



SOURCE-TO-PAY DEDUCTION
MANAGEMENT SOLUTIONS

Efficient processes,
clear communication,
healthier supplier relationships

Resolving deduction disputes and payment inquiries can be a complex and resource-intensive process for companies and suppliers.

HIGH STAFFING COSTS



Up to 30% of customer deductions are disputed by suppliers and can total tens of thousands of queries.

Manual processes, piecemeal workflow and disparate systems require companies to assign significant personnel to resolve deduction disputes and approve reversals – an effort that provides no value back to the organization.



SIGNIFICANT COSTS

Buyers have to retrospectively collate evidence, while suppliers can frequently receive lower payments without satisfactory explanation. Ultimately, disputes can very often cost more than they're worth.



LACK OF ACCURACY

Manual processes leave substantial room for human error and a low degree of confidence that disputes are resolved correctly. Companies routinely spend millions of dollars in unnecessary deduction repayments.



CUSTOMER SERVICE IMPACTS

With lengthy response times and low confidence in outcomes, service levels can take a real hit, degrading the client's relationship with their suppliers.



A COMPREHENSIVE APPROACH WITH WHOLE BUSINESS HEALTH BENEFITS

Every broken process is an opportunity to increase efficiency. PRGX helps organizations move from value loss to value gain with our hassle-free, self-service Deduction Management portal. It helps streamline the deduction dispute process to nurture supplier relationships, improve outcomes and save money.



Protect profits

Keep the millions of dollars in needless repayments that are made in an effort to minimize internal costs.



Data & systems alignment

Lack of visibility and access to all supporting documents and multiple data sources can unnecessarily complicate the process.



Stronger vendor relationships

Reduce disputes that can lead to supply chain interruptions, lost negotiation leverage, credit holds and more.



Upgrade processes

Our solution facilitates payments, reduces disputes and helps prevent errors.



Avoid resource drain

With Deduction Management, significant staff and management resources are not required—from both companies and suppliers—to support resolutions.



Improve cash flow

By avoiding delays caused by disputes, clients and suppliers are in a better position with working capital.

HOW WE HELP

PRGX is the global leader in source-to-pay data analytics and margin expansion. We unlock incremental value from the data within your ecosystem, and expand your impact across the whole business. Leveraging AI, ML and deep industry expertise, our audit and analytics solutions shape stronger, healthier businesses.



We serve 75% of the top 20 global retailers



We analyze more than \$2 trillion in spend



We create actionable insights from over 6.2 petabytes of data



We deliver more than \$1.4 billion in net profit



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