

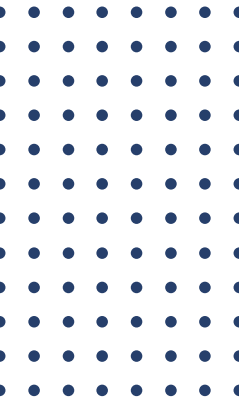
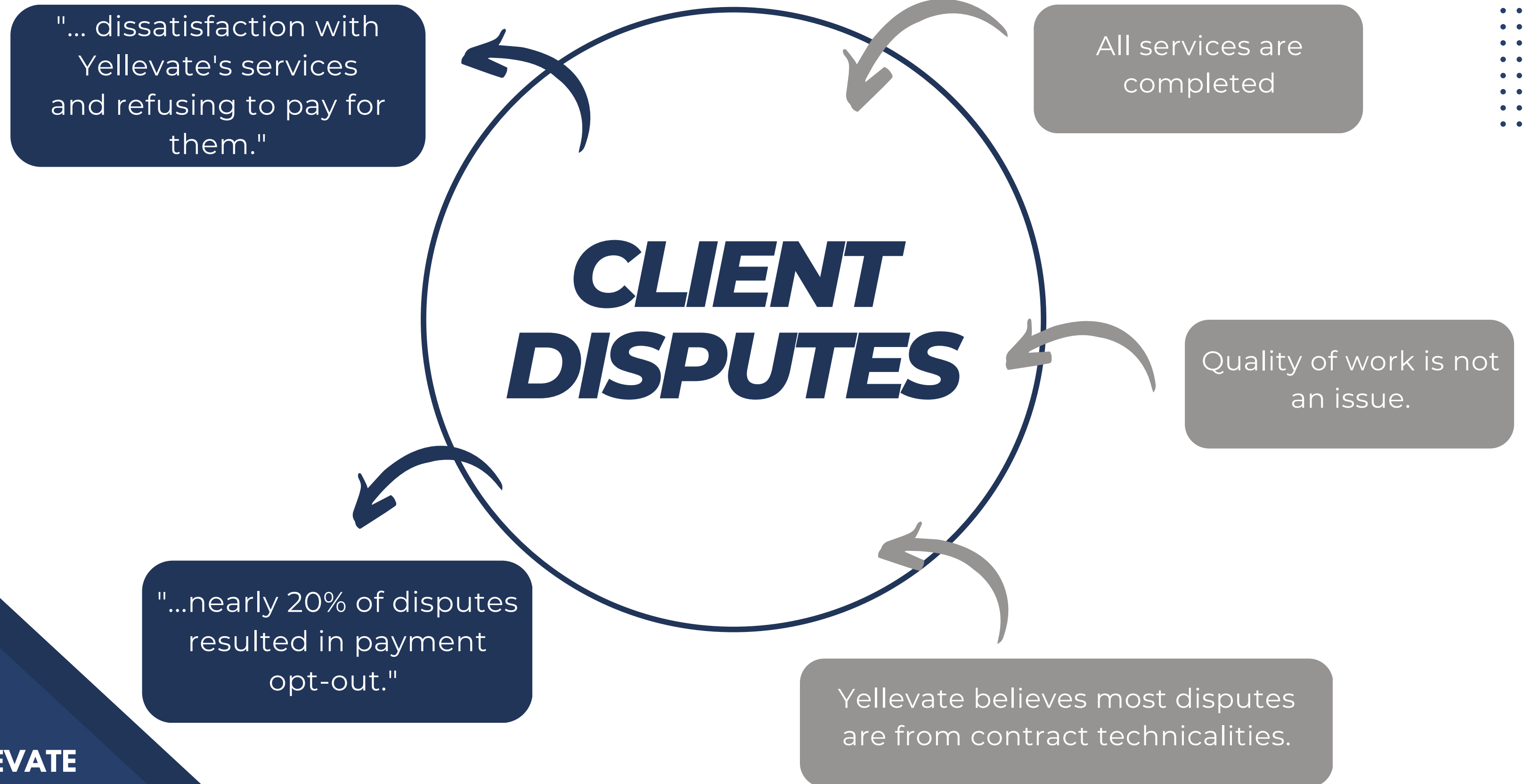


# YELLEVATE DISPUTE ANALYSIS

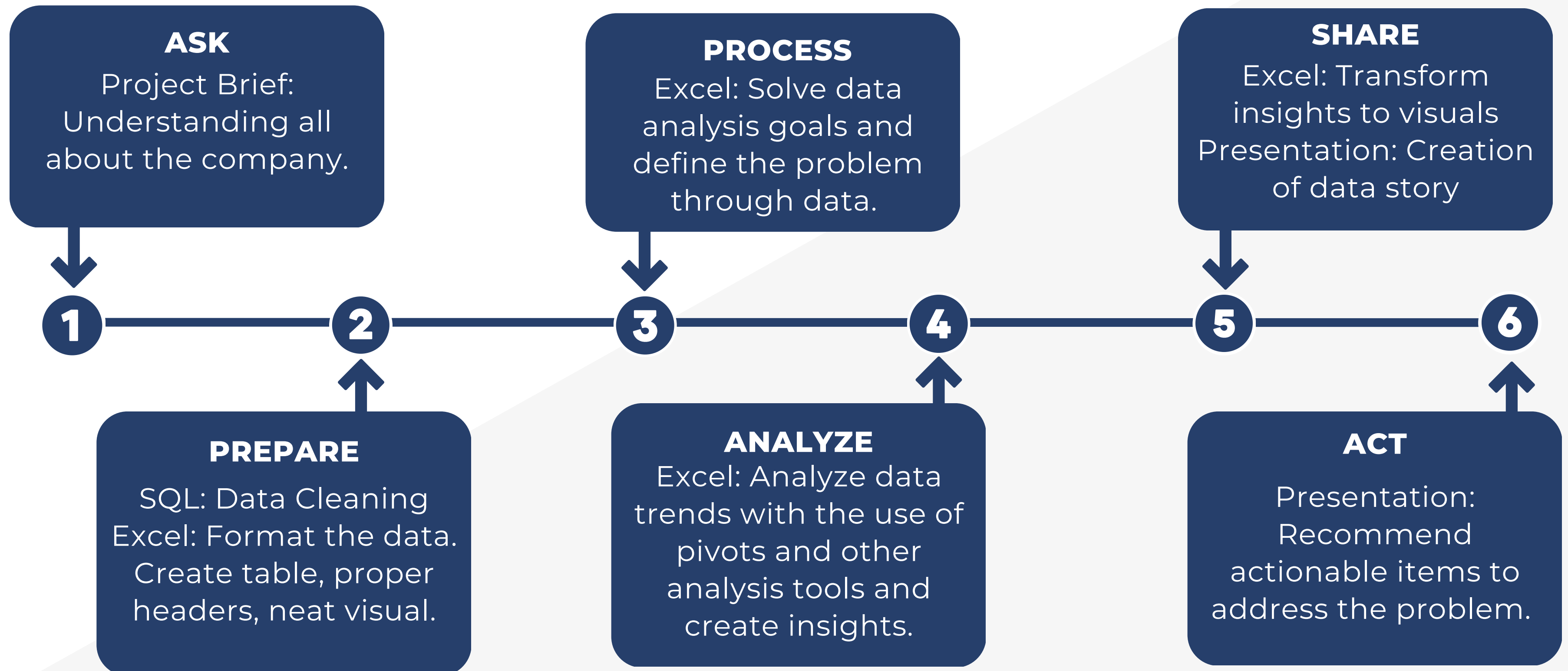
Batch 5



# ***PROBLEM***

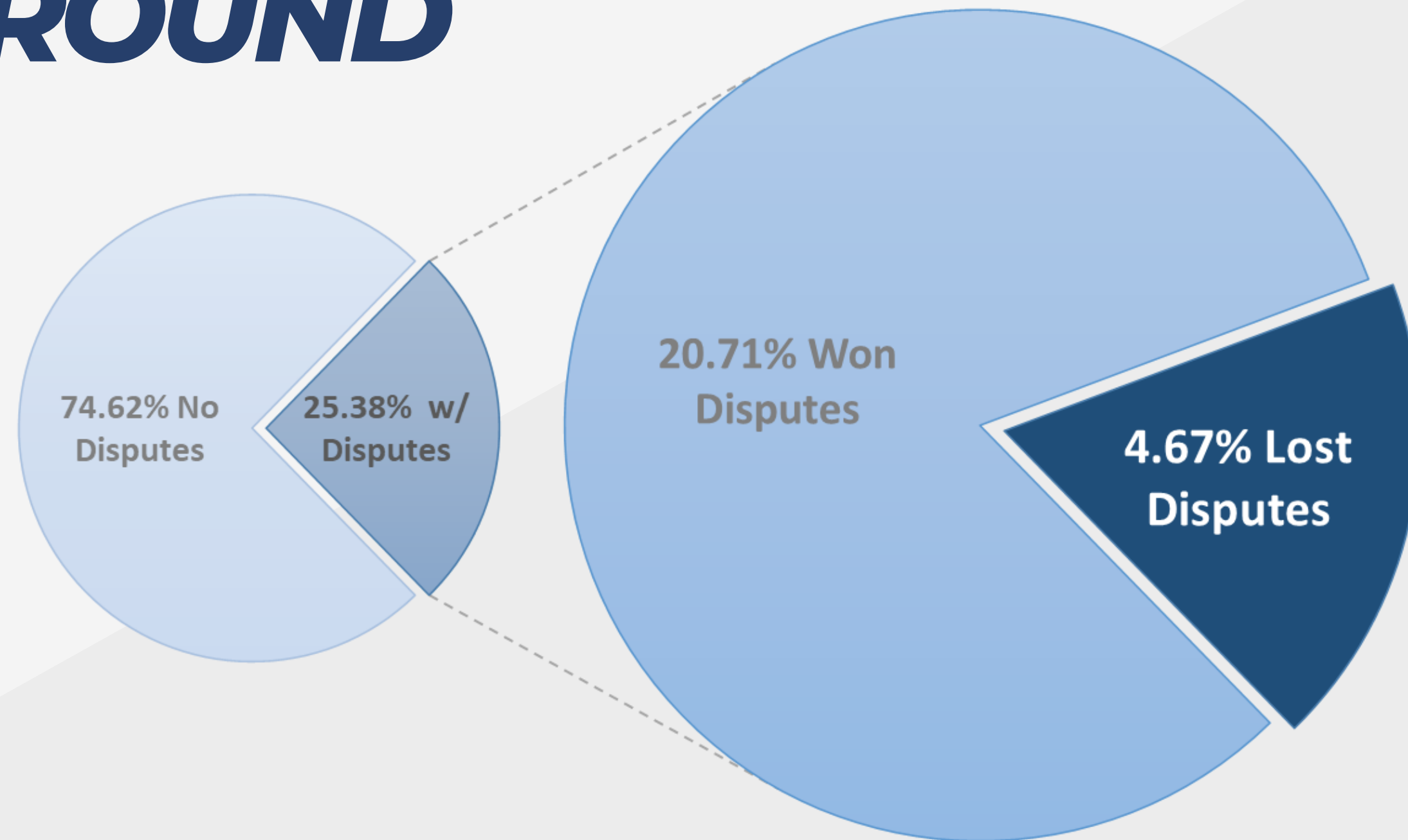


# WHAT WE DID.



# ***DISPUTES BACKGROUND***

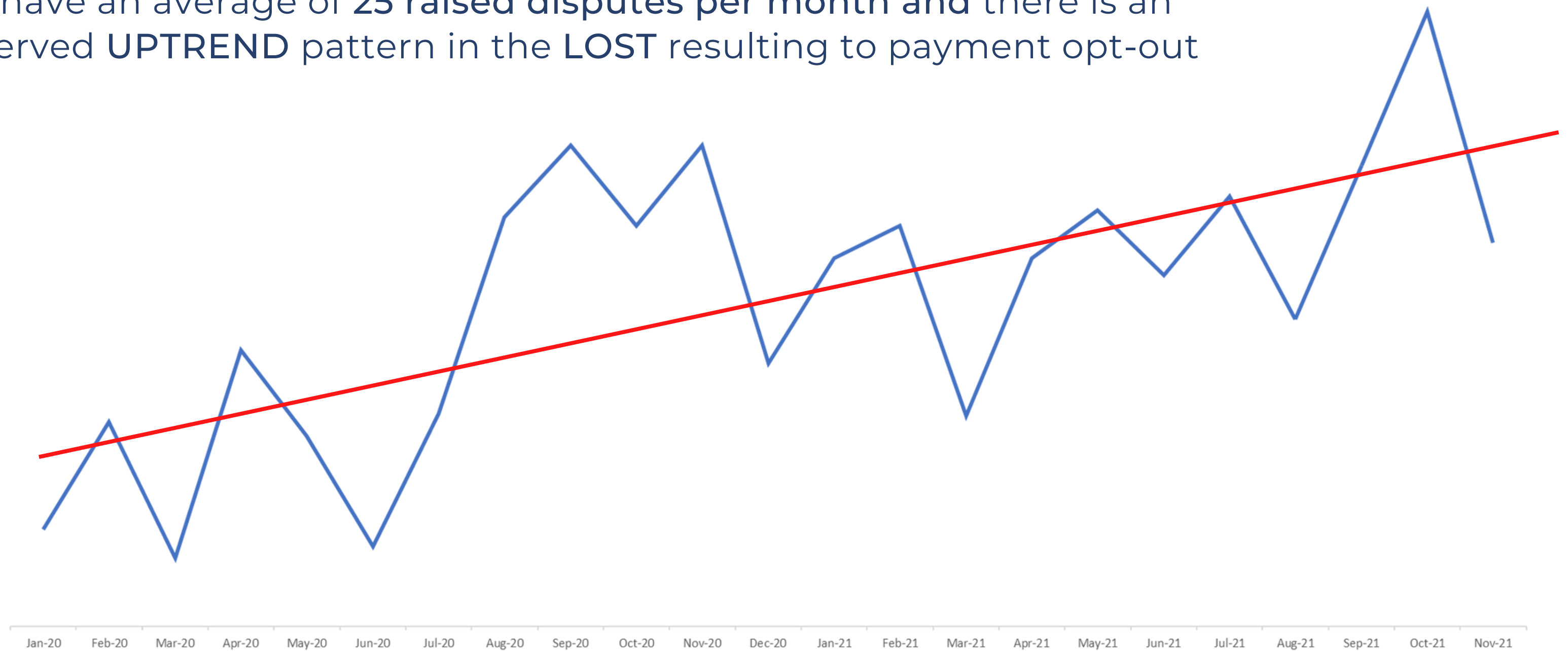
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From the total \$14M Revenue of the company, almost 5% or equivalent to \$690,167 Annual Revenue Lost from disputes.

# ***DISPUTES BACKGROUND***

We have an average of 25 raised disputes per month and there is an observed UPTREND pattern in the LOST resulting to payment opt-out



# DISPUTES BACKGROUND



**26 Days**

Average processing time in which the invoices are settled



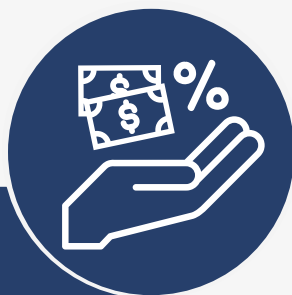
**36 Days**

average processing time in which the disputes are settled



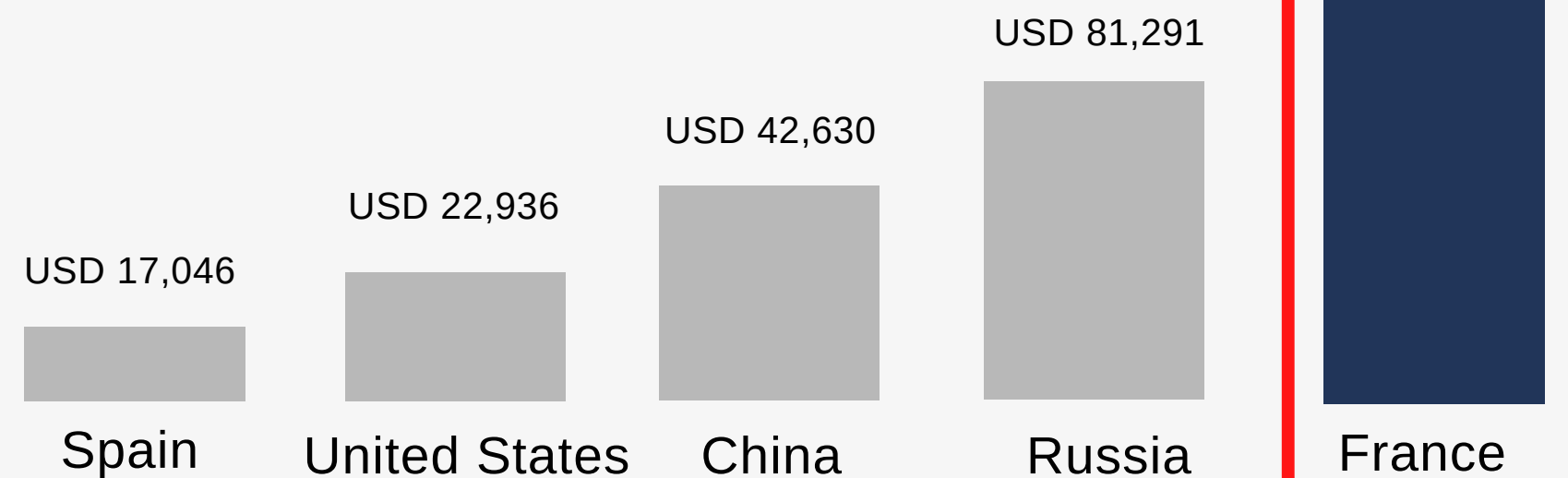
**76.0%**

76 out of 100 served companies have raised disputes against the company



**17.69%**

101 out of 571 number of disputes raised against the company that resulted in a payment opt-out.

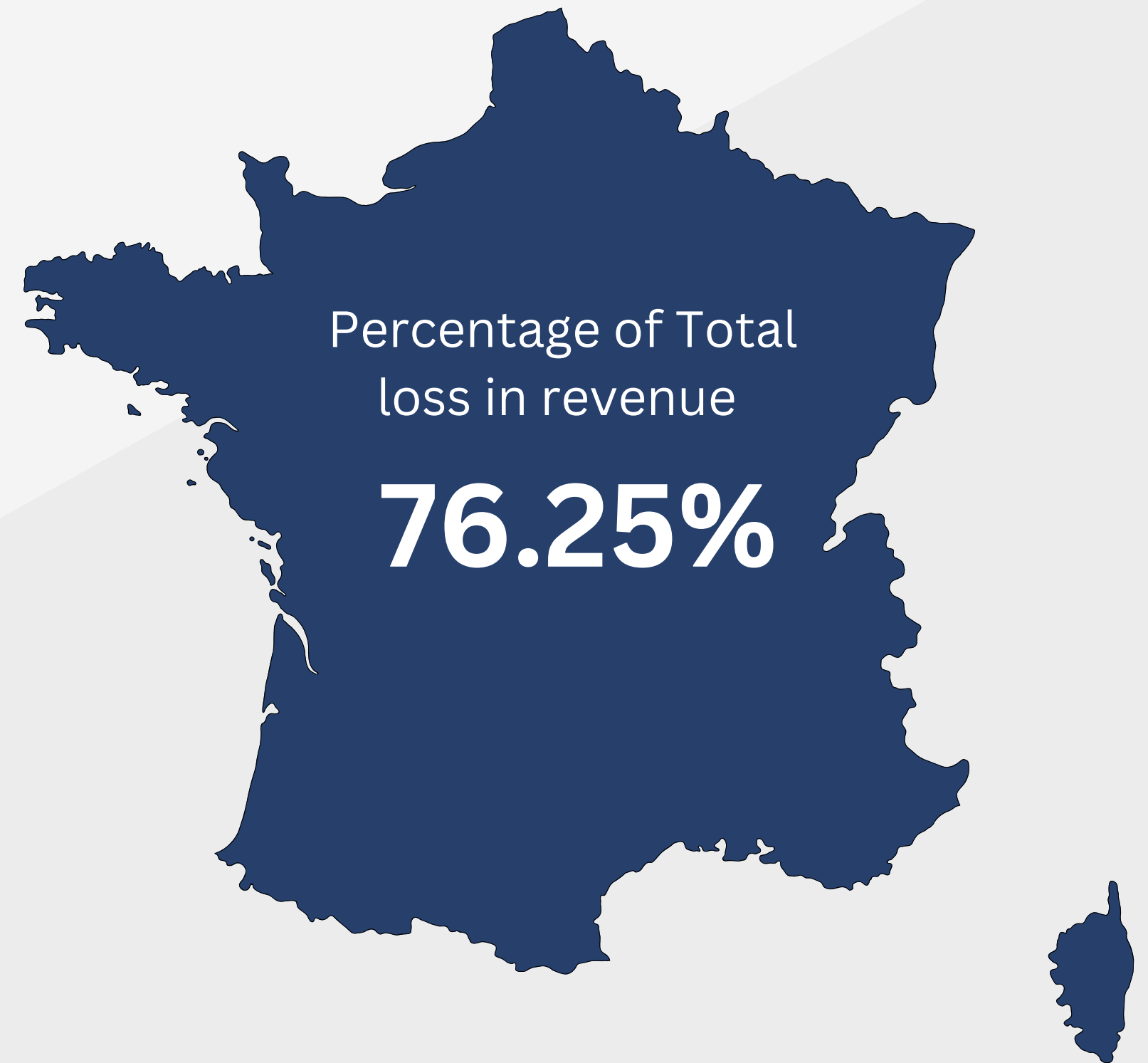


For the five countries that the company are servicing, **France** has been identified with the highest losses from the disputes (in USD)



## ***WHAT'S WITH FRANCE?***

From 23 companies in France, only 2 haven't raised disputes against Yellevate and almost 40% out of 561 total invoices had disputes; it has contributed about 76% of the total lost disputes. (\$526,264)



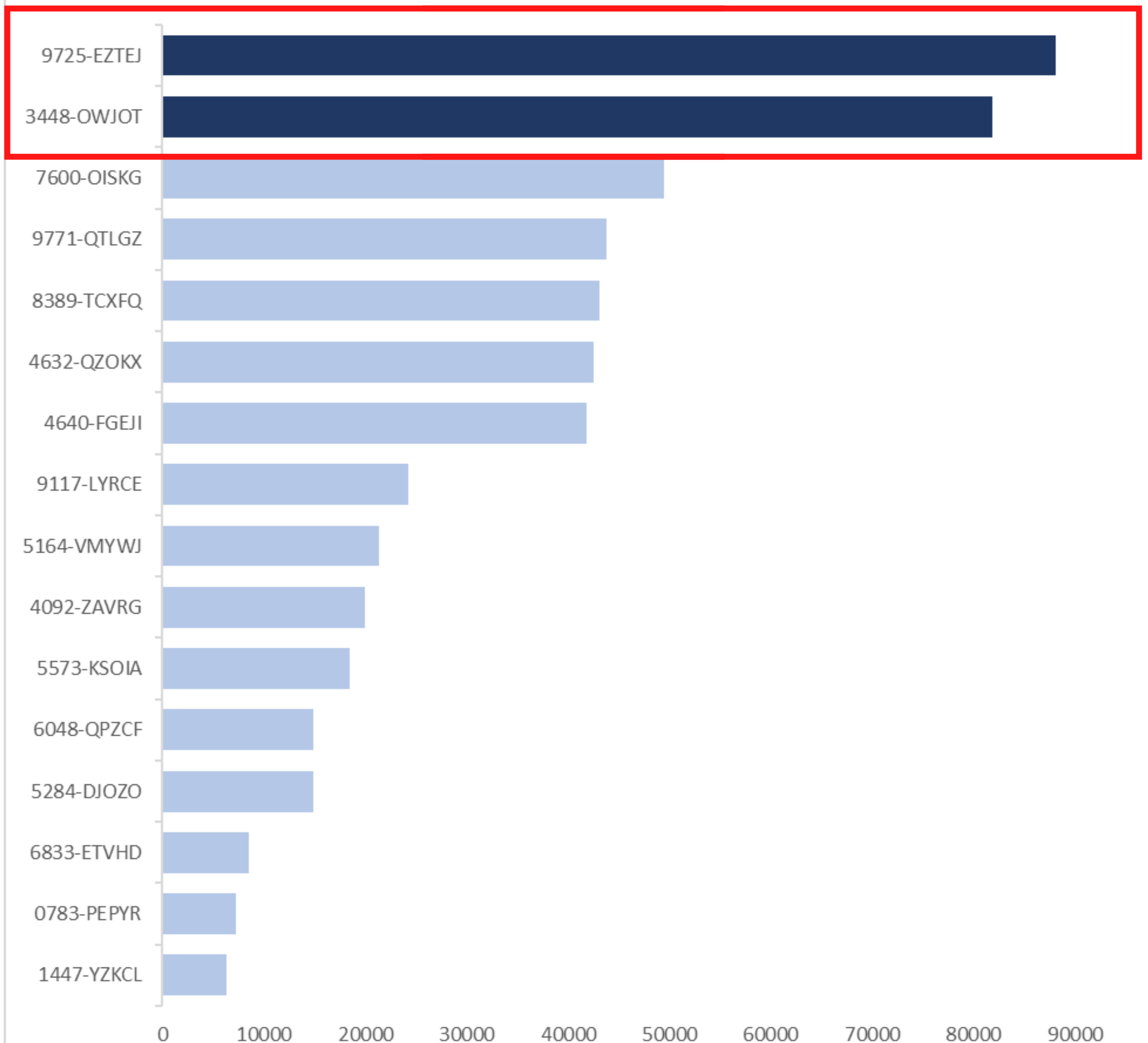


# COMPANIES FROM FRANCE

Top 2 companies contributes to  
25% or equivalent to \$169,907  
total revenue lost

## What's Common With 9725-EZTEJ and 3448-OWJOT

Both have more than 90% of  
their total invoices have  
disputes and raises with a  
minimum frequency of once  
every 2 months.







# ***INSIGHTS***

- **The market found out that Yellevate is common to have disputes.**
- **It has been a norm for companies to raise disputes on a regular basis.**
- **Customers seem to exploit Yellevate's contract Loop-hole.**
- **No sense in continuing services with Yellevate if they are dissatisfied with the service.**



# ***RECOMMENDATIONS***

## **Service Level Agreement (SLA) Contract**

- Upon every Purchase Order, there should be an equivalent service level agreement **SIGNED** between the company and customer.
- This should outline **KEY PERFORMANCE INDICATORS** supported by success metrics and specific obligations between the organizations.
- It should include **ALL SERVICES** that have been decided upon with **DEFINED TIME FRAMES**.
- Get a **LEGAL FIRM** to help create and consult a **flawless SLA** format to be used as the main reference to every transaction with minimal revisions per customer and type of service to be rendered.

## **Conduct Credit Limit Investigation**

- Hire a contractor to conduct credit investigation for reference on contract SLAs.
- 

# RECOMMENDATIONS

## Apply Credit Limit

- Set a particular credit line per customer based on Credit Investigation Report and payment history. If CI Report and history are good, then a higher credit limit shall be granted and vice versa.

## 50% Downpayment Policy to All Customers

\$345,083

50%

- Inclusion of 50% Downpayment Policy in the contract that shall be paid by the customer at the time of placement of a purchase order.

## Cash Before Delivery (CBD) Policy for transactions below \$6000.

\$169,223

24.5%

- Apply CBD payment terms to invoice amounts below \$6000 in this way the company will not be dealing with disputes from lower amounts.