

From Settlement to Individual Deductions: Automating Walmart Shortage, Pricing, and Compliance Claims

Walmart is one of the largest retailers in the world, with millions of customers and thousands of suppliers. As a supplier, you may have experienced some deductions from your invoices due to various reasons such as price differences, shortages, damages, or returns. These deductions can affect your cash flow and profitability, so you may want to dispute them and get your money back.

In May 2023, [Walmart](#) made significant changes to its dispute resolution process impacting the way you dispute deductions and recover revenue. With the launch of the Accounts Payable Disputes Portal (APDP), suppliers are now required to dispute deductions individually, marking the end of the Settlement Disputing method.

This article aims to explore the impact of these changes on suppliers' businesses and provide effective tips and solutions to handle the new system, ensuring an edge in the competitive marketplace.

Understanding Settlement Disputing:

Settlement Disputing was a method employed by large suppliers dealing with thousands of shipments to [Walmart](#) which streamlined the process by settling all deductions within a specific timeframe, often quarterly.

Despite its convenience, this approach came with uncertainties leading to potential **cash flow problems as payment settlements could take months.**

How APDP Works

Walmart's Accounts Payable Disputes Portal (APDP) has replaced the Direct Commerce Inc. (DCI) portal, offering an in-house and more robust solution for

suppliers. As an integrated part of Retail Link, APDP grants suppliers access to dispute deductions more effectively and efficiently.

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Key Advantages of APDP:

- **Streamlined Access:** APDP is seamlessly accessible through Retail Link accounts, eliminating the need for a separate login or account creation.
- **Line-Level Disputes:** Unlike the overall deduction level disputes in Settlement Disputing, APDP allows you to submit disputes at the claim line level rather than at the overall deduction level. For example, if you received a deduction for code 22 (goods billed not shipped) for three items on one invoice but only one item was actually missing, you can dispute only that item rather than the whole invoice. This gives you more flexibility and accuracy in disputing deductions.
- **Improved Communication:** APDP facilitates direct communication between dispute analysts and suppliers, allowing for faster resolution and providing transparency on dispute statuses and relevant messages.

^ COLLAPSE



- DRAFT
- SUPPLIER ACTION
- WALMART RESEARCH
- APPROVED
- DENIED

DRAFT



0

SUPPLIER ACTION



17

All Disputes

Latest 5000 disputes will only be displayed below

Vendor #	Created By	Claim/Inv #	Claim Code	PO #
<input type="text" value="Vendor #"/>	<input type="text" value="Created By"/>	<input type="text" value="Claim/Inv #"/>	<input type="text" value="Claim Code"/>	<input type="text" value="Po #"/>
			22	
			22	
			22	
			24	
			57	
			59	
			24	
			24	
			10	
			24	
			59	
			57	
			24	
			59	
			57	
			59	

Common Walmart Deduction Codes to look out for:

Shortages		Pricing		Compliance	
021	Concealed Shortages	010	Discrepancies in allowances between the invoice and the PO	064	Early Shipment
022	Goods Billed Not Shipped	011	Cost differences between the invoice and the purchase order	065	Late Shipment
023	Carton Shortages			031	PO number not on invoice

Information And Documents Required To Dispute A Walmart Deduction

When initiating a dispute for a Walmart deduction through the APDP portal, the submission of specific documentation is essential. A range of information is necessary to facilitate the dispute resolution process. While some information can be easily obtained from Invoice File, Purchase Order or EDI files, others may require access to various portals before they can be used on APDP platform. Presented below is a list of frequently demanded Information:

- Claim Number(the Invoice number)
- Claim Date
- Dispute Type
- Claim Code
- Disputed Amount
- Vendor Number

- Purchase Order Number
- Freight Carrier
- Shipping Method
- Description (explanation for invalidity of deduction)

List of frequently demanded Documents:

- Proof Of Delivery (POD)
- Bill Of Landing (BOL)
- Electronic Data Interchange
- Invoice
- Claim

Future of vendors using Settlement Disputing

Now that Settlement Disputing has been phased out, vendors using this method will need to adjust their strategies to cope with individual deduction disputes on APDP.

The success of vendors now disputing individual Walmart deductions depends on how well they adapt to the changes that Walmart introduces and how well they can optimize their disputing process.

Some best practices that vendors can follow to improve their disputing performance are:

- Monitor your deductions regularly and identify the root causes of them. Try to prevent or reduce deductions by improving your shipping, invoicing, or compliance practices.
- Provide clear and complete documentation and evidence to support your disputes. Use APDP to upload your documents and attach them to your disputes.

Someone who has used APDP before knows how tedious and repetitive it can get to dispute every single deduction, especially when your company receives thousands of them every single month.

You Can Use Technology To Automate Deduction Management

iNymbus uses Robotic Process Automation (RPA) which is specifically designed to work with retailer portals, EDI, and other document sources to create and submit disputes. Whether it is [Amazon](#), Walmart, Lowes, CVS, or any of the twenty other retailers we support, iNymbus will streamline the end-to-end [deductions management](#) process for your staff.

Tailored precisely for your company's SOPs, our RPA solution guarantees maximum efficiency, seamlessly integrating with your existing tools and procedures. Leave the complex bot configurations to us, as we take care of all the heavy lifting. [Within just two weeks](#), you'll have a fully operational, live product, empowering your business with enhanced productivity and streamlined processes.

These are the results our clients have got after they onboarded with iNymbus:

- 30X efficiency boost in processing chargebacks
- Cost-per-claim reduced by a drastic 80-90%
- Reduction in duplication of work and unnecessary manual steps
- Continuous disputing and follow-up of all 100% claims
- In-app reporting showing the status of all claims across all connected retailers.

Processing chargebacks is a tedious process, but with the help of technology, you can not only fight this battle but also win it.

Schedule a quick call to know how iNymbus can specifically help your business!!