

August 16, 2010, 8 AM – 12 Noon  
Chicago, IL

## Agenda

8:00 – 8:45 am

### **Collections Working Committee Results**

Summarized presentation of findings from the Collections Working Committee participants including Roche, Callaway, Tech Data, Intel, HP, Pfizer and Warner Bros. Discussion around what are some of the key Collections Management requirements to efficiently run a Collections department and how they might be handled in SAP.

8:45 – 9:00 am

### **Online Community Building**

Brief discussion around creating online portals to consolidate and create relevant information regarding SAP FSCM. Opportunity to give feedback and suggestions on popular sites, blogs and social media that are currently being utilized for online SAP FSCM research.

9:00 – 9:50 am

### **Biller Direct Deep Dive**

Demonstration of SAP's Electronic Invoicing, Presentment and Payment solution, Biller Direct. See how Biller Direct can enable customer access to invoices, account status, and payment information. Learn how Biller Direct can integrate with SAP system and portals.

**Break**

10:00 – 10:50 am

### **Case Study: SAP Customer's Implementation of Dispute Management**

Experience the implementation of SAP FSCM Dispute Management through the eyes of a SAP Customer. Learn about their FSCM deployment architecture, challenges and results. Opportunity for Q&A.

11:00 – noon

### **Managing Deductions with SAP's Dispute Management Module**

Part 1 – Standard Dispute Mgmt Detailed review of the SAP Dispute Management module. Learn how SAP's Dispute Management module operates, what features are available out of the box.

Part 2 – Presentation on standard enhancements that should be considered before any Dispute Management implementation. HighRadius SAP FSCM Accelerators will be discussed.