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Deductions**Xchange**™



# Top 6 Benefits of Robotics in Deductions and Chargebacks

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# Presenter



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# Agenda



1. The deductions and chargebacks problem.
2. What are robots?
3. Six Benefits of Robots in Deductions & Chargebacks.
4. Next Steps.

# The Deductions & Chargebacks Problem

# Is your team stuck under a huge never ending pile of chargebacks and deductions?

## What our customers have seen since the first chargeback ...

- Chargebacks and deductions are simply out of control.
- We are always a few months behind, maybe more, I've been afraid to look.
- My staff hates this work.
- The same data needs to be entered into multiple systems.
- Keeping up with the ever changing retail portals slows us down even more.
- Hiring and training seasonal temps takes me away from other issues.



# Sound Familiar?

# Let's be brutally honest ...

Can you beat  
them at their  
own game?



amazon

**COSTCO**  
**WHOLESALE**

Walmart 

 **CVS**  
caremark™



BED BATH &  
**BEYOND**  
Beyond any store of its kind.®

 macy's



**FedEx**  
Express



## The simple truth is, you can't without bots.

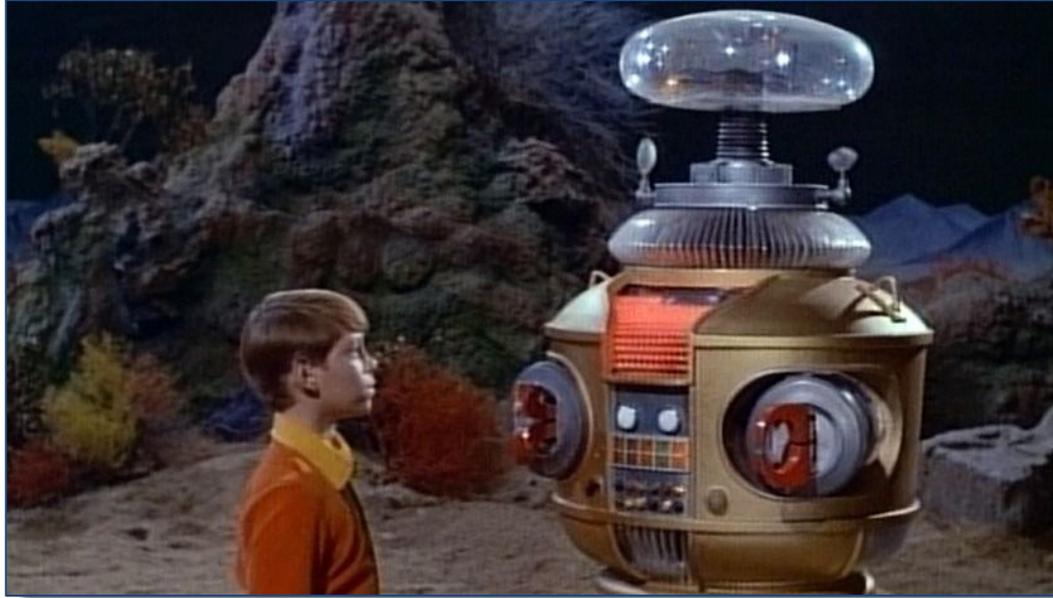
In the world of chargebacks, companies like Amazon have more **tech strategy**, **time**, and **money** than you will ever be budgeted or even desire to have.

# Does throwing manpower at the problem work?

- **NO!** We realized some years back that chargebacks and deductions were unbeatable with existing solutions.
- The retailers and shippers, due to their size and technology investment, will always outpace suppliers.
- They use automation and a ruthless ability to take every single chargeback and deduction possible. Even a penny.

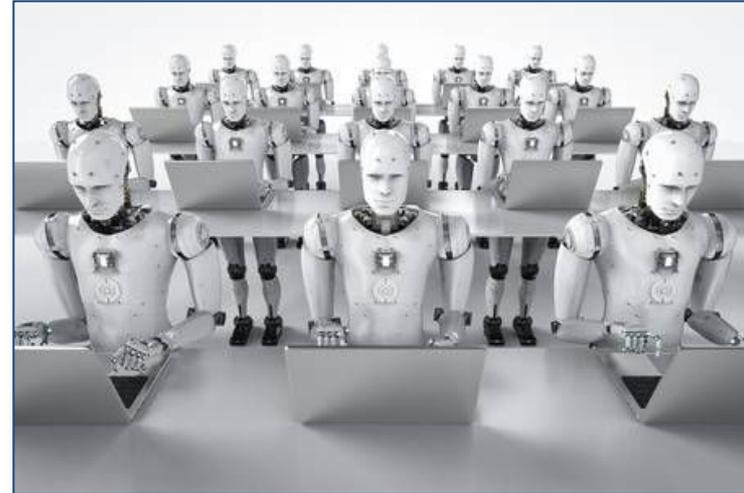


# What are robots?



# RPA - Robotic Process Automation

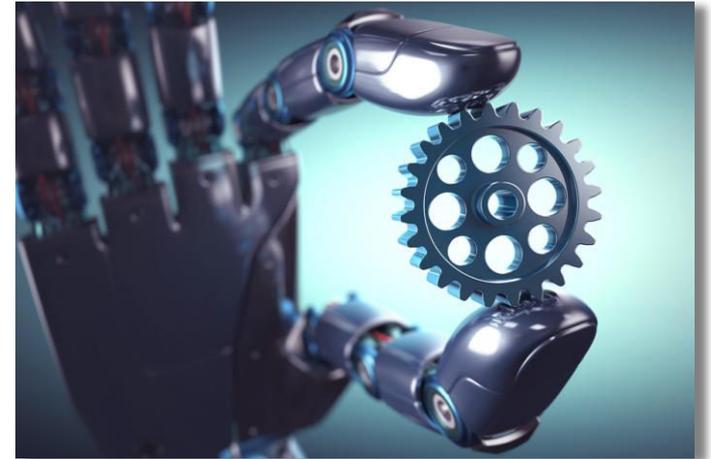
- Robots automate business interactions by repeating a set of actions normally performed by humans.
- Software robots combined with artificial intelligence (AI) become behind the scenes workers.
- The results: business process automation technology.



# Your CIO loves robots.

“Software that automates basic tasks is catching hold in large enterprises, where CIOs are seeking to inject greater efficiency into business processes. Called robotic process automation (RPA), the technology enables IT departments to use a piece of software, called a “robot,” to perform routine tasks.”

*CIO Magazine, May 18, 2018*



**It's a real thing.**

# Robots level the playing field

Chargeback & deductions  
robots exist to solve only  
one problem:

Dispute retailers & shippers  
deductions & chargebacks  
at lightning speed.



# Technology is not just a bigger stick.

It's is a totally different way of dealing with deductions and chargebacks.

Robots allow you to fight fire with fire, and bring your chargebacks & deductions down to **ZERO**, and keep them there consistently.



# Six Benefits of Using Robots in Deductions & Chargebacks

# #1 Scalability

# The enemy of transactional volume

Increases & decreases in the transaction chargebacks can cause you to need changes in resource levels from time-to-time.



# The enemy of scaling

## *New software and systems*

- Capital budget project.
- Months or years of implementation.
- By the time you are comfortable, the software gets swapped out again.



# Robots Scale Easily, for Free

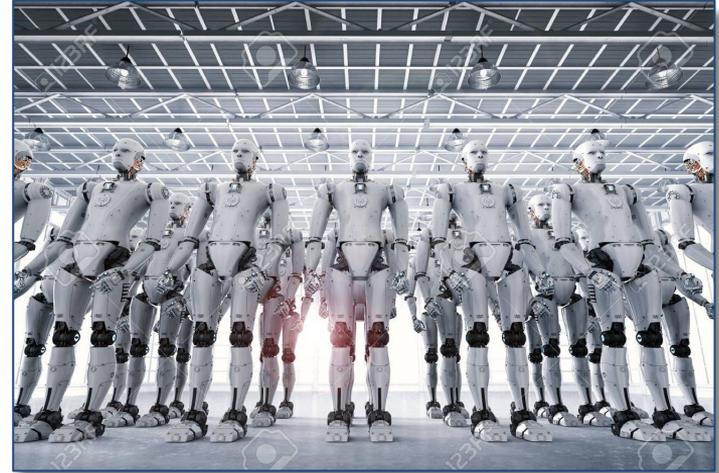
To truly solve a problem:

Process must be simplified to a level where it can go from zero to a million, and then from a million to zero without any effort.



# Robots are easy to implement

- Robots are easily taught and trained on your process.
- And they scale easily. With high volume, more can be deployed with a push of a button, to keep up with the transactions.
- A month or 2 of implementation, not 9 months to a year.
- You have your own little robot army at your fingertips



# #2 Fragmentation

# Solving chargebacks and deductions



Feels like it takes a village.

# Who is involved?

- Accounting
- Logistics
- Sales
- Shippers
- Retailers
- I.T.



Depending on the organization, the silos can nearly be insurmountable.

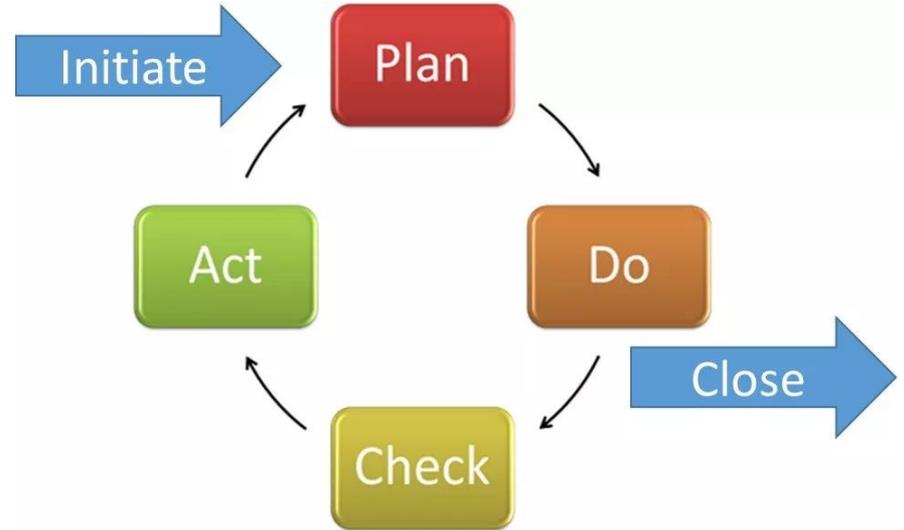
# How much time does it take?

- If you run into trouble or a complication, communicating up and down the organizational company ladders may take weeks.
- And include multiple follow-ups.
- Many times organizations specialize around the channels ... e.g. the Walmart processor, the FedEx person, etc.



# Robots smash fragmentation.

A single robot can go out to retailer, send information back to accounting systems, match with shipper data and other paperwork/files at lighting speed, and can also interact with all departments and companies at the same time.



# #3 Seasonality

# Tis the season ...

- Q. What percentage of people, in manufacturer A/R groups, quietly sob in the months leading up to the holidays?
- A. 200%+ (including their families and pets).



# Robots don't care about December.

Or January for that matter.

## Benefits of hiring robots

- Hiring costs are minimal and one-time.
- They can replicate easy to deal with volumes.
- You don't have to beg them to work overtime.



# #4 Time

# Robots are 60X as Efficient as a Human

*How did we calculate this?*

By watching people perform tasks multiple times, and then by automating with robots.

If a person can process ~600\* chargebacks/deductions in a month, a robot can do this in 2.6 hours.



*\*Assume 15 minutes **average** per chargeback, 22 working days in a month, 7 working hours in a day.*

# AND, Robots rarely get ...

Tired  
Bored  
Resentful  
Bitter  
Angry  
Sad



# #5 Cost

# Robots are 1/6 the Cost of People

After you consider implementation costs and ongoing robot maintenance 🐛, the costs can be calculated at about 1/6 the cost of a person ...

This is simply raw robot vs. FTE -- other benefits exist as well.



# You keep your expenses flat.

“We can *reallocate* headcount now, and use staff in *another area* that needs attention outside of this world. And as we grow, we *don't have to add* bodies. We can make it work for us.”

Heather Reso, Senior Director Credit Services  
D&H Distributing



# Repurpose Resources.

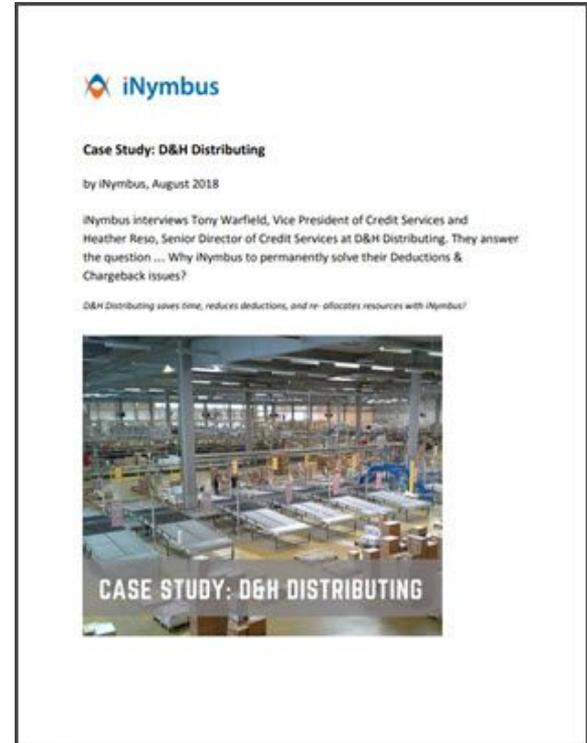
One customer, D&H Distributing, says they are up to **3 people who are adding value** (not processing chargebacks and deductions).

That's **6,000 human manpower hours** doing something else besides pushing paper.

**And our Customer is far from done.**

Please check out our D&H Case Study for more info!

[info.inymbus.com/dandh-chargebacks-and-deductions-case-study](https://info.inymbus.com/dandh-chargebacks-and-deductions-case-study)



# By the numbers ...

Advantages of Robotic Automation	Robotic Automation	Manual
Time to organize and file a claim	<b>24 hours</b>	3 to 6 months
Cash Flow	<b>0 to 1 month</b>	3 to 6 months
Retailer upload resource effort per 1,000 claims (a month)	<b>0 hours</b>	240 FTE hours
Yearly training / retraining	<b>0 hours</b>	200 hours (10% annually)
<b>Cost per claim</b>	<b>\$1*</b> <b>~80% savings</b>	<b>\$5.28</b>

This is a true story, and it could be your story! Source: **Book Distributor Case Study**

# #6 Strategic Team

**What happens if there aren't  
any chargebacks to process?**

# You add value...

“It’s actually the ability that we *haven’t had to add staff*, we *reallocated* capable folks into more *valuable*, more enduring paths, like the root cause analysis to help reduce the deductions.”

Tony Warfield, VP Credit Services  
D&H Distributing



# You and your team grow...

“All we were doing was plugging holes, now [robots] plug them *automatically*. It gives our staff the ability to *figure out where those holes* are coming from in the first place ... “

Tony Warfield, VP Credit Services  
D&H Distributing



# You go into new markets...

“And, it allows us to engage in customer distribution that we generally try to shy away from, because they are known for being troublesome. Particularly in the segment of grocery and drug stores, that are incredibly difficult to deal with. ***When we have this kind of tool in our arsenal, that allows us to engage with a different customer.***”

Tony Warfield, VP Credit Services  
D&H Distributing



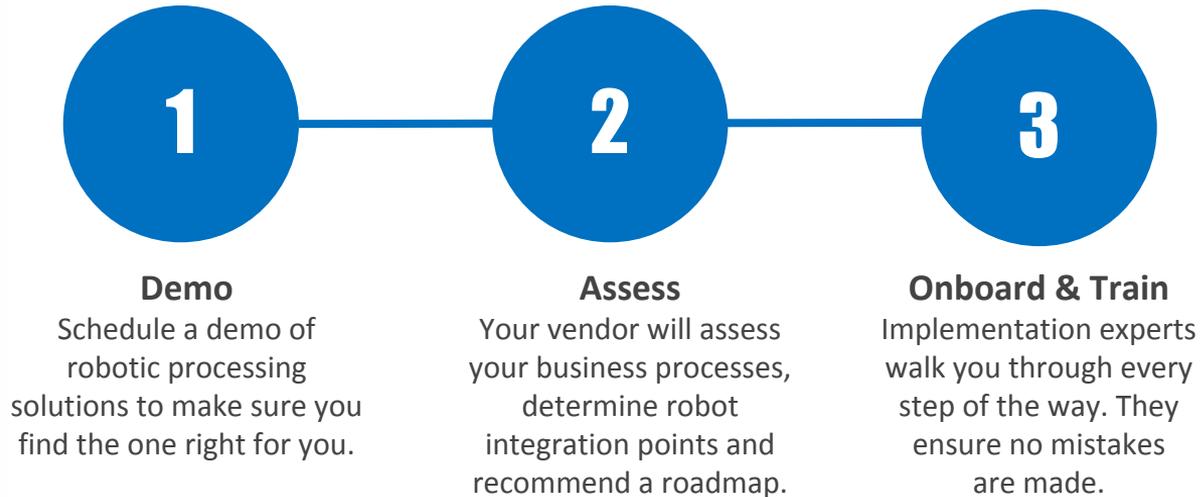
# Transform to a Strategic Team...

Your department can transform into a strategic team powering the company to go forward rather than just being a perceived expense drain.



# How?

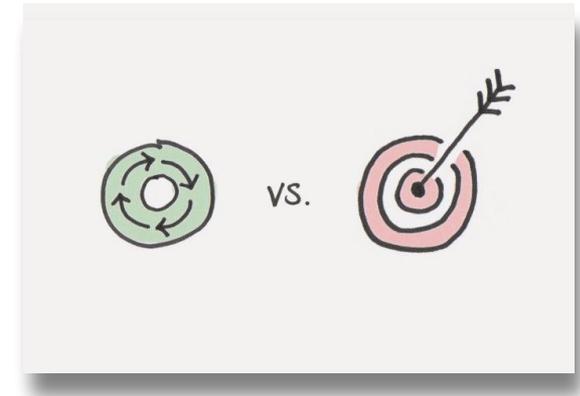
# Super simple.



**You are constantly putting out fires;  
but you don't have to let issues and fragmentation  
dominate your strategic vision.**

# Focus on the goal!

- Focus on your department and your issues; implement robotics to solve the specific chargebacks and deductions problem.
- Don't try to solve your problems with a larger outsourced RPA effort driven by a technology team, that will take years to see results.
- Don't be fooled by all in one Accounts Receivable packages that do everything, because they really don't.
- In chargebacks & deductions processing, industry knowledge is key!



# The iNymbus Difference

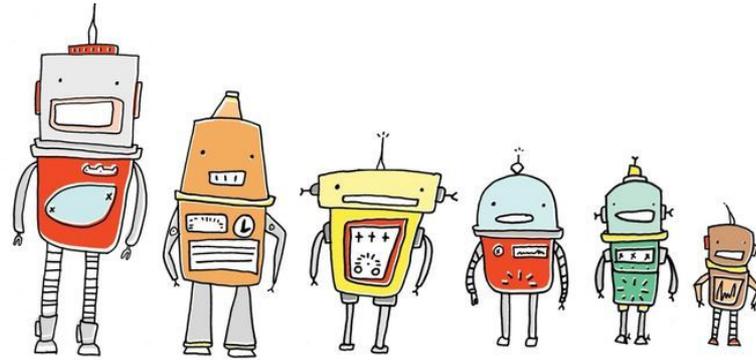


## Ten Reasons

1. First person knowledge of Credit and Collections space.
2. Cloud based solution scales with you, no growth challenges.
3. Bot building capabilities in-house.
4. Artificial intelligence capabilities in-house.
5. Processes which keep up with shipper and retailer portals and pivot quickly.
6. Systems Architecture is best in class.
7. Implementation speed is weeks and not months.
8. Pricing is a software as a service (SaaS) model.
9. Customer has a direct line into iNymbus for issues.
10. No cost trial: Use the service for 30 days prior to payment.



# iNymbus DeductionsXchange robots dispute and resolve chargebacks for you.





## Thank you! Questions?

Please check out our D&H Case Study  
[info.inymbus.com/dandh-chargebacks-and-deductions-case-study](https://info.inymbus.com/dandh-chargebacks-and-deductions-case-study)

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