, and Disputes. At the bottom right, there's a button labeled "Ask Freda". The system status bar at the bottom shows the date and time as 2018-09-10 13:17:31.

Photos - CLS Session2 - UI Training (2).mp4

This screenshot shows a contact editing interface. The left sidebar lists customer details. The main area has tabs for Edit Contact, Contact Address, and Additional Information. In the Additional Information tab, there's a dropdown for Recipient Role with options: "Secondary Role", "Primary Role", and "Secondary, Primary Role". The "Primary Role" option is highlighted with a blue background. A modal window titled "Edit Contact" contains fields for Phone - Business (00987654321), Fax (1234567890), and Phone - Mobile ((618) 734-4620). The system status bar at the bottom shows the date and time as 2018-09-10 13:24:09.

Photos - CLS\_Session2 - UI Training (2).mp4

Fullscreen

HighRadius - Receivable... x HighRadius x RadiusOne | Home x https://cloud2.higradius.com/RRDMSProject/dms/Home.do# Krishna

Secure | https://cloud2.higradius.com/RRDMSProject/dms/Home.do# Last Logged In Time :10 September, 2018, 11:47:37 am

PRODUCTS

EIPP Cash Application Credit POD & Claims Administration Deductions Collections

Worklist Customer Correspondence P2P SIT PUBLIX AP-0450029510-803102

Owner Processor

Details

Customer Number:	0450029510	Open Amount:	336,357.86	Suggested Actions:	Blocked Order Notification
Customer Name:	PUBLIX AP	Current Amount:	195,992.90	Last Touch Date:	
Processor:	Laura Edwards	Past Due Amount:	140,364.96	Last Correspondence Date:	
Owner:	John Moore	Aging (0-30 days):	37,139.35	Credit Limit:	200,000.00
Worklist Status:	Open	Aging (31-60 days):	28,154.33	Credit Utilisation:	84.28
Payment Terms:	Net 30	Aging (61-90 days):	39,929.25	Disputed Amount:	
Priority:	Critical	Aging (> 90 days):	34,348.03		

Open Items Correspondence Call Log P2P Suggested Actions Notes Tasks Contacts Payments History Closed Items Disputes

Change Status

Page 1 of 1 Total Disputed Amount=75203157.83 Records 1 - 11 of 11

Processor	Owner	Reason Code	Invoice Amount	Dispute Amount	Status	Document Id	Document Number	Sales Invoice...	Deduction Id	Attachment List
Daniel Steele	Daniel Steele	Left Over Ad Product	5,816.10	1,000.00	New	558155386	8110025868	8110025868	27587465	
Carol Green	Carol Green	Rebate - Variable Promo	2,807.90	807.90	New	439731492	2110026787	2110026787	27587290	
Krista Olson	Krista Olson	Unknown		-75,200,010....	Closed	558245059	2600000163	2600000163	27542440	
Krista Olson	Krista Olson	Reassign		2,450.00	Closed	297214926	2600000339	2600000339	12794304	
Krista Olson	Krista Olson	Reassign		1,862.00	Closed	297214929	2600000339	2600000339	2600000339	

Ask Freda

12:15 AM 5/11/2022

Photos - CLS Session2 - UI Training (2).mp4

Fullscreen

HighRadius - Receivable... x HighRadius x Krishna x

Secure | https://cloud2.highradius.com/RRDMSProject/dms/Home.do

Welcome Laura Edwards  
Last Logged in Time: 10 September, 2018, 11:47:37 am

highradius ABC PRODUCTS

EIPP Cash Application Credit POD & Claims Administration Deductions Collections

Worklist Customer Correspondence P2P SIT

Search Filter: Escalation List

Advanced 2nd past due notice

Credit Util 80%

Critical Accounts

Demo 31

Disputes

Dollar value

Escalation List

first past due notice

Kellogg's demo

Laura Edwards

Analytics Advanced Search

Search Clear Save Filter

Past Due Amount: [ ] Priority: [ ]

Company Code: [ ] Processor: [ ]

Last Invoice Date: [ ] Worklist Status: [ ]

Last Touch Date: [ ] Action Status: [ ]

Last Correspondence Date: [ ] Suggested Actions: [ ]

Assignment

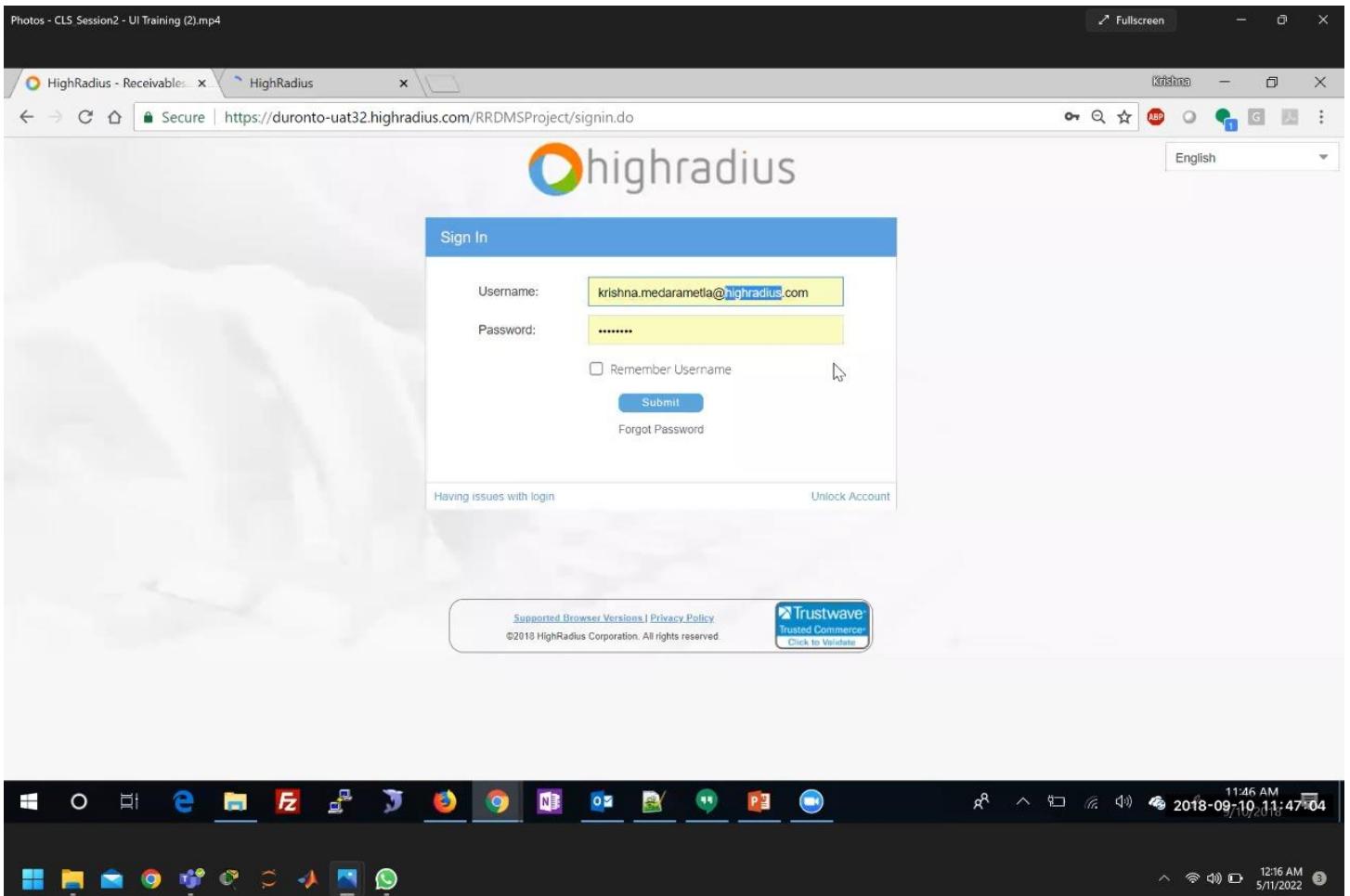
Open Amt.=27,336,815.26 Current Amt.= 7,386,309.74 Past due Amounts= 16,647,333.01

Collections 1 - 20 of 41

Customer Name	Customer Number	Customer Segment	Priorit	Sco	Satisfied Rules	Suggested Actions	Open Amount	Current Amount	Past Due Amount	Aging (0-30 days)	Aging (31-60 days)	Aging (61-90 days)	Processor	Cr
ALDI INC HIN...	04500200...	High risk	Critical	100	100	Escalate - Broken...	266,086.56	50,689.09	215,499.50	63,642.39	96,024...	81,53...	Laura Edwards	Cr
Safeway	04500219...	High risk	Critical	100	100	Escalate - Broken...	510,591.25	86,406.57	250,184.88	856.72	877.6...	877.6...	Laura Edwards	Cr
CVS	04500096...	Medium risk	Critical	65	65	Escalate - Broken...	510,591.25	86,406.57	250,184.88	52,943.15	52,943.15	52,943.15	Ask Freda	Cr

11:52 AM 2018-09-10, 11:52:08

12:15 AM 5/1/2022



## **Conclusion**

The Three-month internship was completed with High radius teaching important life skills and lessons such as:

- Teamwork
- Critical thinking
- Time management
- Workload management
- Creativity
- Professional writing

Also, few industry skills were:

- G suite operation
- SQL operations
- Brain storming
- Supply chain management
- Negotiation skills
- Data analysis and management

Along with these day-to-day schedules made us all working in business track cooperate ready and always ready to take any challenge given at us.

## References

- 7 habits of life by steve covey: <https://www.franklincovey.com/the-7-habits/>
- Business ethics: <https://corporatefinanceinstitute.com/resources/knowledge/other/business-ethics/>
- Excel tips & Tricks: <https://blog.hubspot.com/marketing/how-to-use-excel-tips>
- G-suite : [https://workspace.google.com/intl/en\\_in/](https://workspace.google.com/intl/en_in/)
- Group Discussion: <https://www.javatpoint.com/group-discussion#:~:text=Group%20Discussion%20or%20GD%20is,group%20represents%20his%2Fher%20perspective.>
- Professional Ethics: [https://en.wikipedia.org/wiki/Professional\\_ethics](https://en.wikipedia.org/wiki/Professional_ethics)
- Interview Skills: <https://www.indeed.com/career-advice/interviewing/interview-skill>
- Business Principles: <https://www.indeed.com/career-advice/career-development/fundamental-business-principles>
- Email Writing: <https://www.ilac.com/10-tips-on-how-to-write-a-business-email-in-english/>
- Business Communication : <https://www.nextiva.com/blog/what-is-business-communication.html#:~:text=Business%20communication%20is%20the%20process,organizational%20practices%20and%20reduce%20errors.>
- SQL: <https://www.w3schools.com/sql/default.asp>
- Excel : <https://support.microsoft.com/en-us/office/excel-functions-alphabetical-b3944572-255d-4efb-bb96-c6d90033e188>
- B2B VS B2C : <https://www.salesforce.com/eu/blog/2021/11/b2b-vs-b2c-ecommerce-difference.html#:~:text=B2B%20stands%20for%20business%20to,B2C%20ecommerce%20targets%20personal%20consumers.>
- Highradius: <https://www.highradius.com/resources/ebooks/>