

A large, stylized green chevron graphic pointing to the right, with the text "High performance. Delivered." centered within it.

High performance. Delivered.

Revenue Services Department

Video/Podcast Transcript

Manager, Owner—Revenue Services, Margot Guy

Hi, my name is Margot Guy, and I am the head of the Revenue Services department at our Knoxville Delivery Center.

As part of our corporate revenue services, we automate invoice and,

cash application processes, help our clients maintain invoice timelines, decrease billing dispute resolutions maintain accurate collections, manage inter-company settlements, and perform account reconciliations.

Did you know that we manage and settle over 1,000 intercompany relationships, equating to about 12 thousand Inter-company invoices for over 7 billion dollars annually? We bill over four thousand hotel owners and franchisees, collect overdue invoices, and apply cash for over

140 thousand invoices annually.

We work very closely with the Operational Excellence team on several processes, one of which is our automated Billing Dispute Resolution (BDR) process which allows our clients to dispute charges via the system. Through our increased focus and work with the Operational Excellence team, we have seen a significant decline in BDR escalations—which provides more time for our clients and us to focus on value added work.