Stop Battling Walmart Deductions, Start Increasing Your Profits!

Walmart is constantly deducting money from vendor invoices, and for suppliers or distributors this could equate to thousands of deductions a month. The list of reasons why, also known as deduction codes, consists of nearly 100 possible infractions, all of which conclusively reduce your bottom line. When the volume of these deductions is high and they constantly stream in, most distributors simply don't have the resources and time required to file a claim against every charge. It's an overwhelming mess that can cost thousands of dollars a month.

We looked at two different distributors, each with the same problem: thousands of Walmart deduction claims.

Distributor 1: Video Game Distributor

A direct distributor of video game consoles, accessories, games, and more, this distributor provides retailers nearly every type of product related to the video game world. With Walmart in particular, things had gotten out of hand on the deduction front, with the distributor processing up to 1,500 deductions monthly. The volume was so high, it required one full-time employee and two interns dedicated to working solely on Walmart deduction claims to get the job done.

To add further stress, Walmart policy states if a deduction is outstanding for two years, they will no longer accept the claim. The distributor had fallen so behind, they were filing deductions with just days to spare. Time management was a major challenge as any issues that may arise with documentation or otherwise, would result in losing the chance of recovering the funds.

Approx. number of Walmart deductions received monthly	Major time-management issue	Manual solution
1,500	Consistently 2 years behind and filing claims with just 2 days to spare	3 full-time resources spending 100% of their time on deduction claims

Upon stumbling across iNymbus, the distributor was very skeptical of the solution, assuming it would take too much time, money, and/or effort to implement. Automatic processing of deductions they had spent years being burdened with manually, sounded too good to be true and so unimaginable it didn't even seem worth exploring.

However being it was not unusual for them to invoice Walmart over 5,000 invoices a week, deductions were increasing and something had to be done. The volume of deductions from Walmart and the time it took to dispute them was costing money and causing great frustration.

Implementation

After handing over thousands of files to iNymbus, in the first two weeks a month's worth of deductions had been processed. It wasn't long after this distributor was caught up on years of deductions backlog, for the first time ever.

> "It literally took about two weeks. Inymbus caught up on two years worth of deductions, there's no doubt about it." - Video Game Distributor

Conclusion

Today, iNymbus works automatically and even keeps up with the fourth quarter spike in deductions volume. The distributor's three full-time resources have been freed from the monotony of deduction processing and now are able to spend time on preventative actions to reduce deduction volume, versus soley researching and disputing them.

Distributor 2: Apparel Distributor

As the producer and distributor of 100+ top sleepwear and loungewear brands, this distributor knows a thing or two about retailer deductions. Walmart was particularly burdensome. To more easily deal with Walmart's volume of deductions, a quarterly settlement arrangement was set up between our Distributor and Walmart.

The distributor manually completed a spreadsheet with the thousands of open claims, sent it to Walmart, and waited several months for them to review and respond with a proposed

settlement amount. This approach worked decently for awhile, until the settlements being offered begin to come in unacceptably low. This left the distributor no choice but to dispute every claim individually. With around 3,000 claims needing to be disputed every quarter, and each claim taking 8 to 15 minutes to complete, there simply was not the man power to even attempt disputing manually.

Approx. number of Walmart deductions received monthly	Major time-management issue	Manual solution
1,000	8 minutes for one person to complete one claim	No manpower to even attempt manual deduction disputing

Implementation

Our Distributor looked high and low for an automated solution, finally stumbling upon iNymbus at an RVCF Conference. Upon discovering the iNymbus automated solution, the setup consisted of a one hour phone call and just a handful of quick follow ups. Two weeks later, with minimal effort and manpower, iNymbus was up and running.

> *"The implementation was so seamless and quick, it almost felt **not** like an implementation. iNymbus didn't just do the heavy lifting, they did ALL the lifting. It was seamless." - Apparel Distributor*

Conclusion

With each one of the thousands of outstanding claims individually disputed automatically by iNymbus, the distributor was saved from hiring additional resources and the pain of manual processing. Employees didn't have to sort through a mountain of deductions and suffer through 400+ hours of repetitive and unfulfilling work. Thousands of Walmart deduction claims are now processed each month and funds recovered with minimal effort from the distributor.

Other iNymbus Case Studies

- [Book Distributor Case Study](#) - Amazon Chargebacks
- [D&H Shipping Case Study](#) - Amazon Chargebacks

About iNymbus DeductionsXchange

iNymbus DeductionsXchange resolves and disputes deductions and chargebacks automatically, while increasing speed and efficiency by 30X. DeductionsXchange introduces cloud robotic automation for uploading denied claim packets to retail vendor portals and submitting disputes on the customer's behalf. Not only are processing costs reduced dramatically via elimination of manual labor, companies can take back revenue from previously invalid and undisputed chargebacks and deductions.