

# Telecom Error Reconciliation case study

A nationwide restaurant chain has 240 restaurant locations and multiple telecom vendors. This Client had another Telecom Expense Management firm processing their invoices for payment but the error detection and reconciliation services were not being performed. On many of the invoices there were third party vendor billing that, in some cases, are almost impossible to clean up. The Client thought that the previous TEM company was identifying the errors and contacting the vendor billing in error for refunds and removal, however that was not being done.

When RadiusPoint took over the services it was found that many of the invoices had the third party charges that dated back for several months. RadiusPoint set the limits in ExpenseLogic, RadiusPoint's proprietary software to flag any charges from third party or long distance vendors on the local telephone invoice.

## solution

Utilizing the ExpenseLogic tool, the Billing Analyst quickly identifies the errors by vendor and account number all in one report. RadiusPoint's Billing Analyst performed the following steps to reconcile the error:

1. Third party vendor contacted to dispute error
2. Identified personnel that may have placed orders for services
3. Canceled services to remove future billings
4. Requested refunds for unauthorized charges

## results

RadiusPoint performs these steps for all customers on a daily basis with vendors and has been tremendously successful in retrieving erroneous charges on behalf of our clients. These credits are added directly back to the client's bottomline and the future overcharges are eliminated. The savings achieved by this client was actually more each month than the RadiusPoint fees for the entire Invoice Processing and payment services.

# what are your pain points?



lack of  
RESOURCES



lack of  
INVENTORY



lack of  
AUTOMATION



decentralized  
SPENDING



insufficient  
EXPERTISE

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