



IAB Solutions, LLC  
Partners. Solutions. Results.

Experts in Deduction  
Recovery & Resolution

Specialists in the  
A/R Process

# creating synergy

Leveraging core competencies and sharing best practices creates greater value



# executive summary:

IAB addresses accounts receivable deduction and chargeback issues to ensure clients receive the full revenue to which they are entitled, thereby improving profit, cash flow, client staff productivity, and customer goodwill.

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**Deductions / Chargebacks** IAB's core service is a highly professional approach to the research and recovery of deductions and chargebacks. Portfolios can be open or closed and assigned in a variety of ways including type, age, class of trade, specific customer or write-offs. We maximize every opportunity for recovery.

## **Shared Services / Outsource Safety-Net**

IAB acts as a "safety net" for deduction recovery that is outsourced either domestically or offshore. We review charge-backs that have been cleared through the issuance of a credit or write-off, thereby identifying and recovering any invalid claims. We increase client net revenue, and provide an independent review and peace of mind for the benefit of our client management teams.

## **Trade Revenue: Management, Recovery & Protection**

IAB improves profitability by reconciling, identifying and recovering invalid trade related deductions and post audits. Our proactive approach protects your revenue and profit margins. Even with careful planning, unless you proactively monitor your trade spending, there is great potential for lost revenue. IAB's experienced team frees your sales professionals to drive higher top line revenue by removing much of the administrative burden associated with event tracking. Your company will see improved settlement accuracy and recovery relating to promotions, pricing and post audits.

## **Post Audits**

IAB identifies post audits taken or submitted by internal or third party auditors, accumulates supporting documentation and establishes contact with the correct representative. Our team thoroughly researches all related issues, determines the validity of the claims, maximizing recoveries, and provides trending information to aid in future prevention.

## **Logistics Deductions**

IAB will perform all research necessary to recover over, short and damage claims. We communicate directly with carriers, warehouses and first-party or third-party distribution centers, gathering information to determine validity and trending.

## **Aged Deductions and Chargebacks**

IAB focuses on aged deductions allowing your staff to better manage current accounts receivable. We are your safety net assuring that all your collection opportunities are realized.

## **Resolved (Closed) Deductions**

IAB will review customer deductions that have been closed as part of your standard deduction resolution process in an effort to reduce leakage. Whether cleared via credit memo or write off, IAB will identify potential recoveries, allowing you the opportunity to offset previous deduction resolution expense.

## **Unearned Cash Discounts**

IAB recovers unearned cash discounts taken by customers outside of your terms of sale. We educate your customers, correct terms discrepancies and enforce timely payment. Our focus on maximizing recovery improves your DSO.

# IAB also provides these services not related to deductions

## **Invoice Collection**

IAB supports your collection department by assuming responsibilities for lower tier customer collection efforts, collection of aged invoices that have not been pursued, or other functions that would allow more productive allocation of your resources.

## **Unclaimed Property Reconciliation**

IAB reduces your exposure to escheatment claims and improves results of state audits. We reconcile open credits and outstanding cash on account clearly identifying entitlement and disposition.

## **Sales Tax Certificate Management**

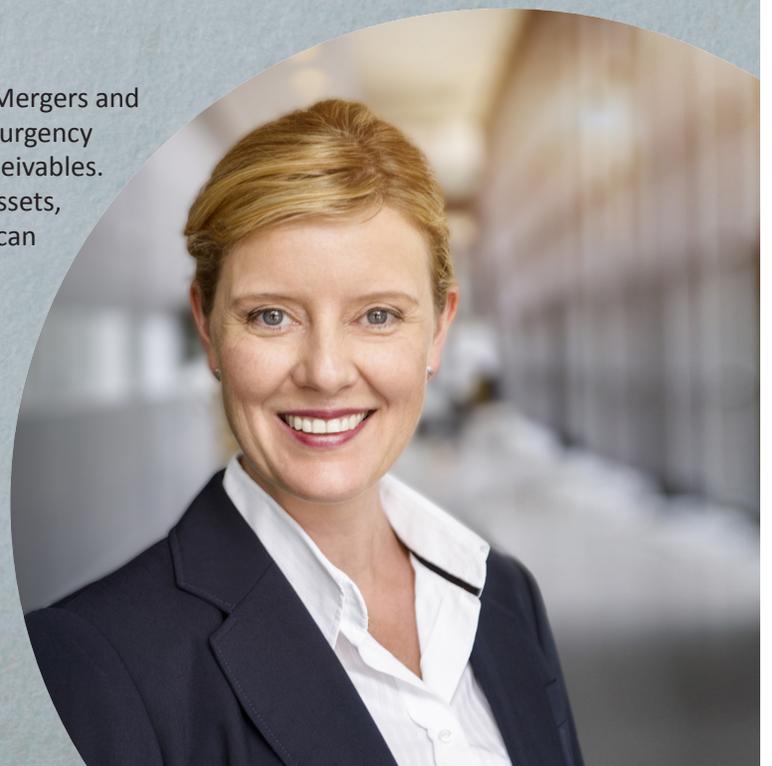
IAB contacts each customer to obtain current sales tax exemption certificates. We index and image all documentation and update according to individual state requirements. Certificates are centralized and catalogued for ease of retrieval. This service helps improve invoice accuracy, significantly limits sales tax deductions and leads to favorable state audit results.

## **Process Audit and Review**

IAB provides professional accounts receivable consultants to review your current policies and procedures. We evaluate the organizational workflow to streamline the process. We deliver a detailed report that highlights opportunities for improvement and recommends industry best practices.

## **Transitional Support**

Consolidations & Reorganization. Software Implementation. Mergers and Acquisitions. IAB allows you to remain focused on matters of urgency without negatively impacting collection and resolution of receivables. We reduce or eliminate backlogs, facilitate consolidation of assets, and provide assistance during software implementation. IAB can help maintain seamless customer relationships as you implement your new strategy for the future.



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"Partnering with them has been critical to our success. They are attentive to our needs and capabilities and adjust their approach accordingly ... their professionalism, service levels and results exceed our expectations for each assignment."

*Director, Financial Services for a Fortune 500  
Consumer Products Manufacturer*

"They are respectful of customer relationships, professional flexible and most importantly, successful."

*Credit Manager for a Multi-Million Dollar International Spice Company*

"IAB feels more like an extension of our own company rather than an outsource service."

*Cash Application Manager for a Multi-Million Dollar  
Distributor of Electrical Parts and Supplies*

"... we have enjoyed the benefit of their experience in navigating issues that threaten our cash flow and P&L, as well as innovative approaches to new trends in customer payment issues."

*Director of Customer Financial Shared Services  
for a Multi-Billion Dollar Convenience  
Foods Manufacturer*



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