

August 15, 2011, 8am – 12pm  
Chicago, IL

## **Agenda**

**8:00 – 8:50 am**

### **SAP FSCM Dispute Management Case Study: Dow Corning**

- *Ritch Cushway (Global Customer Financial Services Manager, Dow Corning)*

Learn how Dow Corning deployed SAP FSCM Dispute Management across the globe through a phased approach that incorporated fine tuning the module to regional variances. Also learn how they mapped it across their diverse business units.

**Break**

**9:00 – 9:50 am**

### **Advanced SAP Collections Management – Best Practices**

- *Sashi Narahari (CEO, HighRadius)*

Demonstration based on best practices for Collections Management. Learn about what is possible within this module and for some of the higher priority tasks, discover the different options that can help you manage your Collections management process more effectively. Learn different ideas on how to create your collections strategies and gain more insight on what the module can do for you.

**Break**

**10:00 – 10:50 am**

### **SAP FSCM Biller Direct Case Study: Monsanto**

- *Mike Martin (Cash Operations Lead, Monsanto)*

This session will cover how Biller Direct was configured to improve the order to cash cycle at Monsanto. Gain an understanding of what comes standard within the module and lessons learned through the implementation process.

**Break**

**11:00 – Noon**

### **Open Forum**

Session to discuss questions submitted by the CRF SAP group in advance, as well as questions that have been submitted via the SAP FSCM LinkedIn Group.