

CASE STUDY



DE-RISKING PPFN INVOICE ITEMIZATION WITH ROBOTIC PROCESS AUTOMATION

Top 5 Lender Adds Compliance Controls to Post-Petition Fee Notice Process

One of the largest U.S. mortgage lenders, known for revolutionizing the home loan process, needed to ensure that a certain population of previously generated Post-Petition Fee Notices (PPFNs) adhered to U.S. laws and regulations and met the standards for allowable invoiced items. With limited bandwidth for manual reviews and a need for specific line-item reports for each PPFN, they recognized the potential of automation to address these concerns more efficiently. However, due to other prioritized initiatives, technical resources were not readily available internally, so the mortgage lender turned to AIS for a quick assist with development support.

THE APPROACH

Upon engagement, AIS harnessed Optical Character Recognition (OCR) technology to accurately identify specific text on PPFNs and their accompanying invoice documents. Furnished with documentation by the mortgage provider, AIS's solution carefully extracted pertinent details, converting the information into a structured output tailored to the client's specifications. Using UiPath, AIS developed a bot that featured waterfall logic shared by the provider, enabling a meticulous and layered review of each data field. Discrepancies in data comparison promptly triggered pre-established error codes.

This sophisticated automation process that blended both OCR with RPA technology culminated in a multifaceted output featuring four essential segments:

COMPREHENSIVE DATA: A synthesis of data drawn from both PPFN and the Invoice analysis.

HIERARCHY OF MATCHES: The use of waterfall logic for invoices and PPFN comparison.

INVOICE VALIDITY QUESTIONS: A set of criteria shaping the decisions around the incorporation of an invoice within the overarching PPFN dataset.

SUMMARIZED MATCH STATUS: A record of whether the invoices provided matched the invoices listed on the PPFNs.

THE OUTCOME

The mortgage lender now leverages the AIS bot to process approximately 150 PPFN invoice reviews a month, paving the way for game-changing results. AIS reported a 100% accuracy rate in processing, with any identified discrepancies leading to bot modifications for improved quality output. The attention to detail, combined with the adherence to stringent SLAs – delivering results within 3 business days of PPFN receipt – made the collaboration a success. Not only did the client enhance compliance controls and diminish the risk associated with invoice discrepancies, but they also bolstered the team's efficiency and overall productivity. By transitioning to an automated process, the mortgage provider freed up vital manpower to be reassigned to other pressing operational concerns.

