

## Partnering to Control the Return Module



### Scenario

A large Health System in the Midwest was challenged with reconciling thousands of return transactions appearing to be open within their PeopleSoft return module. Additionally, their Internal Audit Department was concerned with the materiality of these aged issues on their balance sheet. Due to the cumbersome nature of reconciling the module, Accounts Payable personnel realized the credibility of the outstanding issues were questionable.

### Findings

Using data scripts and mining technology that also supports the Procure to Pay review, SpendMend was able to match \$2M in open returns to credits already received by the Health System. The match provided the detail Accounts Payable needed to close out the open returns and represented approximately 70% of the exposure in the module. Additionally, through the audit process we researched and validated the remaining 30%. Those instances where the returns were valid and credit had not been received were provided as audit claims. We were also able to provide insight and recommendations on closing the remaining open items for reasons that included product exchanges, warranty repairs, return never made, etc.

### Result

SpendMend eliminated millions of dollars in overstated returns and brought over a million dollars in open returns back to the organization. In the mending environment, the team is furnishing quarterly updates to ensure the return module remains accurate.



**Wireless Account Management & Spend Optimization**



**Accounts Payable Audit**



**Contract Compliance**



**Sales & Use Tax**



**Spend Optimization**



**Analytics**



946 52nd Street SE  
Grand Rapids, MI 49508  
(616) 257-6300 | (888) 257-6748  
www.spendmend.com