



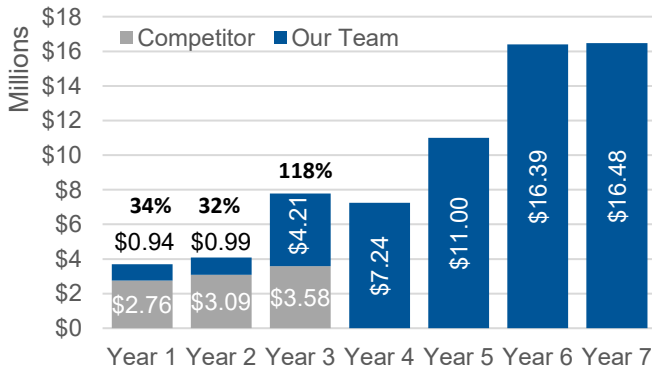
## Recovery Audit Case Studies

Recovery audits are a best practice conducted to ensure 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.

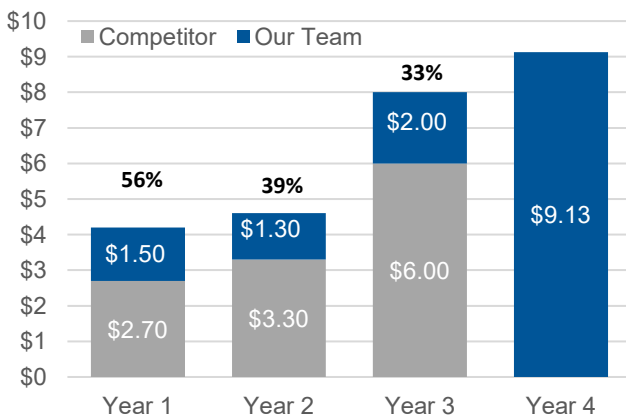
### Results Making a Difference for our Clients

**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**

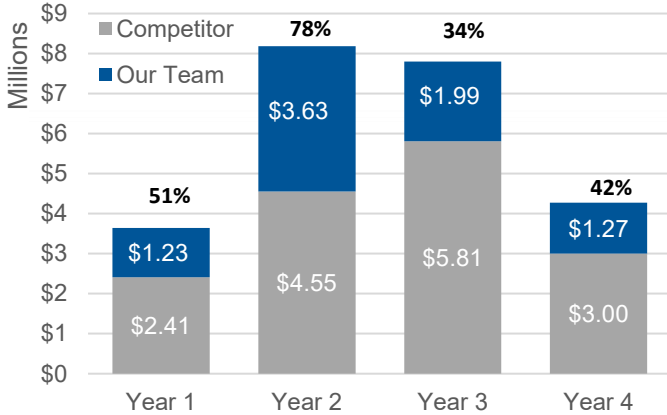


*Our methodical approach to each audit identified unique characteristics to this client that required further understanding. **As a result of our research into the clients' uniqueness, new datasets were discovered that identified gaps in how pricing claims were being addressed by the Primary.** We shared 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.*



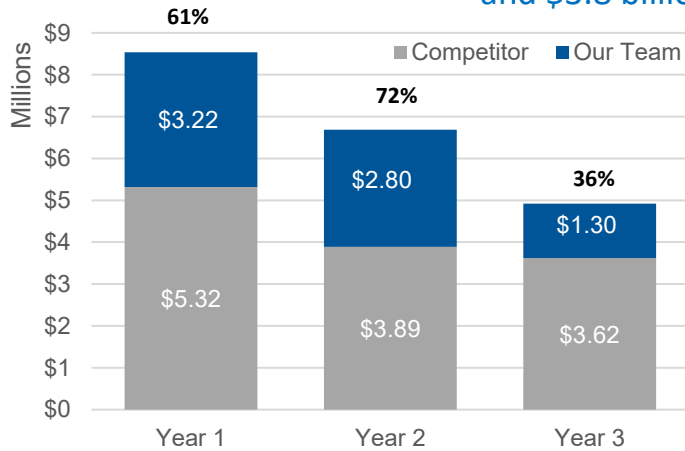
## Results Making a Difference for our Clients *cont'd*

**Client C** is a Grocery Retailer with 189 stores and \$2.2 billion in annual sales volume



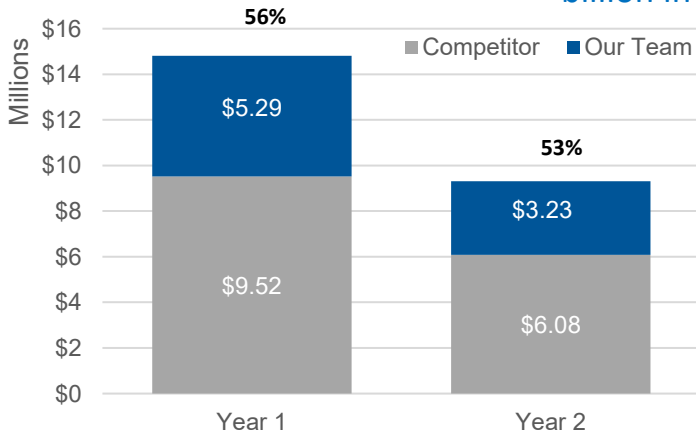
An acquisition was impacting Client C during years 2 and 3 but that did not change our approach. An audit plan must be followed to be sure all potential claim areas are reviewed thoroughly. **Following a thorough process identified large gaps for certain claim categories that did not appear to be audited by the Primary.** Client C promoted our team to the Primary position after year 4 as we not only delivered results on recoveries but also worked closely with them and their vendors to communicate what we were finding and why.

**Client D** is a Home Improvement Co-op Retailer with 5,000 stores and \$3.8 billion in annual sales volume



Although there were scope changes each year, a long standing, large firm in the industry was providing audit services to client D. During our planning meeting, **we discovered a merchandising event that drew the participation of all client suppliers in the form of event purchase allowances.** Based on industry best practice the client accepted our recommendation the transactions become part of the audit. **In addition to the buying event claim type, three other new claim types not previously audited by the Primary were discovered as part of a similar process.**

**Client E** is a Grocery Retailer with more than 1,600 stores and \$15 billion in annual sales volume



The foundation of any audit is the information we receive and how it is processed. **Following a comprehensive methodical approach to the data and claim types led to the discovery of multiple data sources that were not utilized by the Primary to improve recovery results.** Thoroughly processing all data led to the identification of several claims for areas that were barely audited or not audited at all.