



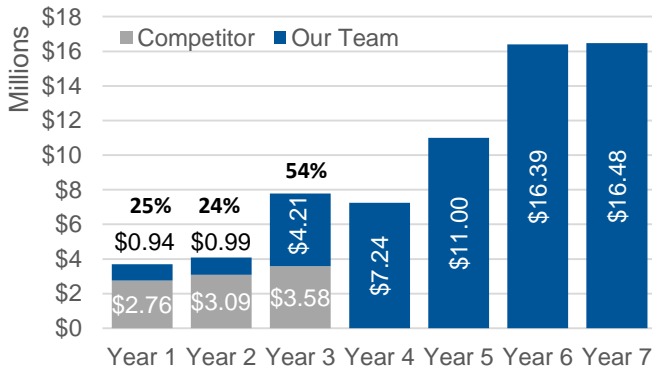
Recovery Audit Case Studies

Recovery audits are a best practice conducted to insure all monies owed through the Procurement to Payment (P2P) cycle have been collected, and in many cases also serve to identify process improvement opportunities to stem the loss of dollars instantly rather than through the post audit process. The industry generally accepts a Primary Auditor catch rate of 80% or better. This means the Primary provider will collect 80% or more of all collectable dollars and leaves 20% for a Secondary or other outside review. Percentages noted in each graph below represent our success for each audit.

The best outcome are the result of a thorough information collection process that includes electronic data and other paper files. We are prepared to partner with you on data collection and obtaining merchandising documentation in an effort to discover new areas not currently audited as well as identify missed recoveries and process improvement opportunities. Our experience and successful approach to the audit has increased the benefits the post audit process brings to our clients over other providers. Our clients have recognized the benefit we bring by promoting the team five out of five times.

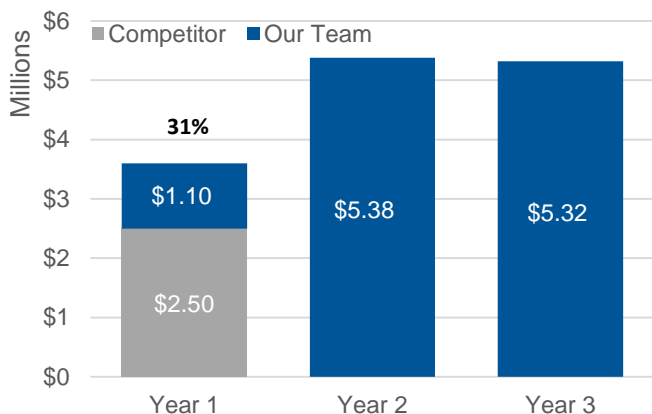
Results Making a Difference for our Clients

Client A is a Mass Merchant Retailer with more than 8,000 stores and \$10.5 billion in annual sales volume



Client A had a long standing relationship with a large firm in the industry with typical audit findings in the \$2MM - \$3MM range. The client chose to promote our team to Primary in year 4 based on our customer service and results. Once Primary auditor our results accelerated because we were granted more access. **With the additional access we were able to learn the business more thoroughly and identified new data sources that led to several new claim types previously unaudited.** As a result, our first Primary recoveries doubled what the legacy provider collected previously.

Client B is a Home Improvement Co-op Retailer with 4,000 stores and \$1.5 billion in annual sales volume



Our methodical approach to each audit identified unique characteristics to this client that required further understanding. **As a result of our research into the clients' uniqueness, new datasets were discovered that identified gaps in how pricing claims were being addressed by the Primary.** We shared industry best practice by providing a Benchmark Survey of other clients and the new claims were collected. **The results accelerated once we became Primary as a result of additional access that led to the discovery of a system issue for one of their buying events.** Promotional pricing was not being loaded properly which led to the largest annual recoveries in the history of this client.