

## RETAIL RECOVERY AUDIT

# Improving Retailer-Vendor Relationships

Despite having the most efficient processes in place, errors will inevitably occur that ultimately lead to friction between retailers and vendors. This friction, often referred to as vendor abrasion, can be minimized if retailers implement the tools and actions necessary to strengthen these partnerships.

There are multiple opportunities for strengthening vendor partnerships and minimizing abrasion, including developing policies, platforms and rules of engagement. Any of these methods, or a combination of all three, can help better define a company's relationship and touchpoint protocols. Typically, the existing systems and processes that retailers have in place are sufficient to achieve operational goals. However, they are not necessarily user friendly or intuitive and they may not provide all the necessary information needed to ensure alignment with an outside, or even inside, user.

### Enhancing Vendor Relationships

Breakdowns occur across multiple points of interaction for retailers, including: purchasing, shipping and receiving, matching and paying, deals and promotions, returns and post audit. And, with millions of transactions happening simultaneously, inevitably there will be errors. An experienced audit provider – armed with real-time data acquisition and technology – can help you accelerate the identification of errors and review deal setup to anticipate errors. An audit provider can also give you greater visibility into vendor agreements and activities to help support self-service of vendor deduction and disputes.

Because vendor abrasion occurs, and worsens over time, it is important to have a sense of urgency when it comes to establishing a plan for improving retailer-vendor relationships. The PRGX team can help you develop and execute a plan that focuses on preventing future abrasion.

We help companies minimize abrasion with retail vendors by improving their transparency, communication and timing. By doing this, retailers can document and simplify processes, establish new rules of engagement for working with vendors and identify potential issues before they occur.

### Providing a Full Range of Audit Types



**Purchase allowances**



**Pricing audits**



**Direct Store Delivery (DSD)**



**Freight and routing compliance**



**Pharmacy**



**Reclamation**



**eCommerce**



**Warehouse**



**Rebates**



**Promotional trade funding**

## PRGX Helps Organizations Like Yours



### Reach Wider

Bringing together the fragmented data across all departments, systems, stakeholders, geographies, and more.



### Dig Deeper

With a data-led approach that guides you to over 300 common points of leakage in some of the hardest-to-mine areas of the source-to-pay cycle.



### Act Faster

So you can make the right insights, take action earlier, improve the bottom line sooner, and accelerate the shift from reaction to risk mitigation and prevention.

## Industry Expertise

As our auditors' expertise deepens, PRGX introduces industry cross-training to ensure senior auditors develop domain expertise across a spectrum of industries. The combination of industry specialization and cross-industry proficiency promotes knowledge-sharing and proliferates best practices, fueling the innovation mindset that's at the heart of all we do.



Banking



Insurance



Telecom



Entertainment



CPG



Oil & Gas



Utilities



Heavy  
Manufacturing



Retail



Media



Technology



Pharmaceutical

## Delivering Client Satisfaction Through:

- ◆ Ongoing cash recovery
- ◆ Root-cause insights help prevent future errors
- ◆ Operational scheduling and progress reporting
- ◆ Experienced engagement leaders managing each program
- ◆ Data privacy and security
- ◆ One-stop shop for recovery audit, contract compliance, advanced analytics
- ◆ Expertise and technology
- ◆ Industry pioneer/source-to-pay steward
- ◆ Global scale and reach
- ◆ Diverse portfolio in numerous industries

888-799-7976 ◆ [info@prgx.com](mailto:info@prgx.com) ◆ [prgx.com](http://prgx.com)

600 Galleria Parkway, #100  
Atlanta, GA 30339