

How to Deal with Disputes: A Veteran's Guide to Removing the Backlog

By: Keith Cowart, FIS

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When you mention the word "disputes" to a credit manager, you invoke a very visceral reaction. No one likes them, yet everyone experiences them. Sounds like the start of a riddle. Some companies and industries face disputes more than others. For some, it is an accepted course of normal business. Does it really have to be though? I submit to you that disputes can be remedied and even prevented with some intentional focus and a little time and effort.

First and foremost, there is no magic bullet for how to best deal with disputes. Anyone who tells you they have "the" solution without sitting down and doing a thorough review of your business and operations is setting you up for disappointment. A technological solution that...

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About the Author



Keith Cowart is the Global Market Owner for Receivables within FIS' B2B Division which features the award-winning Credit-to-Cash products, GETPAID and Integrated Receivables. He has over 22 years of professional experience in various accounting and finance leadership roles including Accounts Payable, G/L Accounting, as well as Credit and Collections in large global companies with shared service centers. Keith's focus has always been in continuous improvement and leveraging technology to automate processes which drive results.