



How we helped our client increase partner integrations by 3X while reducing chargebacks by 90% with our EDI services.

Key Outcomes

3x increase in

Enhanced customer integration

90%

reduction in costly chargebacks

20% reduction in

monthly VAN invoices

Korcomptenz helped a global leader in mobile accessories reimagine their EDI efficiencies, saving thousands of dollars in hefty chargebacks and eliminating delays caused by error-prone manual processes. Read this case study to understand how.

About the client

Our client is a leading consumer electronics accessory company named as one of the fastest-growing companies in the US.

The Challenge

Our client, a leading consumer electronics accessories company known for its innovative and iconic products, faced significant EDI compliance issues. Selling through various online eCommerce platforms, including Amazon, they incurred hefty chargebacks due to non-compliant electronic Bill of Lading (eBOL). These discrepancies, coupled with Amazon's strict 5-day service level agreement, resulted in thousands of dollars in penalties. Additionally, several of the client's customers were not fully integrated into their ERP system, leading to manual entries and process delays.

The Solution

When Korcomptenz took over the EDI project, our primary focus was to control the expensive chargebacks and provide comprehensive EDI support. We conducted thorough analysis and several meetings with Amazon's teams and the client's 3PL and integration teams to understand the issues. By closely examining the ASN-Advanced Shipping Notices, we identified the root cause and corrected code and process flow errors, reducing costly mistakes by 100%.

Furthermore, we streamlined and automated complex processes, cutting down on manual entries and delays. This allowed the client to onboard 5-6 EDI customers per year, a significant increase from their previous rate of 1-2. ==> this point can be highlighted as it is significant

The Results

Our EDI support yielded exponential benefits, impressing the client significantly. One Product Manager noted, "Thank you so much for going above and beyond to resolve the system issues that helped us avoid future chargebacks, saving the company big money. Amazing work!" A Senior Credit Specialist added, "The Korcomptenz team is quick to respond and will work on a problem until it's fixed, however long it takes. They have been exceedingly helpful at fixing EDI glitches." The Senior Director, IT, also added, "Korcomptenz was instrumental in stabilizing our EDI processes and procedures, expanding the use of EDI by bringing on additional partners and reducing chargebacks by over 90% by improving the accuracy of our transmissions."

The client experienced substantial improvements in their EDI operations, including:

- ◆ Automated EDI orders for more customers by over 85%
- ◆ Reduced monthly invoices with their VAN provider by deactivating inactive customers.
- ◆ Streamlined processes and a better understanding of workflows.
- ◆ Significant reduction in invoice update errors on partner portals.
- ◆ Faster resolution of time-sensitive EDI transmissions, leading to a notable reduction in chargebacks.

