

# LAVANTE RECOVERY™

## DUPLICATE PAYMENTS

### Duplicate Payments

Duplicate payments are the result of paying for the same product or service more than once. They occur at every company, across industries, and to organizations with even the strictest accounts payables processes and procedures. And, they are the source of often hidden revenue loss. Industry research estimates that an average of .1% of payments are in fact duplicate payments.

How do they happen? There are a variety of causes, such as having multiple payment types (i.e. invoice-to-pcard, pcard-to-pcard, invoice-to-T&E transactions) or different originating sources (i.e. EDI invoice, manual invoice, work order, shipping notice, statement, etc.). Multiple payments could also go out to one supplier that is in your system under slightly different names, at multiple locations or under different vendor ID numbers.

Accounts payable departments are forced to do more with diminishing resources, all while they struggle to integrate multiple systems and processes due to mergers and acquisitions, and manage software and/or systems upgrades and conversions. As a result, duplicate payments are on the rise, translating into significant dollars lost for your company.

### Lavante Recovery for Duplicate Payments™

Lavante has led the industry in delivering technology-enabled recovery audit solutions for the last 10 years. Our Duplicate Payment practice combines our deep domain expertise in recovery audit best practices together with our patented SaaS technology solution to deliver recovered dollars quickly, and with minimal impact on your internal resources. The process and web portal give you full transparency into the results so you always have access to the recovery results, along with backup documentation.

## 4 STEP PROCESS

Here's the Four-Step Lavante Recovery for Duplicate Payments™ Process:

### 1 ..... DISCOVERY & PLANNING

The Lavante Duplicate Payment team conducts discovery sessions together with the client to build a project plan specific to that company's requirements. Items that are taken into consideration include: data collection, payment processes, AP systems (i.e. ERP upgrades etc.), and vendor files.

### 2 ..... THE AUDIT PROCESS

After the data has been prepared it is deployed through the Lavante Recovery™ process, where client-specific routines and unique algorithms are applied. This process quickly identifies possible duplicate payments, which are then reviewed and processed by the audit team. Lavante's automated processes seamlessly connect with vendors to collect, manage and track these claims which are finally reviewed and verified by the audit team.

### 3 .... VERIFIED CLAIMS REVIEW

All Lavante verified claims are made available to the client through the Lavante Recovery™ online portal. This user-friendly dashboard makes it easy to review the verified claims and related back-up documentations. Final approvals are made by a single click of the mouse.

### 4 ..... PROCESS IMPROVEMENT

Lavante documents all findings in an End of Audit Report, which includes root cause analysis, recommendations for process improvements and benchmarking data.

## The Lavante Recovery™ Difference for Duplicate Payments

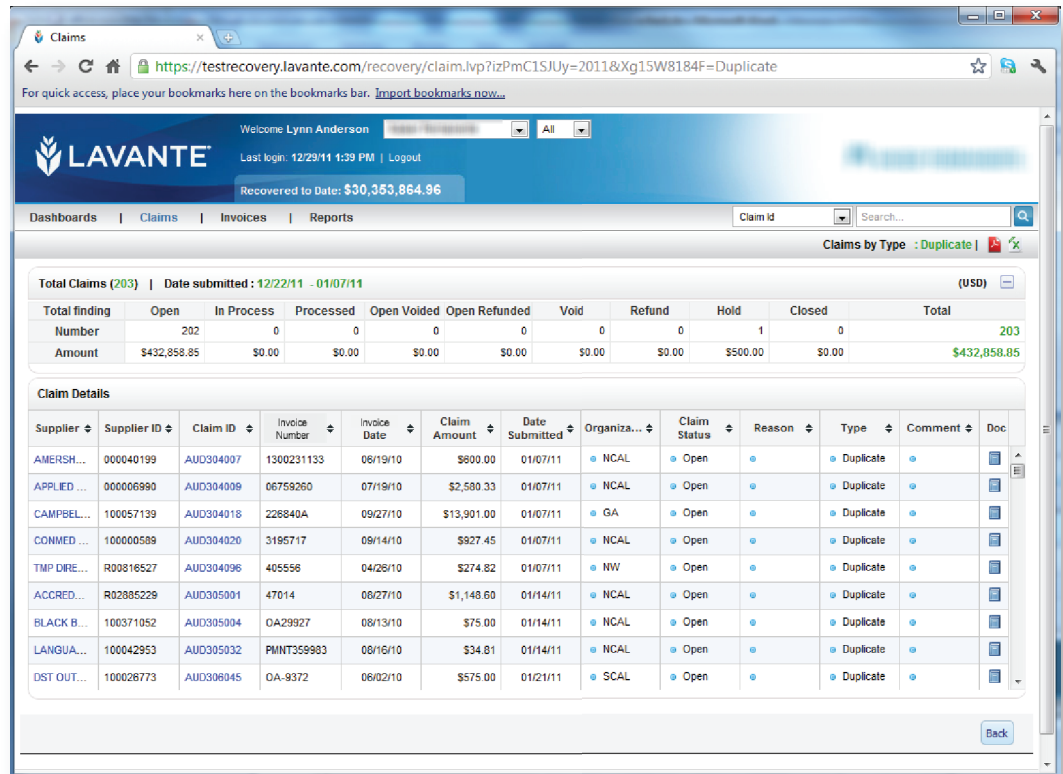
Lavante delivers industry-leading solutions, with a long commitment to offering best-of-breed recovery technology and services. Here are a few benefits you will receive with Lavante Recovery for Duplicate Payments™:

- Deep Domain Expertise: Our highest level of experience is focused on what other firms normally treat as a "secondary" aspect of their post audit recovery projects, with audit teams made up of senior-level AP experts.
- Proprietary Processes & Technologies: Payment analysis algorithms are developed and supported by a comprehensive understanding of our client's data, systems, and payment process.
- Leverage Lavante's Extensive Supplier Database: Lavante's Audit Project Claim Tracking, Management and Outreach Tools are combined and leverage the industry's most extensive supplier data base with over 2.5 million supplier records with updated account information.
- Full Access to Results via Online Portal: Clients have complete, fingertip access to all claims and supporting documentation through the Lavante Recovery™ online portal.
- Comprehensive Analysis Reports: Lavante's End of Audit Report includes True Root Cause Analysis with Corrective Recommendations and Process Improvement Suggestions, along with industry benchmarking.

## Delivering Industry-Leading Solutions

### Easy Access to Verified Claims

Clients have full access to review and approve verified claims through the Lavante Recovery™ online portal.



The screenshot shows the 'Claims' section of the Lavante Recovery portal. At the top, there is a navigation bar with 'Dashboards', 'Claims', 'Invoices', and 'Reports'. A search bar is present with the text 'Recovered to Date: \$30,353,864.96'. Below this is a summary table for 'Total Claims (203)' as of 12/22/11, with a date range of 01/07/11 to the present. The table includes columns for 'Total finding', 'Open', 'In Process', 'Processed', 'Open Voided', 'Open Refunded', 'Void', 'Refund', 'Hold', 'Closed', and 'Total'. The 'Total' amount is \$432,858.85.

Total finding	Open	In Process	Processed	Open Voided	Open Refunded	Void	Refund	Hold	Closed	Total
Number	202	0	0	0	0	0	0	1	0	203
Amount	\$432,858.85	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$500.00	\$0.00	\$432,858.85

Below the summary table is a 'Claim Details' section with a table listing individual claims. Each row includes columns for Supplier, Supplier ID, Claim ID, Invoice Number, Invoice Date, Claim Amount, Date Submitted, Organization, Claim Status, Reason, Type, Comment, and a document icon.

Supplier	Supplier ID	Claim ID	Invoice Number	Invoice Date	Claim Amount	Date Submitted	Organiza...	Claim Status	Reason	Type	Comment	Doc
AMERSH...	000040199	AUD304007	1300231153	06/19/10	\$600.00	01/07/11	NCAL	Open		Duplicate		
APPLIED...	000006990	AUD304009	06759260	07/19/10	\$2,580.33	01/07/11	NCAL	Open		Duplicate		
CAMPBEL...	100057139	AUD304018	228840A	09/27/10	\$13,901.00	01/07/11	GA	Open		Duplicate		
CONMED...	100000589	AUD304020	3195717	09/14/10	\$927.45	01/07/11	NCAL	Open		Duplicate		
TMP DIRE...	R00818527	AUD304096	405556	04/26/10	\$274.82	01/07/11	NW	Open		Duplicate		
ACCRED...	R02885229	AUD305001	47014	06/27/10	\$1,148.60	01/14/11	NCAL	Open		Duplicate		
BLACK B...	100371052	AUD305004	0A29927	08/13/10	\$75.00	01/14/11	NCAL	Open		Duplicate		
LANGUA...	100042953	AUD305032	PMINT359903	08/16/10	\$34.81	01/14/11	NCAL	Open		Duplicate		
DST OUT...	100028773	AUD306045	0A-9372	06/02/10	\$575.00	01/21/11	SCAL	Open		Duplicate		

Contact Lavante to arrange for your custom duplicate payment estimate. 1.877.LAVANTE.

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