

Case Study

E-commerce Reconciliation

Service Line:
Report & Performance
Monitoring





CLIENT

Big sized European apparel retailer



CHALLENGE

The reconciliation system of the Client, operating both on physical and online channel, was running out of control.

A heavy IT personnel involvement was required to manage the enormous transaction inputs from different data sources.

Still, the reconciliation system was characterized by low transparency and a high amount of untraceable losses.



CONTEXT

Reconciliation is a critical issue for all companies, but this is particularly true for ecommerce retailers. Using manual/spreadsheet based/labor intensive approach and not following best practices increase error rate and fraud risk.

Project timeline: 1 month



VALUEMENT'S APPROACH



An in-depth analysis of current processes and Client's needs was followed by the implementation of a new reconciliation software offered by a technological partner.



1. Process analysis & Risk identification

Defining current system weak-points and most critical areas



2. New solution implementation

Implementation and fine-tuning of the new reconciliation software



3. Operational support

Support in the transitional period and training of involved department employees

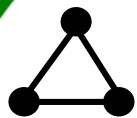


BENEFITS & RESULTS



Cost & Staff effort reduction, with a seamless ERP integration assuring visibility, clear audit trail and automation in the reconciliation process.

KEY POINTS



Assuring three-way matching between back office records, servicing bank, payment processors.



Detailed configurable reports increasing transparency and loss prevention capabilities



Coping with the complexity stemming from ecommerce business (*high number of paying methods, order cancellation, refunds, trial periods...*)