



Duplicate Payment Recovery

Recover your duplicate payments faster, easier and more effectively

The inconvenient truth

Although difficult to admit, it's likely you've invested considerable time and money on sophisticated IT systems, best-in-class processes, and on the strictest controls possible—however, it's also likely that your company is losing money due to duplicated payments of supplier invoices. Even the best accounts payable departments can't escape the most common causes of duplicate payments, including human error, such as keying mistakes, duplicate vendor listings and new or temporary staff, as well as other factors such as IT system changes, mergers and acquisitions, and cross-company invoicing. Duplicate payments are often discovered through unconventional means such as honest suppliers alerting accounts payable of the mistake or departmental managers discovering double charges that eat into their budgets. According to industry estimates, between 0.1–0.5% of total payments are processed twice, which can result in a loss of up to €5 million for a company with a transaction volume of €1 billion. The inconvenient truth is that 70% of duplicate payments can't be identified using standard measures.



In my experience, most businesses underestimate the impact that duplicate payments has on their bottom line and, with the right processes and expertise, it's not a complex issue to resolve.

Atul Kulshreshtha
Vice President
Capgemini's Business Services



Automate your duplicate payment processes

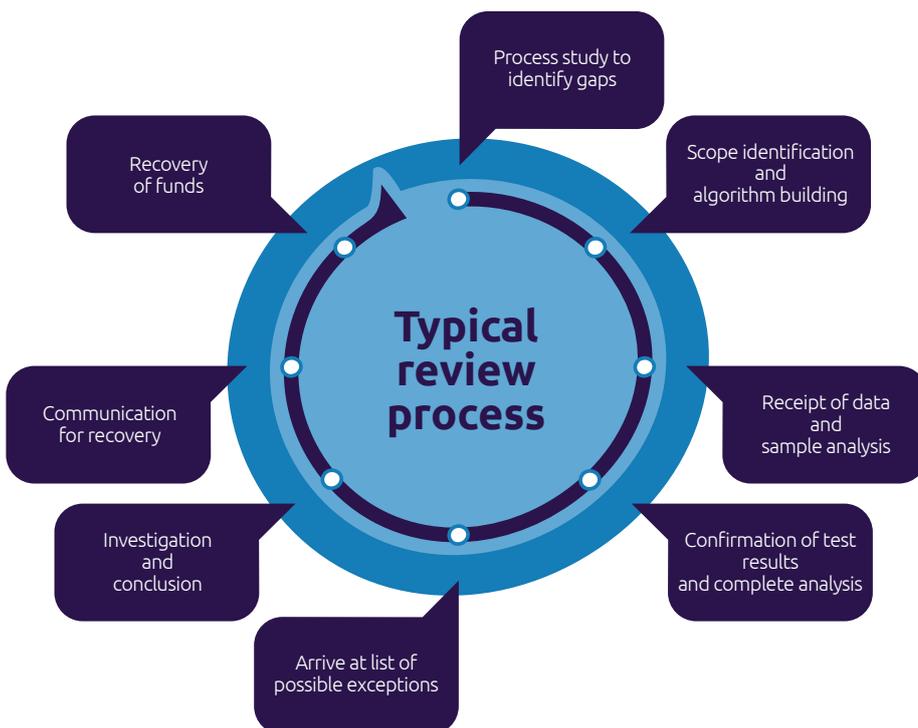
Your company can benefit from a risk-free, flexible and automated service that makes the process of identifying and recovering duplicate payments faster, easier and more effective.

Through combining a robust product suite and experienced team of professionals, our Duplicate Payment Recovery service uses the latest innovations in technology to automate your payment recovery processes—delivering value to your company that includes:

- **Enhanced insight** – root cause analysis for all errors delivers significant and proven improvements to your payment recovery processes.
- **Increased flexibility** – we offer Duplicate Payment Recovery as an end-to-end (Analyze, Identify and Recover) or piecemeal (Identify-only) service, depending on your individual requirements.
- **Reduced risk** – our “no-win-no-fee” pricing model means you only pay using your rebate (recovered monies), which benefits your bottom-line and cash flow.
- **Comprehensive review** – our solution looks at all invoices irrespective of value. This ensures that even leakages in small quantities, which could cumulatively be significant, are arrested.
- **Monies recovered** – real cash recovery which also adds to the bottom line.

A contingency-based service model

Our Duplicate Payment Recovery service starts with a shrewd analysis of your transactional and historical data and supplier statements to identify leakages. This involves a comprehensive review of your processes to reveal any gaps that may lead to duplicate payments.



By examining your invoice data from different perspectives, we identify, validate and recover overpayments, unapplied cash and missed credits that have gone undetected by standard approval processes and controls. Once complete, we deliver a list of items for recovery to enable you to make a decision on reclaiming the money using your own resources, or we hand collection over to our team of professionals.

Based on your authorization, each overpaid vendor identified within the rebate process receives a letter, supporting documents to substantiate the error and instructions for making the payment. Only minimal input is required from your staff—we simply require a standard ERP report to get the project started and perform the analysis.

We also carry out a regular review of your processes according to an agreed schedule to identify and correct leakages, with real-time checks embedded into your business processes or conducted simultaneously post transaction.

Why Capgemini?

Leveraging a comprehensive approach that automates all transactions, irrespective of transaction value, our Duplicate Payment Recovery service uses superior and complex algorithms to achieve faster and more effective results—which has helped us recover more than €100 million in duplicate payments from a range of companies over the past three years. This includes identifying duplicated payments from data already “cleared” by other service providers.

In addition, our “no-win-no-fee” pricing structure means you only pay for our service once monies have been recovered through actually implementing the service. And with the majority of work conducted offshore, we promise seamless implementation without any disruption to your routine operations and internal finance and accounting teams.

Our Duplicate Payment Recovery service is delivered by an experienced and skilled team of auditors, including a combination of data analysts, process experts and trained invoice auditors that amounts to 200+ trained professionals supporting around 35 engagements 24/7/365.

Capgemini recovers over \$2 million in duplicate payments for a major CPRD sector company

With the geographical complexities of large-scale operations involving more than 50 plants across 150 countries around the globe, this Consumer Products, Retail and Distribution (CPRD) sector company was suffering from varying processes and payments. In addition, the company’s systems were unable to recognize duplicate payments and manual interventions at various stages in the process were causing a range of errors.

Capgemini designed and implemented an innovative and automated duplicate payment review system that rigorously analyzes payment data using 30 different parameters to identify probable combinations of invoices representing possible duplications. Each combination is verified with its supporting documents to confirm whether the payments were actually duplicated or not, and the confirmed cases are sent to the client for review.

Capgemini’s duplicate payment review system was successful in recovering over \$2 million for the company and put in place a continuous review system to prevent such errors from reoccurring. Once the continuous review system was implemented, the findings were analyzed and the root causes were fed back to the processing team for continuous process improvement, thereby reducing exposure.



Only minimal input is required from your staff—we simply require a standard ERP report to get the project started and perform the analysis.

Ajay Kumar S
Senior Manager,
GRC Practice,
Capgemini’s Business
Services



About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion.

Visit us at
www.capgemini.com

Scan here to learn more
about Capgemini's
Duplicate Payment
Recovery service



Connect with us:



[@CapgeminiBusSvc](https://twitter.com/CapgeminiBusSvc)



[www.linkedin.com/company/
bpo-thought-process](https://www.linkedin.com/company/bpo-thought-process)



[businessservices.global
@capgemini.com](mailto:businessservices.global@capgemini.com)

People matter, results count.

The information contained in this document is proprietary.
©2018 Capgemini. All rights reserved.