

Case Study: Wireless Accessories Distributor and Manufacturer

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A wireless and accessories distributor and manufacturer improves their deduction and chargeback process by eliminating the tedious tasks associated with traditional portal systems from big box retailers.

The Challenge of Big Box Retailer Chargebacks and Deductions

Big-name retailers such as Target and Best Buy utilize complex chargeback and deduction systems that use independently operated customer portals. The time associated with handling such monotonous tasks requires an abundance of resources dedicated to processing retailer claims. Key frustrations noted from the wireless accessories distributor include:

- Retailers use different portals making it challenging to navigate across systems concurrently
- Chargebacks and deductions must be extracted individually and each with a unique process
- Supporting detail pulled from multiple sources are required to dispute deductions
- Chargebacks and deductions associated with Target and Best Buy often number upwards of 100 or more claims per week
- The amount of time spent on high volumes of deductions diverts manpower from more proactive and impactful areas of the business

While big box retailers can use computer automation and robotics for raising claims, the wireless accessories distributor was ill-equipped to manage such voluminous transactions. Retailers often have short dispute windows and may frequently change their customer portals.

These systemic problems left the wireless accessories A/R department feeling frustrated and over-burdened.

Handling the chargeback and deduction claims of large retailers can be a difficult task at best. The overburdened wireless accessories distributor was able to drastically reduce manual tasks while improving cost efficiency. They were forced to meet time-sensitive deadlines or they would run the risk of losing credit.

Utilizing detailed steps and supporting documentation, elaborate procedures must be followed for each transaction. The distributor was also responsible for reading multi-page documents regarding specific policies and requirements. Claims must be processed correctly, or they may be delayed or denied altogether.

Let iNymbus Cloud Robotic Automation Ease the Pain of Retailer Claims

The wireless accessories distributor indicated three components that are essential for processing chargebacks and deductions automatically:

1. Internal document/data extraction programs

The wireless accessories distributor was able to use programs designed to extract specific documents and data. These types of systems can be created in-house or with the use of third-party IT teams.

- Extract documents from invoice and order systems (A/R and Sales)
- Gather data from Cash Application Systems, A/R Systems, and Order Management Systems

2. External document/data extraction programs

Documentation from external sites must be gathered as support for the claims. SaaS providers often provide these services for transactional or monthly fees.

3. Manage documentation

Documents must be sorted with the appropriate information, including vendor, claim, invoice number, order, and more. Each package must then be uploaded to relevant portals based on the information provided.

How the Chargeback and Deduction Process was Simplified Through iNymbus Cloud Robotic Automation

Using iNymbus cloud robotic automation helped the wireless accessories distributor process chargebacks and deductions in a more expeditious manner. After implementing iNymbus technology, employees were able to reallocate manpower to other initiatives more strategically.

The wireless accessories distributor struggled to handle chargebacks due to the complexity of retailer portals. Utilizing automation processes for handling chargebacks allowed this particular organization to improve workplace efficiencies while increasing the number of man-hours available.

The wireless accessories distributor and manufacturer now has greater flexibility to perform the additional responsibilities of their position without expending numerous hours on tedious, time-intensive tasks. As the saying commonly goes, time is money so saving time in the short-term was able to provide tremendous financial benefits in the end.

Wireless Distributor Business Case for iNymbus

Costs of Traditional Chargeback and Deduction Systems

Processing substantial volumes of chargebacks and deductions was both tedious and frustrating for the wireless accessories distributor A/R department. Even as employees became increasingly efficient with internal systems, countless hours were spent handling claims in various customer portals. We discovered that the average chargeback or deduction required 3 to 5 minutes per claim. The costs associated with processing typical transactions are listed below.

Item	Domestic Labor
Hourly Rate	\$20
Claims Per Month	1000
FTEs per 1,000 claims	1 to 1.5
Work Hours Per Month	160 to 240
Cost Per 1,000 claims	\$3,200 to \$4,800
10% Cost Increase Retaining, Systems Changes, Turnover	\$3,520 to \$5,280
Cost Per Claim	\$3.52 to \$5.28

Cost Savings with Cloud Robotic Automation

Cloud robotic automation helped to alleviate much of the painstaking tasks associated with manually handling retailer deduction claims as was noted in the case with the wireless accessories distributor below. The end result allowed the distributor to save time while increasing manpower resources.

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

*Costs have been made as low as \$0.40 per claim

Stop wasting valuable time on repetitive manual tasks. Change the way your company processes chargebacks and deductions today.

About iNymbus

iNymbus resolves and disputes deductions and chargebacks using automated systems that increase workplace efficiencies by up to 30x. Using cloud robotic automation—they are able to process claims immediately by uploading and submitting documentation. With iNymbus, companies can dramatically reduce the amount of labor involved in handling chargeback claims and deductions

