



Big Tool Brand recovers millions within Amazon supply chain

Case Study: Power and hand tool supplier with over \$50 million in revenue on Amazon

The Problem

- Shortages were too time-consuming and resource intensive to handle manually
- Vendor did not have time to manage any shortages on Amazon, as a result, no shortages were disputed outside of Smart Match
- Shortages were eating 5% in COGS for the brand's Amazon operations

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



Tool Brand automatically tickets 1000s of shortages as they occur

The Result

Within 4 months...

\$1.36M

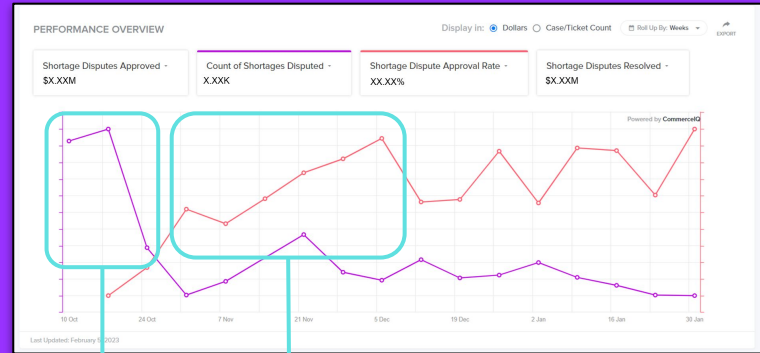
Of Profit Recovered in just phase 1 of the dispute process alone

~90%

Profit recovery of non-Smart Match shortage invoices | Compared to only 2% that the brand recovered before CommercelQ

1500+

Shortages Disputed with large surge within 1 month of automation activation that caught older shortages



Surge in tickets filed after CommercelQ start date in Oct

Resolution rate improved as shortages started to be approved