Streamline Chargebacks for Promotions That Engage a More Empowered Customer
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<td>Manage contracts and chargebacks from creation to settlement</td>
<td>SAP Paybacks and Chargebacks offers an efficient, highly automated approach to managing trade contracts and chargebacks. You can reduce costs, enhance cash flow, and improve profitability for all concerned – whether claims data originates from a channel partner, the end customer, or an external source. Integration with other SAP software enables comprehensive administration of the entire process – from financial accrual and claim validation to settlement processing and reporting.</td>
<td>Warranty recoveries, marketing funds, and price-related credits offer sales incentives at various levels of the supply chain. They can span multiple customers, cover a vast array of products, and change frequently. The SAP® Paybacks and Chargebacks application by Vistex provides robust capabilities for processing chargeback claims and managing contracts across their lifecycles. The application can help you process claims more quickly, make it easier to detect errors, and shorten the claims-dispute cycle.</td>
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Social media, business networks, and online sources of information have greatly increased customer clout in the sales process. To compete successfully for these empowered customers in a shorter buying cycle, you need new ways to help them achieve their business goals. If you use special promotions and pricing contracts, you must effectively manage related chargeback claims.
Create and administer promotion contracts

SAP Paybacks and Chargebacks helps you administer, model, report, and analyze contracts and chargeback claims that involve any type of pricing or promotional agreement. Manufacturers, distributors, and retailers can all use the software to create agreements, initiate claims, and submit or receive claims through adjudication, accrual, settlement, reconciliation, and postsettlement adjustment.

You can create a variety of contracts using templates and predefined clauses of boilerplate text and then track negotiations through redlining and versioning.

The application can also help you:

• Build an executable contract as you negotiate, with complete integration of the contract and pricing repository
• Enable contract negotiation at the point of need using a Web-based portal
• Validate contract pricing against price policies in real time
• Simulate offers and analyze gross-to-net profitability that reflects all discounts, fees, rebates, marketing funds, and other costs
• Review and approve agreements using configurable workflows

Manage the entire chargeback process cycle – from claim initiation and receipt through settlement and beyond.
| Create and administer promotion contracts | SAP Paybacks and Chargebacks supports a wide range of contract administration processes to help you optimize operational efficiency and contribute to your organization’s bottom line. Contracts that you create and maintain using the application can provide accurate, up-to-date pricing for processing customer orders and purchasing. This helps ensure that customer orders and invoices properly reflect off-invoice and other promotional pricing. | The software provides a display (similar to a checkbook register) of all allocations, accruals, and settlements to help you manage your trade funds and budget. It triggers warnings when claim amounts exceed approved and available funds. It helps you track customer hierarchies and buying-group membership over time and leverage these structures to establish contract eligibility. You can also use the application to monitor and analyze contract compliance during and following the effective dates of an agreement, implement any corrective changes retroactively, and apply those changes to past transactions. | Help ensure that all parties – your suppliers, end customers, and your company – are properly charged and compensated. |
Process chargebacks and track channel inventory

SAP Paybacks and Chargebacks can significantly streamline the processing of chargeback claims to help you:

- Manage claims using electronic data interchange, flat files, a Web portal, or manual entry using fast-entry tools
- Generate accounts receivable claims and automatically clear open deductions when settling claims
- Readily reconcile and resolve disputes
- Settle payback and chargeback documents based on flexible settlement parameters
- Assign accrued rebate expenses to accounts receivable or accounts payable software from SAP and automatically reverse accruals
- Report rebate claim and performance tracking to management and plan participants through standard reports, a Web-based portal, or ad hoc reporting tools
- Establish a full audit trail for corporate accounting and compliance that covers the entire chargeback lifecycle

Minimize lost opportunities and manual errors with comprehensive claims management.
Manufacturers, distributors, and retailers must accurately track their inventory and acquisition costs to avoid chargeback discrepancies and comply with distribution agreements. Chargeback amounts can vary with changes in acquisition costs and contract pricing. Channel incentives offered by the manufacturer often depend on the manager’s ability to maintain adequate stock and manage inventory turns.

As you order or sell inventory and process chargebacks, SAP Paybacks and Chargebacks automatically adjusts the quantity and value of inventory in your sales channel. You can then use this data to validate chargeback claims and calculate channel rebates.

When manufacturers announce price reductions and offer “price protection” for products previously purchased at higher prices, the software can automatically generate the resulting chargeback. It then revalues inventory on hand and reprices open purchase orders to reflect the new, lower prices.

Optimize operational efficiency and contribute to your organization’s bottom line.
Share chargeback information across your organization

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| Create and administer promotion contracts | Ready integration between SAP Paybacks and Chargebacks and other SAP software helps you share contract and claims data among your sales, procurement, finance, and human resources departments. The software can reduce integration costs and simplify ongoing maintenance and upgrades. And because the application is powered by the SAP NetWeaver® technology platform, you have flexible deployment options that help ensure a low total cost of ownership. The application can also use data from non-SAP software sources. | In addition to accounts payable and accounts receivable applications from SAP, SAP Paybacks and Chargebacks integrates with external or custom applications for full access to your financial information. You can drill down into transactional data to view a clear audit trail of chargeback accruals and settlements to meet financial reporting and accounting compliance requirements. | - Share chargeback information across your organization
  - Integrate with other SAP software

Because the application integrates with the workflow functionality of SAP NetWeaver, you can electronically route contract changes and calculations of chargeback settlements or adjustments for management review and approval.
Integrate with other SAP software

To help you analyze incentive programs and report results, SAP Paybacks and Chargebacks offers standard operational reports and an intuitive ad hoc reporting tool. You can export contract and chargeback data to the SAP Business Warehouse application for a wide range of analytical reporting options, including use of SAP BusinessObjects™ business intelligence solutions, to create executive dashboards and comparison and trend reports.

You can share contract and claims information with managers, customers, and trading partners using the SAP Enterprise Portal component. The portal helps trading partners view current performance data using electronic records that you send or they access on demand.

Improve customer engagement with clean data and automated processes.
### Increase sales and reduce errors

SAP Paybacks and Chargebacks has a proven track record with SAP customers around the world. Customer experience shows that by using the application to manage your chargebacks, you can increase promotional sales, optimize opportunities for cost-recovery claims, and reduce payback rebate errors and overpayments. The software also can help you decrease manual administrative work, reduce the cost of goods sold, improve cost-recovery cash flow, and minimize working capital requirements.

With SAP Paybacks and Chargebacks, your sales force can spend less time on administrative tasks and more time engaging with customers. The application can lower total cost of ownership by using technology investments you already have. You can install it quickly to meet changing sales and business demands, adapt it to your specific sales needs, and readily use new functionality to make your sales team even more productive and effective.

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<td>Increase sales and reduce errors</td>
<td>Cut costs and boost profits by minimizing administrative resources.</td>
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Summary
To engage fully with today’s empowered customers, you must effectively manage complex sales and pricing contracts that frequently include provisions for claims-based reimbursements. These important tasks can increase sales volume, market share, and promotional revenue. The SAP® Paybacks and Chargebacks application by Vistex helps you efficiently administer, model, report, and analyze contracts and chargeback agreements – while preventing errors and unwanted profit leakage.

Objectives
- Increase satisfaction of customers and channel partners
- Optimize trade promotion spend
- Manage sales and pricing contracts more efficiently
- Reduce claims processing costs, errors, disputes, and delays
- Minimize profit leakage

Solution
- Robust support for contract authoring and administration
- Automated claims submission, adjudication, accrual, settlement, and adjustment
- Inventory tracking for claims validation and price support
- Integration with other software for sharing data
- Reporting and analytics tools to make comparisons, identify trends, and determine profitability

Benefits
- Improve contract execution and claims processing
- Reduce days chargebacks outstanding
- Increase satisfaction of customers and partners
- Minimize risk of profit loss
- Boost productivity and compliance

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