



Vendor Central Services

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. We have developed expertise, best practices, and operational excellence in the areas of cash collection, returns, and purchase order processing in Vendor Central.

We manage day-to-day processes, people and operational challenges within Vendor Central. Our clients value the deep sense of ownership consistently demonstrated by our teams, the transparency of the entire process, and the stable, documented, and measured execution.

Optimize your Vendor Central operational processes

Minimize deductions

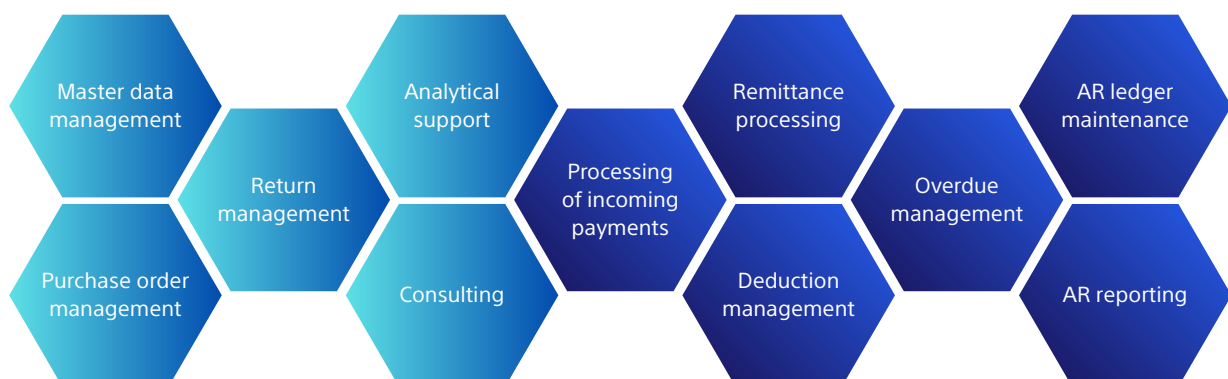
Ask for free audit of your deductions. We will file and manage reimbursement requests. Pay only when funds are successfully reimbursed.

Maximize profit

Optimize your supply chain processes by conducting a thorough operational process review and implementing tailored recommendations.

Maximize efficiency

We are ready to manage your daily operations efficiently. This will allow you to focus on growing your core business. Leave everything else to us.





Vendor Central Services

Vendor Central Deduction Review Services

Transaction audit

Free audit and comprehensive review of historical transactions to identify discrepancies.

Recoverable

Analysis of chargebacks and deductions to uncover eligible recovery potential.

Reimbursement request

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

Operational Process Review & Optimization

Audit of the entire process

End-to-end assessment of your operational workflows – from PO management, through labelling and shipping, to claims, payments and returns.

Compliance review

Identification of inefficiencies and areas of non-alignment with Vendor Central requirements.

Process optimization

Tailored recommendations to streamline processes and reduce the risk of chargebacks and deductions.

End-to-End or Modular Supply Chain Support

Process outsourcing

Flexible outsourcing solutions tailored to your needs – from full-service management to support for specific supply chain functions.

Let us manage

Seamless handling of administrative and operational workflows, including orders, logistics coordination, and vendor compliance.

Be on the top of the game

Designed to enhance efficiency, reduce operational overhead, and ensure alignment with Vendor Central standards.



Ondřej Kellner

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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