



# Retail Giant Transforms Deduction Management with iNymbus

**Category:** Beauty, Health & Wellness, and Home & Outdoor

**Top Retailers Automated:** Walmart, Amazon, and many more

## Key Benefits:

Deduction Resolution Time

Reduction of Direct Costs to Collect by 94%

Staff moved to more impactful and strategic areas

Newly gained visibility across all retailer deduction statuses and outstanding claims

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## Summary

This large organization, with established brands in beauty, health & wellness, and home & outdoor, wanted to improve their deductions management capabilities using technology. With over \$2B in annual revenue, the importance of streamlining the way deductions and disputes were handled was paramount. When considering solutions, the team wanted to find a solution to increase the processing speed of the deductions processing workflow, reduce the direct cost of recovering revenue, and add visibility into deductions across all their retail partners.

## The Challenge

Prior to iNymbus' DeductionXchange Robotic Process Automation (RPA) solution, deductions at the organization were managed by a team of nearly 40 full time employees that were split between Vendor Compliance and Accounts Receivable. The team manually managed deductions tied to multiple key retailers especially Amazon and Walmart. The research and dispute workload were split between the two departments with accounts receivables spending 15-20% of their time coding claims before passing to the Vendor Compliance team for claim validation and dispute submission.

In addition to the separate teams handling the process of manually gathering documents, another challenge that caused downstream inefficiencies came from supporting documentation coming from multiple sources in different file formats at unpredictable intervals. This manual, multi-step process led the two teams to collaborate using many massive Excel spreadsheets, information in portals, and information deep within the ERP. An internal study at the company

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found that gathering and matching supporting documentation took 3-4 weeks to completely compile and 3-4 hours for a claim to be resolved.

The cumbersome process had inherent inefficiencies and errors that required multiple touchpoints before another team could even begin validating and disputing retailer deductions. Eventually a backlog of claims grew while their dispute windows closed. It was clear that a technology solution needed to be added to ramp up the processing volume of deductions that were being received daily.

## **The Solution**

With over 20 retailers to be automated, the business and IT teams were critical in implementing iNymbus' DeductionXchange RPA Solution. After reviewing several options, it was clear that the iNymbus RPA solution was the best approach to the sheer volume of claims being processed. With the size and complexity of the organization, Standard Operating Procedures (SOPs) needed to be clearly identified before introducing any type of automation into the deductions management process for each of their retailers. Critical to the success of the automation was identifying what documentation was needed, where it would be pulled from, and how iNymbus would have access.

Having well defined SOPs was key to the development of the RPA automation. Process documents outlining and mapping where specific documents and data would be found enabled the team at the organization to accelerate implementation for each of the customer accounts that were onboarded.

## **The Results**

Utilizing iNymbus' DeductionXchange RPA Solution resulted in the organization dramatically reducing deductions processing time from 3-4 weeks to mere minutes. iNymbus automated the retrieval of supporting documentation from EDI, carrier portals, retailer portals, and cloud file storage. Matching, validating, and the submission of disputes into retailer portals was cut down to minutes. The once tedious process was transformed into a handsfree process that only required two staff members to manage exceptions.

With their supporting documentation, deduction statuses, and pertinent data including dollars outstanding, the organization switched from a reactive organization to being able to conduct root cause analysis and add new capabilities within their teams. Reporting and visibility into their deductions across multiple retailers was also simplified as the iNymbus DeductionXchange RPA Solution provides simplified dashboards and exportable data.



*"Visibility has been improved without a doubt thanks to iNymbus. Now with all data and documents being funneled into a centralized iNymbus dashboard, visibility, and reporting on deductions across a variety of retailers is simplified.*

*The iNymbus dashboard gives a fuller picture of the status and dollar value of deductions per retailer because it sits between the retailer and organizations Order-to-Cash processes and systems.*

*We're now able to see deductions that normally would have been written off due to different rules in our ERP for each of our business units. We're able to see every single claim regardless of the claim amount."*

## **Conclusion**

Through careful planning, and clear and accurate SOPs, the organization successfully transformed their deductions management process. The iNymbus DeductionXchange RPA solution improved processing time, reduced errors, and enabled cost savings by reducing staff requirements. This case study highlights the importance of effective automation tools in optimizing deductions management processes. By learning from this organization's experience, other companies can enhance their own deductions management practices and achieve similar benefits.

## **About iNymbus**

iNymbus DeductionsXchange resolves and disputes deductions and chargebacks automatically while increasing speed and efficiency by 30X. DeductionsXchange introduces cloud robotic process automation (RPA) for to dispute shortage, compliance, and pricing deductions to retail vendor portals. Not only are processing costs reduced dramatically via the elimination of manual labor, but companies can also take back revenue from previously invalid and undisputed chargebacks and deductions. Learn how iNymbus automates deductions for suppliers of all sizes for over 25 retailers at [iNymbus.com](https://www.iNymbus.com).