



## Vendor Central Deduction Recovery

The European Service Centre, a division of Sony DADC has over 15 years of experience in Global Business Services. We manage relationships with hundreds of retail stores, marketplaces and chains. This has provided us with in-depth expertise in overcoming complex supply chain challenges.

We are particularly proud of our ability to meet the demands of the world's largest marketplace, which leads to significant reduction in deductions for our clients.

Vendor Central processes are complex, difficult to comply with and ever-changing. Keeping on top of them requires constant vigilance, expertise and time investment. We can analyze your transaction history and validate the correctness of deductions. We can also file dispute cases with the marketplace for excessive deductions.

### Maximize profit, minimize risk

#### Ask for free audit

To determine your deduction recovery potential.

#### No additional work for you

We will build and manage dispute cases throughout the entire process.

#### No extra costs

Pay only when funds are successfully reimbursed.

### Vendor Central Deduction Review Services

#### Transaction audit

Comprehensive review of historical transactions to identify discrepancies.

#### Identification of recoverable

Analysis of chargebacks and deductions to uncover eligible recovery potential.

#### Reimbursement request

Preparation and submission of well-documented cases through Vendor Central.



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*Ask for free audit.*



## European Service Centre

Our teams deliver tailored supply chain solutions designed to meet the unique demands of disc, home entertainment and electronics clients in the retail and e-commerce landscape. We also manage internal process support for Sony DADC.

We are reliable and forward-thinking outsourcing partner. From cost-driven outsourcing, through fostering innovation and providing strategic insights, to contributing to overall business growth.

As part of our ongoing diversification strategy, we now offer customized Vendor Central Services designed to strengthen and grow our client's businesses. We can also provide Order to Cash Services like B2B Customer Service Operations or Finance Operations.

### Our expertise, your benefit



#### 15 years of experience in Global Business Services

Order to Cash outsourcing with 350+ retailers in network



#### Deep expertise in Vendor Central processes

Deduction recovery, process optimization and outsourcing



#### Managing significant volumes

Hundreds of thousands of retail transactions



#### Complex Supply Chain Solutions

Supply planning, Assembly, Customer Service Operations, Pick, Pack & Ship, Finance Operations



#### Sony DADC compliance

Quality, security and sustainability

### Reliable and forward-thinking outsourcing partner

"The service is very much driven by finding solutions. Very efficient and extremely well organized. We are very satisfied with the service, communication, the way we work and at last: the staff is absolutely great."

#### Torgny Sjöö

Chief Operating Officer  
Playground Music Scandinavia

"The atmosphere is consistently positive and constructive. Every year, we tackle new challenges, optimizing and improving every day. We have a very good collaboration with a team of nice individuals. Thank you."

#### Alice Talbert

Director, Sales Operations EMEA  
Sony Interactive Entertainment

"We are happy with the collaboration, you pick up things immediately in case of issues and you are openly monitoring and steadily improving your processes."

#### Christina N.

Account Director