

Deductions**Xchange**™



Processing Amazon Chargebacks with Robotics

Save Time and Money!

Tuesday, September 4, 2018, 2:00 - 3:00 pm EDT

Presenter



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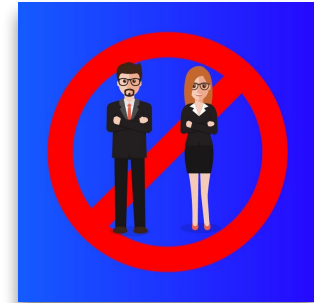
Our topic

Amazon Chargebacks and Deductions Processing

VIA

Robots

- *And what does this really mean to Credit & Collections Departments?*
- *Is this truly a hands off, no humans scenario?*
- *What can robots do, and what can't they do?*



Agenda

1. Technology as the therapist.
2. Why you can't win, and why you need robots.
3. What can you do? Get your own bots!
4. Transformation in 3 easy steps.

Technology as the therapist ...

We always ask one question about chargebacks and deductions ...



How does processing
chargebacks and
deductions make you feel?



The answers are all similar ...

“My staff are overwhelmed by a mountains of paperwork. We never seem to get ahead.”



“I feel terrible that my team members have to do this kind of work.”



“I dread the holidays because of the onslaught of Amazon chargebacks. I have to request a lot of overtime from my department.”



“I wince every time I order something from Amazon. Frankly, they make me a little angry.”



Sound Familiar?

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

- 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.



Let's be brutally honest ...

How can you,
beat them at their own
game, the likes of ...



amazon

COSTCO
WHOLESALE

Walmart

BED BATH &
BEYOND
Beyond any store of its kind.

♥ **CVS**
caremark™



★ macy's

FedEx
Express



The simple truth is, You can't.

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

How are robots used in Chargeback processing?

Robots level the playing field.

A chargeback & deductions
robot exists to solve only one
problem:

*Dispute retailers & shippers
deductions and chargebacks
at lightning speed.*



Your history is our history.



Honestly, we have lived your pain.

The history of Credit and Customer Operations Departments attempting to solve the problem of Retailer & Shipper Deductions and Chargebacks follows a familiar pattern ... and we have seen and done it all.



Will these solutions ever work?

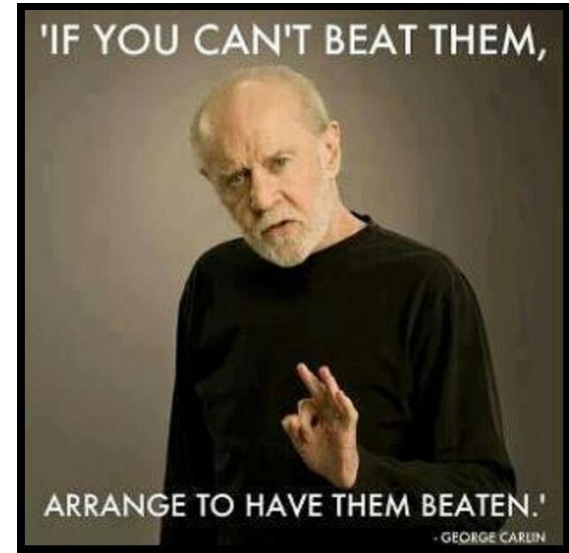
- **NO!** We realized some years back that chargebacks and deductions were unbeatable with existing solutions.
- The retailers and shippers, due to their size and technology investment, will always outpace suppliers.
- They use automation and a ruthless ability to take every single chargeback and deduction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



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.



Transformation! ...

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

Change can be scary.



Hey we get it.

You've worked at your company for 18 years. You don't want to layoff your friends.



It's a real thing.

Nah. Here's what really happens.

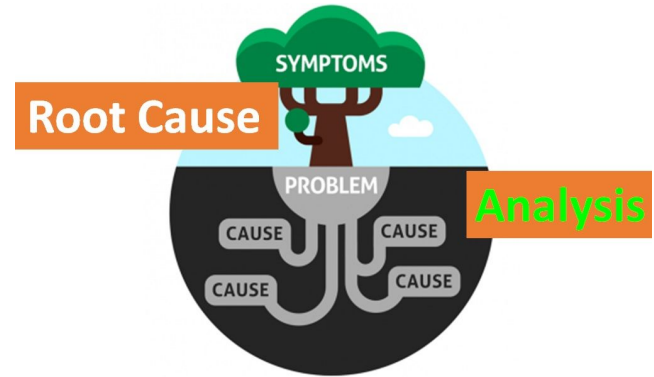
Case Study: D&H Distributing



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 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



Keep costs down to ensure revenue
converts into profit.

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.***”

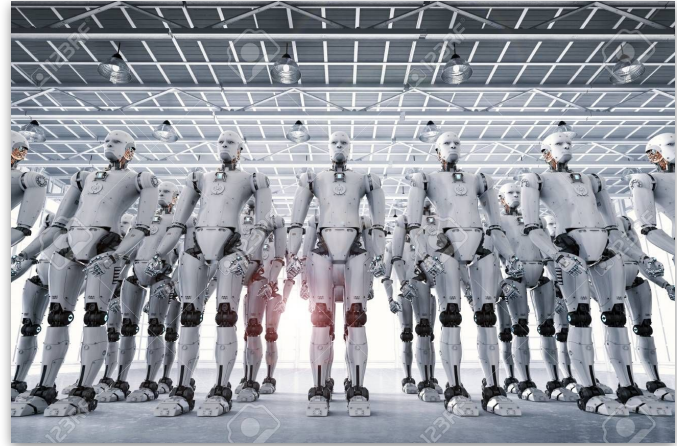


Tony Warfield, VP Credit Services
D&H Distributing

You are the hero.

“Not so fast Amazon. We’ve got our *own little robot army* here and we are going to fight you every step of the way.”

Tony Warfield, VP Credit Services
D&H Distributing



Repurpose Resources.

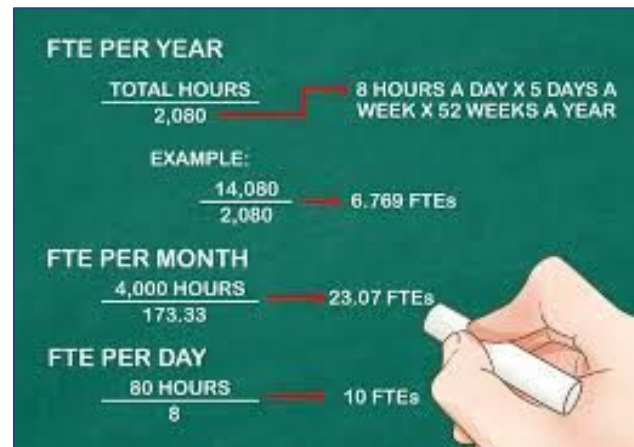
D&H says they are up to **3 people who are adding value** (not processing chargebacks and deductions).

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

And D&H is far from done.

Please check out our D&H Case Study

info.inymbus.com/dandh-chargebacks-and-deductions-case-study



Transformation...

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



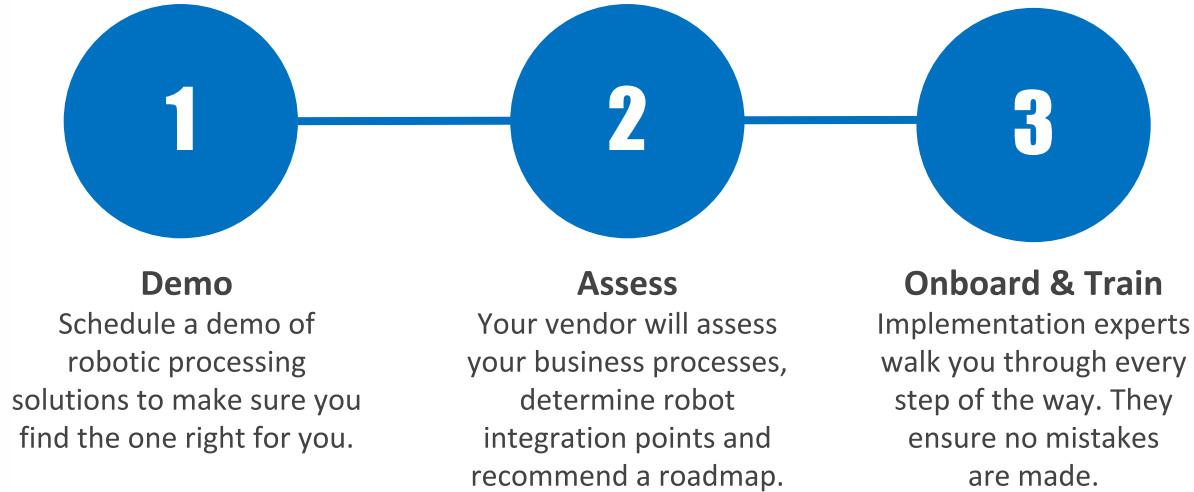
By the numbers ...

Advantages of Robotic Automation	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* ~80% savings	\$5.28

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

How?

Super simple.



We know you have to put out day-to-day fires, but you don't have to let urgent issues and fragmentation dominate your strategic vision.

Change can be scary.



Your I.T. group is big,
tough and fights any
new technology
projects and vendors.



Nah. 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.

The iNymbus Difference

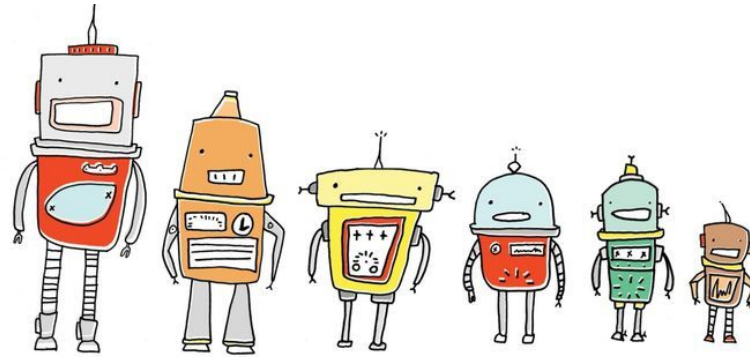


Ten Reasons

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

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