



Genpact Post Payment Audit and Recovery Application

Transform the post audit experience with data analytics, digitalization and artificial intelligence

Challenge

Retails continue to leak money across Source to pay value chain year over year

Complex business processes, dynamic commercial terms and multiple frequent suppliers' transactions are exposing Retail and eCommerce organizations to the risk of overpayments. Contract compliance becomes even more difficult in a retail dynamic environment where there are numerous supplier agreements and email exchanges due to high volume of events, intermittent deals and promotions, retail price adjustments, seasonal variations, and joint campaigns.

In many cases, agreements with suppliers made through email exchanges are not documented in a centralized deal or coop management system leaving the retailer exposed to overpayment or missed fundings with suppliers. Analysing unstructured data including email communications between buyers and suppliers for references to terms, conditions, or commitments made between the parties, have been labour-intensive, time-consuming, and prone to human errors.

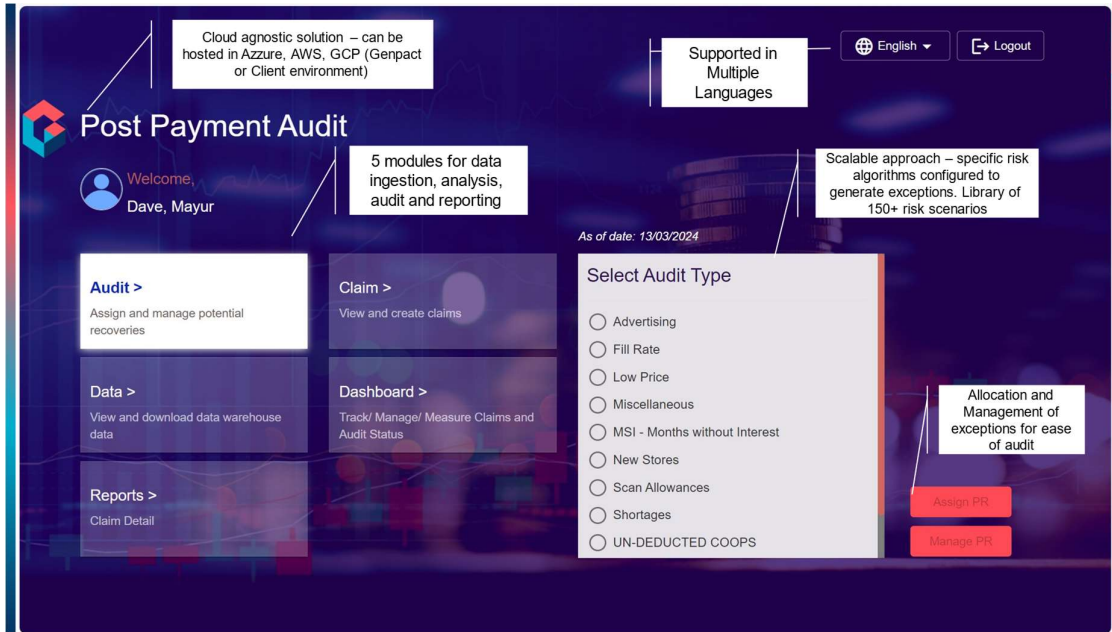
These errors are costing companies millions of dollars. The percentage of leakages for retailers could range from 0.2% to 0.5% of supplier spend. This implies that a retailer operating with even very effective controls with an annual spend of \$10B has leakages of ~\$20M annually.

Solution

A integrated digital application to identify, recover leakages and provide insights to prevent leakages

Genpact Post Payment Audit tool is designed to drive end to end audit and recovery activities as well as generation of business insights on one flexible cloud-based platform. Leveraging advanced data analytics these audits meticulously examine large volumes of transactions to detect anomalies, missed promotions, and non-compliant payments that standard reviews may overlook. Built for retail audit, Genpact Post Payment Audit tool is backed by more than a decade of Genpact's experience in the retail industry. The audit engine has been trained on 150+ leakage models to identify leakage scenarios ranging from allowances, volumes, margin loss, damages and other retail audit scenarios. This sophisticated analysis not only recovers lost funds but also provides predictive insights to prevent future issues, leading to a reduction in operational costs and enhanced financial control. The application is completely customizable, cloud agnostic and multi-lingual depending upon client preference and region we are operating.

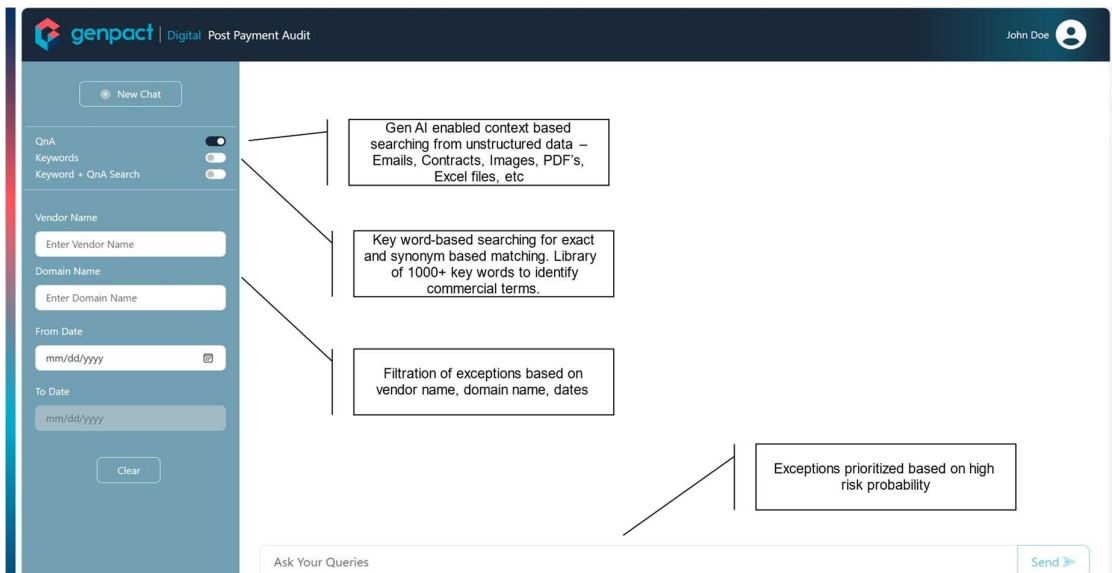




Leveraging generative AI powered audit to have a closer look at unstructured data

The manual review of unstructured contractual agreements and email exchanges against actual performance data is a daunting task, often resulting in overlooked discrepancies and financial losses. Recognizing these challenges, Genpact has invested in leveraging Artificial Intelligence (AI) technology to enhance supplier post-audit and recovery audit processes of unstructured data, primarily, unstructured contractual agreements and email exchanges against actual performance data.

GenScanner is a smart combination of keyword and contextual search engine on underlying data stored in Vector DB post semantic chunking. When a query is fired, relevant chunks are extracted, and answer is created using RAG (Retrieval Augmented Generation) based approach. The tool offers cutting-edge capabilities that revolutionizes the way we search for contract commercial terms and relevant emails to conduct audits, ultimately improving efficiency, accuracy, and recovery opportunities.



Post Audit application provides visibility, governance and business insights on a real time basis

The Post Payment Audit application through its Claim and Reporting module provides clients with detailed, customized reporting and real-time dashboards that offer comprehensive visibility into audit findings and key performance metrics. These tailored reports allow stakeholders to monitor claims processed, pending, in approval pipeline and rejection with a drilldown option by supplier, buyer, department, claim types, root causes and YoY trend providing an end-to-end business insight, ensuring a seamless and integrated service experience.

Digitally enabled program to drive governance across the audit process

BRIC

- Genpact Business Recovery and Insights Cockpit
- Insights on recoveries, claim reasons and root causes



Claim Manager

- End to End claim approval workflow
- Details of claims like reasons, status of claims, and all history

The Claim Manager interface displays a detailed list of claims for review. The table includes columns for Claim Number, Claim Type, Approval Date, Claim Status, and various action buttons. The status of each claim is indicated by a colored dot (green for approved, orange for pending, red for rejected).

Claim Number	Claim Type	Approval Date	Claim Status	Action
GCAR-001	Invoice	2023-10-20	Approved	View
GCAR-002	Invoice	2023-10-20	Pending	View
GCAR-003	Invoice	2023-10-20	Rejected	View

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Proven consistent business impact generated for retailers

The application has helped clients drive consistent track record of delivering over \$1B of recoveries across different retailers.

Genpact's solution has the potential to significantly transform how companies conduct supplier post-audit and recovery audits, empowering them to recover more funds quickly, achieve better claim quality, reduce risks, and enhance overall audit effectiveness.

To learn more about the solution and how it can benefit your organization, please don't hesitate to reach out on the below link.

Questions about Genpact services or solutions

Learn more about how we help companies like yours transform their businesses.

[SUBMIT A REQUEST](#)