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Project Title: Elevating Yellevate

Problem

Yellevate has been struggling with client disputes as much as 20% and resulted in a payment opt-out which led to an approximate 5% annual loss.

Its primary goal is to resolve the said disputes and how to manage it effectively and efficiently. The following questions were asked to pinpoint what can be improved:

- How can we prevent disputes or decrease it by 80-90%?
- How do we streamline invoicing while increasing accuracy of work?
- How can we improve a well-written contract to benefit both parties?
- How can we create protection against dispute and late payments?; and
- How can we improve dispute management to prevent destroying business relations?

Yellevate needs to know the processing time of invoicing and the settlement of disputes as this resulted in company loss and how this will be resolved. What is the percentage of lost disputes and which country has the highest lost disputes?

There are current and possible solutions to the problems like improving invoice processing and settlement, invoice verification, dispute management like setting rules for resolution and proper communication. These will be monitored and tracked by the business analyst through data reports.

The present solutions will greatly help the accounting and the collection department and the company as a whole in helping to maintain healthy cash flow but will also ensure invoices are paid in a timely manner while preserving client relationships.

Methodology

The acquired data was examined and studied by all the members as Yellevate collects most of the data in a structured format such as Country, Customer ID, Invoice details, Dispute status and date. Importing to SQL, data cleaning and coding queries were accomplished by our two IT. The coding queries focused on the following:

- Processing time in which invoices are settled
- Processing time for the company to settle disputes
- Percentage of disputes received by the company that were lost
- Percentage of revenue lost from disputes

- The country where the company reached the highest losses from lost disputes

These five results were focused on as these would reveal the possible dissatisfactions of the non compliant clients and weak points of Yellevate. Afterwards, data was also analyzed using Excel functions. Collaboration and trial and error were also practiced among the members before exporting it to Excel, creating pivots, and visualizations to come up with a reliable report.

Findings

1. The processing time in which invoices are settled (average # of days rounded to a whole number) - **26 days**
2. The processing time for the company to settle disputes (average # of days rounded to a whole number) - **36 Days**
3. Percentage of disputes received by the company that were lost (within two decimal places) - **17.69**
4. Percentage of revenue lost from disputes (within two decimal places) - **4.67**
5. The country where the company reached the highest losses from lost disputes (in USD) - France (See table below)

<i>Country</i>	<i>Total Losses from Lost Disputes</i>
France	526,264
Russia	81,291
China	42,630
United States	22,936
Spain	17,046

Written Insights

The responsibility of any successful business lies in how it is handling not only its customers' complaints but also the discrepancies in invoices and billing documents. With 4.67% loss in revenue due to disputes, a look at how Yellevate manages disputes related to late payments or incorrect and disputed invoices and even contract details must also be revisited, reviewed and rectified. Since most of the clients pay on time— 26 days vis a vis the common 30 days —Yellevate needs to elevate its dispute management as 17.69% of disputes were lost mainly from France.

With proper dispute management, Yellevate can accelerate dispute resolution and achieve timely collections of receivables to significantly reduce bad debts.

Recommendations

Late payment of invoices, non-payment, and even dispute claims are often considered part and parcel of running a business and naturally, it would be best to stop them from materializing. To do so, Yellevate can create a well-written contract that lays out the following:

- scope
- billing
- payment terms and methods
- other terms and conditions
- invoice dispute methods
- limitation period, where a time limit is set within which a client can bring a claim;
- and possible protection clauses against these kinds of scenarios or including a third-party collection agency.

The company can create a clear and verified invoice with a detailed breakdown where the number of hours, or rate per hour, and what was delivered in that time are specified. By doing so, the client has less reasons to dispute the invoice. Moreover, the key to streamlining invoice workflows while increasing the accuracy of work is through automation as it reduces human errors and helps businesses save over manual tasks.

Lastly, acquiring proper insurance coverage should be part of every overall risk reduction plan.