



# Office Product brand saves time and recovers more from Shortages

Case Study: Durable office goods supplier with \$50M+ in annual Amazon revenue

## The Problem

- Shortages were handled by an outside vendor that used expensive, human-based efforts to tackle shortages with little visibility into the process for the brand.
- Vendor could not determine root cause of the shortages nor could they see what was being disputed and what was not despite their significant investment.

## The Solution

### Automate ticket filings with...

CommercelIQ's integrated retail ecommerce platform

**Key Feature - Profit Recovery Automation:** By leveraging AI and automation, the brand was able to do the following:

- Dispute ALL shortages with automation as they occur after Amazon Smart Match with no manual input needed
- Leverage a single source of truth for shortage claims, disputes approvals, resolution rates, and more tracking
- Use Root Cause Analysis to prevent problems from recurring



# Brand disputes ALL Shortages immediately and automatically

## The Result

### After 3 months...

45%

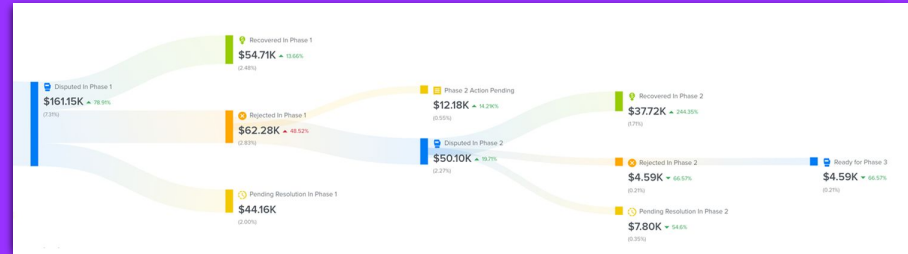
Increase in profit recovered from shortages, all automated, within first 3 months vs. prior period.

4.7x

More shortage dollars disputed with less human effort invested vs. the prior 3 month period.

\$100k+

Of profit recovered in 3 months, 88% of which was done outside of Smart Match.



Brand can automatically dispute shortages up to 3 times over in separate stages if Amazon rejects them until they are either resolved or go to arbitration to ensure brands recover as much profit as possible.