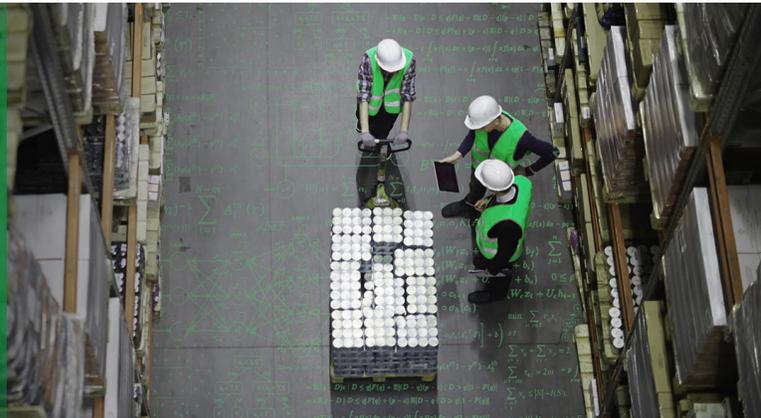


Supplier Chargeback Analyzer



Ensure fast and reliable service to your retail partners with data driven insights into the root cause issues

Suppliers to major retailers often struggle to monitor and maintain service levels with each key retail partner. With more emphasis and financial impact, supplier order to delivery processes must adapt and evolve faster than ever before.

Chargeback or service failure reports are often analyzed by manually applying the standard '5 Why' method of root cause analysis. This involves starting with a select few issues, digging through mountains of disparate data, trying to determine common failure points and applying business rules targeted at future prevention. The approach takes a tremendous amount of time and often introduces bias into the associated corrective actions. What analysts need is an intelligent support mechanism for evaluating failures at scale, surfacing process features and trends at the root of systemic service issues.

A Modern Approach to Root Cause Analysis

LLamasoft's Supplier Chargeback Analyzer provides a modern approach to root cause analysis and supports data driven service improvement initiatives at scale. Equipped with a configurable data framework, analysts are able to efficiently evaluate order level detail despite complex operations and process variation. Driven by artificial intelligence, the solution pinpoints true root causes and trends, making it easier to take corrective actions and predict future failures.

Generates a single source of truth for all order lifecycles

Supports fast service issue response initiatives

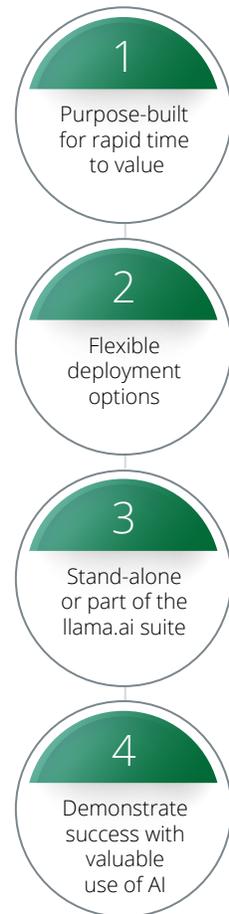
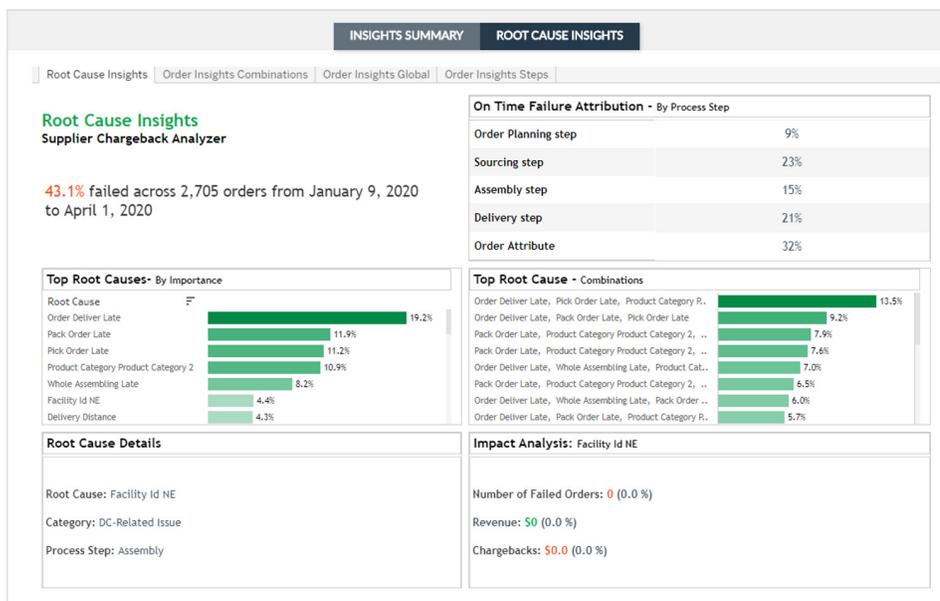
Eliminates timely mundane audit tasks

Supplier Chargeback Analyzer

LLamasoft Rapid Apps

We've developed this app specifically for chargeback analysts. Rich output dashboards provide quick and unbiased insights into:

- Overall Performance**
 - Standard service metric summaries
 - Failure reporting and attribution by process steps
 - Failure trends over time
- Root Cause Identification**
 - Ranked root cause features
 - Ranked root cause combinations
 - Financial impact by feature and combination
- Order Level Detail**
 - Order level lifecycle performance detail
 - Primary, secondary and tertiary root cause attribution



With rapid time to value (~four-week implementation time) and a short user learning curve, analysts quickly gain the support they need to make intelligent adaptations to their order to delivery processes.

To learn how AI can power insights into the root cause for service level failures, contact us at <https://llamasoft.com/supplier-chargeback-analyzer-app/>. Reduced chargebacks and better relationships are within reach.