

Chargeback Avoidance

Key Benefits



- Eliminate preventable chargebacks
- Reduce the drain on cash-flow caused by problematic invoices
- Single source of data simplifies deductions research
- Free up working capital normally tied up in chargeback disputes

Helping suppliers prevent data-related compliance charges

For many suppliers, keeping up with their retail customer's compliance guides is a challenge, driven by complex trading partner systems, the fast pace of the retail supply chain and a limited number of staff.

And even as retailers and vendors work together to improve common objectives across orders, transportation and product data, it's common for data errors to slow down the supply chain and trigger deductions for compliance errors.

Common data-related errors such as "wrong item quantity" across purchase orders, shipment notifications (ASNs), and invoices can slow getting product to consumers and trigger deductions costing vendors up to 2% of sales. For vendors, the resulting research and reconciliation process can delay payments, causing 3-4x longer days sales outstanding (DSO). And managing chargebacks manually ties up staff for both sides, slowing data access and blocking teams from working together to fix the underlying problems. Without access to shared data and the visibility to fix chronic errors, vendors are left with few options other than to pay the ongoing deductions.

Inovis Chargeback Avoidance helps suppliers prevent the compliance charges triggered by data-related errors. Our on-demand software monitors your inbound and outbound transactions against your retail customer's compliance guides, identifying errors before they become problems.

Unlike home-grown approaches, Inovis Chargeback Avoidance is an affordable on-demand service that's easy to implement, eliminating the cost of extra hardware and software.

Eliminate Preventable Chargebacks

Inovis helps you find and fix the data-related errors that can cost up to two percent of sales in vendor deductions. See possible deduction issues as they happen by monitoring and validating electronic transactions against customer compliance guides. Drill-down to the complete history of the purchase transaction to highlight root-cause data. And track fixes to the underlying problems using notifications and daily worklists.

Speed Up Accounts Receivables

Problematic invoices can delay days-sales-outstanding by 3-4 times, while retailers dispute charges and delay payments. This drain on cash-flow can be dramatic. Finding and fixing the errors linked to chargebacks not only speeds up accounts payable cycles, but it can also shine a light on under-billing errors.

Simplify Deductions Research

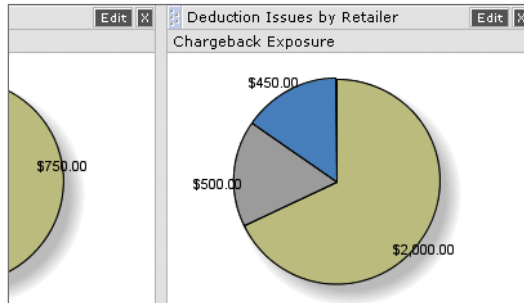
Creating a single source of data makes it easy when it's time to negotiate deductions with retail customers. Credit and compliance teams can view the complete order-to-cash process and any deviation from compliance standards. Transactions are tied to audit trails, enabling drilling down to review root causes of EDI errors.

Free Up Working Capital

It's common for vendors to have up to 25% of the money owed them tied up in disputes at any given time. Preventing the data-related errors that trigger deductions not only improves deliveries and accounts receivables, but it also frees up working capital for more productive uses.

Chargeback Avoidance

Dashboards can track deductions by type, customer, process or location.



Worklists and notifications help teams track issues, fix problems and roll-out updates.

Identifier	Issue	Retailer
BigLots_R01_20070707	SKU Number Mismatch - Invoice	Big Lots
544R72	ASN contains multiple BOLs for...	JC Penney
TSA_1423334	Trailer not received on schedul...	The Sports

FEATURES

Compliance Guide Modeling

Integrate and automate your internal and customer-specific business rules into the system. A document and process modeling application makes it easy to adapt to changes in business rules and trading partners.

Deductions Management

Automatically create deduction issues and tasks by monitoring transactions against business rules. Calculate the appropriate charges and track them through approval, dispute and acceptance workflows. Automatically email reports to team-members.

Transaction Monitoring

Validate a variety of inbound and outbound trading partner transactions against compliance rules. Supports common data formats, including EDI, XML, EDIFACT, X12 and flat file.

Collaboration

Browser-access, role-based security and deductions-oriented workflow make it easy to work with team-members in managing deductions.

Reverse Scorecards

Monitor customer performance levels by product type, location or key process, such as ASN delivery. Create flexible dashboards and email to team-members.

Root-cause Drill-down

The Message Error Highlighter enables easy identification of compliance error root-cause.

Web Services Integration

Integrate your logistics and finance systems with a flexible set of web services.

On-Demand Software

Our hosted software model eliminates the baggage of installing and maintaining extra hardware, quickens implementation, and provides long-term flexibility.

About Inovis

Inovis is a leading provider of on-demand Business Community Management solutions that empower companies to transact, collaborate and optimize communications with their entire trading community. By standardizing and automating mission-critical business interactions, companies can dramatically reduce the complexity and cost of supply chain communication. This foundation of high-quality, reliable and secure connectivity provides real-time visibility across the order-to-payment lifecycle. The resulting actionable intelligence enables users to proactively address supply chain issues before they impact profitability, shortening cycle times, improving productivity and increasing customer satisfaction. With more than 20 years of expertise, Inovis delivers its products and services to more than 20,000 companies over a wide range of industries and markets across the globe.

For more information, visit www.inovis.com.



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