O2C INTELLIGENCE PLATFORM: O2C EXECUTION LAYER:
O2C APPS: **DEDUCTIONS AND CLAIMS**

DEDUCTIONS AND CLAIMS

Protect Margins | Automate Validation | Recover Revenue



CHALLENGES IN O2C: DEDUCTION COMPLEXITY ERODES MARGINS

Buyers submit deductions using their own codes, formats, and portal systems, forcing finance teams to manually interpret and validate each claim. Critical evidence is scattered across retailer and carrier portals, while validation expertise often resides with a small number of experienced analysts. The result is slow resolution, inconsistent outcomes, preventable write-offs, and margin erosion at scale.

- Manual deduction identification and reason code mapping
- Validation evidence scattered across buyer portals
- Reliance on institutional knowledge creates process risk
- Defensive write-offs drive preventable margin leakage
- High deduction volumes make manual processes unscalable

DEDUCTIONS AND CLAIMS: INTELLIGENT VALIDATION AND RECOVERY

Deductions and Claims automates the identification, validation, and recovery of customer deductions within the O2C workflow. It extracts deductions during cash application, maps reason codes, and retrieves supporting documentation from retailer and carrier portals. AI and business rules then determine valid versus invalid claims. AR and deductions analysts work from a centralized command center with assignment, filtering, and mass update capabilities.

Valid deductions are processed seamlessly in ERP, while invalid claims become collectible items within Augmented Collection. For finance leaders and shared services teams, the outcome is faster resolution and reduced write-offs. Manual effort drops while profit protection extends across the entire deduction portfolio.

VALUE-DRIVEN OUTCOMES

70-90% Deductions Auto-Validated

80% Reduction in Manual Coding

15% Decrease in Unnecessary Write-Offs

60% Decrease in Deduction Backlogs

60% Faster Deduction Resolution

FEATURES

- **Intelligent Deduction Capture:** Automatically extracts deduction details from remittances during cash application, maps buyer reason codes to ERP standards, and pushes structured records back to ERP for seamless processing.
- **Unified Deduction Command Center:** Provides a centralized, action-driven worklist with assignment and filtering capabilities, real-time status tracking, full timeline history, and mass update functionality to manage deductions at scale.
- **AI-Powered Validation Engine:** Combines AI and business rules to determine valid versus invalid deductions, with configurable logic by customer and reason code, plus built-in human review controls for governance.
- **Autonomous Portal Intelligence:** Deploys agents to access carrier and retailer portals, retrieve proof of delivery and trade agreements, interpret documentation automatically, and hand off enriched cases to the validation engine.
- **Closed-Loop ERP Integration:** Routes valid deductions to write-off or credit in ERP, converts invalid claims into collectible items within Augmented Collection, and maintains a full audit trail with real-time synchronization.
- **Executive Performance Dashboard:** Delivers KPIs on deduction volume, resolution time, automation rate, and percentage-of-sales impact with AI-versus-analyst tracking and trend analysis for continuous optimization.

Why Sidetrade

Differentiators with Impact

AGENTIC AI LEADERSHIP

Proprietary, domain-specific, AI called Aimie, with agents trained on actual buyer payment behavior, not generic LLMs

SECURE AND SOVEREIGN

Full data control and ISO 27001 / SOC 2 Type 2 certifications ensure compliance and confidentiality

UNMATCHED O2C DATA POWER

Only real-time O2C Data Lake globally – $8.8+ trillion in transactions, 1B+ invoices, 42.2M+ buyers

PROVEN ROI

Faster time-to-value as O2C-tuned AI delivers 35–55% average productivity gains and double-digit cash acceleration across industries

BENEFITS

Deductions and Claims eliminates manual, error-prone handling by combining automation, AI validation, and agentic workflows that protect margins. Deductions analysts and AR teams gain a centralized command center for the full validation lifecycle, while finance leaders benefit from visibility into trends and percentage-of-sales impact.

The result is sustained margin protection and scalable processing without proportional headcount growth.



- **Protect margins at scale**
- **Recover lost revenue faster**
- **Accelerate deduction resolution**
- **Reduce manual processing effort**
- **Scale without added headcount**
- **Increase visibility and control**

About Sidetrade

Sidetrade (Euronext Growth: ALBFR.PA) is an AI-native Order-to-Cash (O2C) company. Its platform combines O2C applications, autonomous AI agents, and Aimie IQ, a natural-language intelligence interface that helps global organizations accelerate cash generation. Sidetrade operates the world's largest proprietary O2C Data Lake, built on more than trillion in B2B transactions and million buyer entities. This data trains domain-expert AI models that continuously monitor, reason, decide, and act autonomously across the O2C cycle. Sidetrade serves businesses in 85 countries with 450 employees across Europe, North America, and Asia-Pacific. For more information, visit us at **www.sidetrade.com** and follow **@Sidetrade** on LinkedIn.

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