



centreviews

BUSINESS INTELLIGENCE SUITE

Centreviews RMS Empowers United Legwear Company

AT A GLANCE

United Legwear Company, LLC (ULC) is equipped with Receivables Management Solution (RMS), a component of the Centreviews Suite of Solutions to organize and link documentation in order to manage chargebacks and deductions.

This increased cash flow by improving visibility of unauthorized chargebacks and deductions in a timelier manner and provided the information needed to mitigate them.

Centreviews' solution proved to be so effective, that ULC's Vice President and Group Financial Controller, Alan Mandell ordered additional applications to support their business partner relationship and international operations. He is now in the process of implementing Centreviews Accounts Payable Management Solution (APMS).

Employees have embraced the solution and cited the RMS's ease of use and document linking feature as the most beneficial, allowing them to instantly find and view all documentation related to an order or invoice.

“ RMS gives our staff the tool they need to cost-effectively research and manage chargebacks.

Using RMS has resulted in lower dilution, increased recoveries, and improved cash flow and profitability.

Our management and lender are both pleased with the results. Thank you API and PSG! ”

Alan Mandell



COMPANY OVERVIEW

As a global manufacturer of socks, tights, and underwear, United Legwear Company, LLC has established itself as a leader in the industry. People of all ages wear ULC's garments, which can be found in stores around the world, through major retailers and in their own shops. As ULC grew, it faced some of the same challenges that plague many businesses in the manufacturing and distribution industry.

ULC was experiencing issues with managing a large number of chargebacks and deductions. These incidents were cutting into the business' profits and affecting cash flow.

PRODUCTS USED



Accounts Payable Management Solution



Receivables Management Solution



Document Management Solution

▲ CHALLENGE

As it reviewed its monthly financial statements, ULC realized it was experiencing substantial chargeback activity from its retail distribution chain.

The economic pressures on the retail industry increased the number of chargebacks, which affected ULC's dilution rate. ULC knew it had to do something to stop these chargebacks from reducing its annual earnings.

Looking to boost their recovery process, ULC reached out to chargeback and deduction recovery specialists Profit Solutions Group, Inc. (PSGI). As PSGI began the process to research, dispute and aid in the recovery of ULC's short payments, they quickly ran into roadblocks – namely a lack of accurate documentation. If they were to be successful, PSGI would have to have access to the paper trail – essentially the complete story of the deal before, during and after its completion. PSGI called on API, their technology partner, to provide the solution. API implemented RMS, the solution for receivables from their Centreviews Suite of Solutions, for ULC.

▲ SOLUTION: USING CENTREVIEWS RMS

As ULC began reviewing its excessive chargebacks, the company noticed there was a lack of documentation to dispute the claims. Since essential paperwork was missing, ULC was unable to recover monies that would have been applied directly to the company's bottom line in many cases.

Centreviews RMS is an ideal solution for ULC, allowing the company to automate its accounts receivables process and create a centralized archive of all receivables information with all documents associated with a transaction linked together.

This solution makes it easier for ULC to locate the documents it needs to begin the process of managing chargebacks and deductions.

▲ RESULTS

Once this technology was in place, ULC saw a significant increase in the speed of its recovery process.

ULC was so impressed by the technology that the company is now in the process of implementing Centreviews APMS to automate and improve its accounts payable processing.

Recently, ULC gave high marks to its new RMS, emphatically stating that it had brought great value to the organization. When asked how often the company used the new system, ULC staff responded with, "All of the time." The staff cited the ability to have instant access to information they needed as a big benefit, adding that there was great value in having the documents associated with each transaction linked together in order to pull up any document, click related documents and quickly find all of the documentation associated with a single invoice or order.

▲ SUMMARY

Businesses like ULC have found that Centreviews RMS allows them to more easily identify and recoup unauthorized chargebacks and deductions, helping them reduce the amount they lose each month to this activity. In some cases, chargebacks are filed ruthlessly, with a customer keeping a product or service while also not having to pay for it. If proper documentation is provided, a business can win the dispute and protect itself against a loss.