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Vinculum's Payment Reconciliation is India's Premium Payment and Inventory Reconciliation Platform for Brands and Retailers

Know Us Better

Product Information and Demonstration

Ragini Agrawal

VINCULUM'S PAYMENT RECONCILIATION SYSTEM
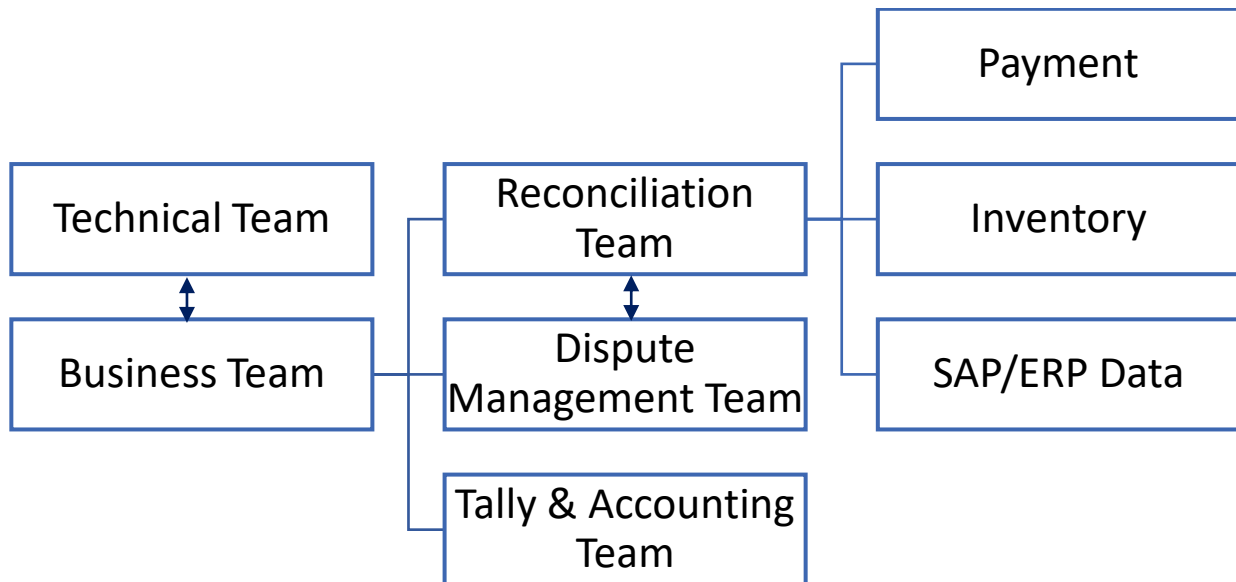
Product Information and Demonstration

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Standard Operating Procedure of the Organisation

First, have an understanding about our organisational structure :

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                                                ┌──────────────────┐
                                                │     Payment      │
                                                └──────────────────┘
┌──────────────────┐    ┌──────────────────┐    ┌──────────────────┐
│  Technical Team   │    │  Reconciliation  │    │    Inventory     │
│                   │    │      Team        │    │                  │
└──────────────────┘    └──────────────────┘    └──────────────────┘
         ↕                       ↕               ┌──────────────────┐
┌──────────────────┐    ┌──────────────────┐    │   SAP/ERP Data   │
│  Business Team    │    │     Dispute      │    └──────────────────┘
│                   │    │ Management Team  │
└──────────────────┘    └──────────────────┘
                        ┌──────────────────┐
                        │ Tally & Accounting│
                        │      Team         │
                        └──────────────────┘
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The Business team looks for prospects, understands their pain points and suggests appropriate solutions for their problems; this is the first step in a business relationship. The prospect i.e. "You" are taken through the product tour and demonstration and finally after the terms of the contract has been set and agreed upon by both the parties, you are onboarded in our system.

This document will help you understand our system in a detailed manner and assist you in exploring the Reconciliation portal in a more better way.

You will get to know the following information:

1. How the data is drawn from the marketplace
2. How it is processed and curated in our system
3. How the curated data is reconciled
4. What are the scenarios under e-commerce payment reconciliation
5. How the claims and disputes are handled with the marketplaces
6. How is e-commerce accounting different from offline retail and the complexities in the GST reports

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After taking the *User Permissions* of your seller account, the system developed by our Technical Team fetches all the transactional reports generated by the marketplace through a customised API (Application Programming Interface).

These reports are stored in Microsoft Azure's secure cloud space. This is your Data Warehouse that contains all your business and financial data and reports for life-time, even if these reports has been archived by the marketplace.

After pulling the data, it is processed through the Rule-Box, an intelligent and adaptable algorithm developed by the team which compares the actual and imposed charges against each Order ID, calculates the overcharges and segregates it under different scenarios (Commissions, shipping, replacements, unpaid orders etc.) which will be discussed further in detail.
The rule-box also identifies the recoverable and non-recoverable amount under each scenarios according to the marketplace policies.

These curated reports are then scrutinized and by the Reconciliation team and the final reconciled reports under the recoverable window are forwarded to the Dispute Management Team.

The claims experts then prepare the case reports under various scenarios to raise the cases for reimbursement.

There are frequent follow-ups to be made with your respective Account Manager at the marketplace. After this chain of calls and mails, the marketplace validates the cases; and the rightful money is credited in your revenue account.

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You can view a comprehensive analysis of your business in the Reconciliation Portal. Also we provide you with monthly business reports with where you can check your leakages and the amount reimbursed by us.

Why Payment Reconciliation ?

E-tailers like you, who sell on multiple e-commerce channels and clock a huge number of orders on monthly basis, trusts the marketplace payment practises to compensate them for the sale and return of the product, but they may not have an effective mechanism in place to check the glitches in the marketplace's payment system.

These glitches cause leakages in the revenue and can amount to a significant profit deficit.

The marketplace pays the seller a lump sum amount at the end of the payment cycle which reflects the transactions concluded within the period of that cycle. It deducts certain commissions, service charges, taxes and penalties according to specific cases. All these deductions make the tracking complex and there are scenarios that the amount might be overcharged.

Also, as you very well know e-commerce is not as simple as retailing, the services offered for customer satisfactions may result as a pain point to the seller. Multiple returns under single order id makes it difficult to keep track of inventory and whether it has been accounted for in the payment.

Having a robust and intelligent system that handles all your payment reconciliation on a regular basis is quite essential for seller like you in today's ecommerce scenario.

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The need for reconciliation occurs in the following cases:

- Commissions
- Replacement Not Paid
- Carrier Damages
- Inventory Missing
- Damaged Returns

- Pickup Charges
- Weight(shipping) Charges
- Refund Outside Window
- Unpaid Orders

Types of Scenarios and Reports

As you must be aware that there are various modes through which one can do an online business in the marketplaces.

One can either opt for a <u>Marketplace fulfilled services</u> or deal by <u>Self/Professional Seller</u> mode of business.

Following are the business mode offered by Amazon along with the major fees levied under it for a better understanding :-

MFN	Flex	FBA
<u>Self-ship</u> Commission fee Closing fee <u>Easy-ship</u> Commission fee Weight Handling fee Closing fee	Commission fee Weight handling fee Technology fee Closing fee	Pick n pack fee Commission fee Storage/Inventory fee Weight handling fee Closing fee

For example - Fees charged by Amazon for various modes of business

The crucial scenarios under which we provide you reconciliations are:

- Pick & Pack Overcharges
- Commission Overcharges
- Shipping Overcharges
- Carrier Damages
- Missing Inventory
- Replacements & Refunds

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Scenario-wise Reports

Have a look on our Scenario-wise Reports:

1) All Orders Report:

This report gives insights about all the orders and charges deducted by the marketplace in a single screen . It basically explains the amount a seller should receive after all the deductions; for example, a product is listed online for INR 5,000 and the seller receives a credit of INR 2,700 only. Hence, this report shows under which head the INR 2300 is deducted and for what purpose.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Vendor - Ch Name	Channel_Order - Ch OID	Channel_ SOID - Ch SOID	Order Date	Product	Channel Code	Channel SKU	isRTO	Qty	SP	Principal	Commision Charges	Weight	Fixed Closing Fee	Pick N Pack	Paid
2	Amazon VOI	MNB	LKJ	04-05-2018	XYZ	ABCD	`AO1	N	1	4689	4689	-304.32	-273.76	-47.2	-59	4004.72
3	Amazon VOI	MNB	LKJ	03-05-2018	XYZ	ABCD	`AO1	N	1	4689	4689	-304.32	-207.68	-47.2	-59	4070.8
4	Amazon VOI	MNB	LKJ	04-05-2018	XYZ	ABCD	`AO1	N	1	4689	4689	-304.32	-273.76	-47.2	-59	4004.72
5	Amazon VOI	MNB	LKJ	03-05-2018	XYZ	ABCD	`AO1	N	1	4689	4689	-304.32	-273.76	-47.2	-59	4004.72

2) Pick n Pack Overcharge Report:

This report helps to identify the amount overcharged under the Pick and Pack fees. It shows both – Amazon levied Pick n Pack charges and Actual Pick n Pack charges. With is report, the difference of is calculated and the same can be claimed from the marketplace within the prescribed timeframe as per their policies.

Let's tell you something interesting! The logic behind our calculation on the Pick& Pack overcharge, the calculation is based on the Volumetric wt. or Dead wt. whichever is higher. The formula for finding the volumetric wt is [**l*b*h /** 5000]. The values of Length, Breadth & Height are taken same as updated by the, So we fetch the details and do the reconciliation on the above explained logic!

	A	B	C	D	E	F	G	H	I	J	K	L	M
1				Pick and Pack Overcharges 12262.60								
2	Order ID	Order Date	ASIN	Product	Qty	AmzCharged PickPack	Actual PicknPack	Recoverable PickPack	length	breadth	height	weight	Obsolete
3	171-0036226-9181156	29-Aug-2017	ABCD	Product name	1	17.7	11.8	5.9	22.606	17.399	5.7912	0.6804	N
4	171-0100571-3664352	01-Jun-2017	ABCD	Product name	1	17.25	11.5	5.75	22.606	17.399	5.7912	0.6804	N
5	171-0112715-8136339	15-Feb-2017	ABCD	Product name	1	17.25	11.5	5.75	11.2014	5.7912	5.4102	0.1179	N
6	171-0123375-3885939	04-Jan-2017	ABCD	Product name	1	17.25	11.5	5.75	11.2014	5.7912	5.4102	0.1179	N
7	171-0129625-1776346	22-Dec-2016	ABCD	Product name	1	17.25	11.5	5.75	22.606	17.399	5.7912	0.6804	N
8	171-0221085-3922728	10-Jun-2017	ABCD	Product name	1	17.25	11.5	5.75	22.606	17.399	5.7912	0.6804	N
9	171-0222590-9721960	12-Jan-2017	ABCD	Product name	1	17.25	11.5	5.75	10.5918	8.9916	5.4102	0.1315	N
10	171-0243082-4048316	03-Dec-2016	ABCD	Product name	1	17.25	11.5	5.75	22.606	17.399	5.7912	0.6804	N
11	171-0283279-1517978	08-Sep-2017	ABCD	Product name	1	17.7	11.8	5.9	22.606	17.399	5.7912	0.6804	N

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3) Shipping Overcharge Report:

This report contains two scenarios i.e. one is the weight handling charge which the marketplace levies and the same is reconciled on similar logic of Pick&Pack, other scenario is about the Shipping location or Area i.e. the regional/zonal/national location where the product is shipped and the charges on it. The system identifies the overcharges in each case i.e. if the product was shipped under zonal range but the fees imposed were according to national range; thus, the extra amount is calculated and can be claimed from the marketplace according to the policies.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1						Shipping Overcharges 720.98									
2	Orderid	OrderDate	ASIN	Product	Qty	AmzCharged Weight	Actual Weight	Recoverable Weight	length	breadth	height	weight	Obsolete	ShipFrom	ShipTo
3	171-0147800-2012332	19-Apr-2018	ABCD	Product na	2	129.8	118	11.8	16.6116	7.5946	7.3914	0.1179	N	Maharashtra	Delhi
4	171-0969754-5443508	18-Apr-2018	ABCD	Product na	1	37.76	33.04	4.72	13.208	4.826	4.572	0.2041	N	West Bengal	WEST BENGAL
5	171-1801255-7041164	19-Apr-2018	ABCD	Product na	1	37.76	33.04	4.72	15.9004	8.7122	4.2926	0.3084	N	Karnataka	TELANGANA
6	171-2184956-5392309	18-Apr-2018	ABCD	Product na	2	75.52	66.08	9.44	15.9004	8.7122	4.2926	0.3084	N	Maharashtra	MAHARASHTRA
7	171-4357219-0523544	01-May-2018	ABCD	Product na	1	96.76	64.9	31.86	15.2908	6.604	4.8006	0.0816	N	Delhi	BIHAR
8	171-4924709-0481143	19-Apr-2018	ABCD	Product na	1	64.9	59	5.9	14.7066	6.604	6.604	0.2313	N	Maharashtra	DELHI
9	171-4956687-5245923	20-Apr-2018	ABCD	Product na	1	37.76	33.04	4.72	16.002	4.5974	3.9878	0.059	N	Karnataka	KARNATAKA

4) Commission Overcharge Report:

This report gives information on the commission fee charged and also the actual commission which should be charged. The difference i.e. overcharges needs to be claimed from the marketplace. The logic behind this calculation is simple yet complex when it is to be done for thousands of orders.

For example, in Amazon, as a product/SKU is listed, it provides its own ASIN (Amazon Standard Identification Number) through which the product category is tracked and as every marketplace has defined %age of commission for particular product category, the system process this information and calculates the exact %age and accurate amount to be paid as commission fees. Any discrepancies in the charged and the actual amount can be claimed from the marketplace under the time frame given in the policies

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1							Commission Overcharges 1124871.17								
2	OrderID	Sub Order Id	Order Date	ASIN	Product	Qty	price	paymode	AmzCharged Commission	Amz Commission %	AmzService TaxValue	Actual Commisson	Actual Commission %	ActualService TaxValue	Difference Amount
3	171-0000789-0482740	7857680862051	09-Jun-2017	ABCD	Product name	1	₹ 989.00	Prepaid	74.1826087	7.500769332	11.127391	29.67	3	4.4505	51.1895
4	171-0011418-2228305	7857680862051	17-Mar-2017	ABCD	Product name	1	₹ 685.00	Prepaid	34.2521739	5.00031736	5.1378261	20.55	3	3.0825	15.7575
5	171-0013644-9709953	23393381838395	14-Nov-2017	ABCD	Product name	1	₹ 379.00	Prepaid	28.4322034	7.501900631	5.1177966	11.37	3	2.0466	20.1334
6	171-0019038-0526736	50602733981747	19-Sep-2017	ABCD	Product name	1	₹ 999.00	Prepaid	74.9322034	7.50072106	13.487797	29.97	3	5.3946	53.0554
7	171-0020009-0227551	31444767575931	16-May-2017	ABCD	Product name	1	₹ 600.00	Prepaid	30	5	4.5	18	3	2.7	13.8

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5) Replacement Without Reimbursement Report:

This report identifies the leakages in the case of replacement orders. When buyers requests for replacement of an order, many scenarios arises under which the seller should get a refund from the marketplace (Either the replaced product or the compensation for the product).

But there are certain cases when the marketplace fails to provide the product and even the compensation for the same. This scenario is very typical and complex to identify as there is a new Return ID is generated for the product. Our system tracks this Return ID and matches it to parent Order ID .

	A	B	C	D	E	F	G	H	I	J
1	R-OrderID	O-OrderID	O-Order Date	R-Order Date	Selling Price	R-RTO	O-RTO	O-Paid	O-Refund Date	Asin
2	402-3758307-1634704	405-8979299-6265915	09-02-2018	13-02-2018	524	Missing	Missing	436.16	14.02.2018	ABCD
3	408-0005642-9094738	408-2605434-4585109	07-02-2018	15-02-2018	928	Missing	Missing	777.43	15.03.2018	ABCD
4	408-1758860-2459518	402-9525696-6447532	14-05-2017	24-05-2017	379	Missing	Missing	273.56	14.02.2019	ABCD
5	408-1886104-1393957	406-8147072-8120323	12-12-2016	19-12-2016	750	Missing	Missing	638.58	15.03.2019	ABCD
6	408-2310606-4111503	171-7860487-7660325	03-08-2017	16-08-2017	684	Missing	Missing	537.33	14.02.2020	ABCD
7	408-2374632-9911530	406-4425281-0859505	14-02-2018	19-02-2018	590	Missing	Missing	432.94	15.03.2020	ABCD
8	408-2821795-8731559	407-8985041-8414740	01-05-2017	05-05-2017	664	Missing	Missing	547.28	14.02.2021	ABCD

6) Inventory Missing Report:

This report gives the list of missing inventory. When a customer orders a product from the market place, seller ships the product using 3rd part logistics or via Amazon depending upon his mode of business. If for some reason customer cancels the order and requests for the return of product, Amazon is supposed to deliver the order back to the seller. The leakage in terms of missing inventory arises when amazon fails to deliver the product back but doesn't notify the seller about it. This report gives a list of such inventories.

	A	B	C	D	E	F	G	H	I	J	K	L
1	order_id	Order Date	ASIN	Product	Qty	Sale Price	Principal	FBA Reimbursement	Paid	Refund Date	Current Date	Aging
2	171-9505532-6905916	22-Oct-2017	ABCD	Product Name	1	497	0		-53.1	2017-10-29	2018-05-18	201
3	402-1858625-4293930	20-Oct-2017	ABCD	Product Name	1	497	0		-53.1	2017-10-25	2018-05-18	205
4	402-9586999-5673123	15-Sep-2016	ABCD	Product Name	1	484	0		-51.57	2016-09-21	2018-05-18	604
5	403-7424684-5429142	15-Sep-2016	ABCD	Product Name	1	484	0		-51.57	2016-09-26	2018-05-18	599
6	403-8937613-7252369	09-Apr-2017	ABCD	Product Name	1	465	0		-52.68	2017-04-16	2018-05-18	397
7	404-4493865-4551547	10-Sep-2016	ABCD	Product Name	1	484	0		-51.57	2016-09-16	2018-05-18	609

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7) Reimbursement Report:

This is the most important report which will show the increase in your business profits. It contains the details of each case raised by our Dispute Management Team i.e. the CaseID, Case Raised Date and Time, Case Subject (scenario) and link for the same, Resolution Status, Reimbursement ID and the Reimbursement Amount that will be credited in your seller account.

We share this report on monthly basis with all our clients to maintain transparency in our work regarding the dispute management services.

	A	B	C	D	E	F	G	H
1	Case ID	Case Raised Date & time	Case Subject	Case Link	Status (Y/N)	Resolved	Reimbursement ID	Reimbursement Amount
2	4127687642	Nov 22, 2017 6:22 PM	Carrier Damage _ 1 @ XYZ	=UTF8&caseID=	Resolved	Y		
3	4127876942	Nov 22, 2017 6:25 PM	Carrier Damage _ 2 @ XYZ	=UTF8&caseID=	Resolved	Y	9942,1070919782,1065	₹ 2,734.58
4	4127689412	Nov 22, 2017 6:28 PM	Carrier Damage Reimbursement _ 3 @ XYZ	=UTF8&caseID=	Resolved	Y	068198212,107732688	₹ 1,687.31
5	4127690532	Nov 22, 2017 6:31 PM	Inventory Missing _ 1 @ XYZ	=UTF8&caseID=	Resolved	Y	2992,1075537282,1075	₹ 16,458.96
6	4127941902	Nov 22, 2017 6:34 PM	Inventory Missing Reimbursement _ 2 @ XYZ	=UTF8&caseID=	Resolved	Y	065187152,106592624	₹ 25,462.92
7	4127937662	Nov 22, 2017 6:37 PM	Replacement WO Reimbursement _ 1 @ XYZ	=UTF8&caseID=	Resolved	Y	0522,1072998802,1077	₹ 18,680.67
8	4127954392	Nov 22, 2017 6:39 PM	Replacement WO Reimbursement _ 2 @ XYZ	=UTF8&caseID=	Resolved	Y	076249372,107623055	₹ 26,209.82
9	4127951762	Nov 22, 2017 6:42 PM	Replacement No Return & Refund _ 1 @ XYZ	=UTF8&caseID=	Resolved	Y	069187412, 107765908	₹ 547.39
10	4127914402	Nov 22, 2017 6:44 PM	Replacement No Return & Refund _ 2 @ XYZ	=UTF8&caseID=	Resolved	Y	7442,1067247522,1076	₹ 16,394.07

Caveat

- Historical reconciliation is not possible for MFN (Merchant Fulfilment) accounts

- Historical reconciliation for Flipkart, Snapdeal & Paytm is only possible for 1 month.

- Past Reconciliation (since inception of your online business)can be done for

  Amazon.in accounts only.

- Closing Fees reconciliation scenario is not covered in our reports as it is negligible.

- Cases raised by dispute management team is considered from the Shipped date by

  the marketplace.

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Dispute Management Services

Our ATES trained Dispute Management professionals work closely withy your Marketplace Seller Account Manager and works on the following :

- Prepares Claim Reports

- Raise cases against each order Id with discrepancies

- Takes frequent follow-up through e-mails and calls as and when required to check the progress of the claims and reimbursements

- Prepares the monthly Reimbursement Report for your account

The motto of our DM team is to raise all your claims within the stipulated timeframe as per the marketplace policy and ensure that the reimbursement is credited in your bank account.

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Our System for Your Business

We are India's 1st Reconciliation-As-A-Service Platform and We support Brands and Retailers in Profit Maximization by providing Order-level Payments and Inventory Reconciliation of Sales and Returns from the Marketplaces.

Have a look at the dynamic Sales analysis Dashboard in our portal which shows No. of Orders processed, Returned and the Revenue generated yearly as well as monthly on the multiple marketplace accounts linked with us.
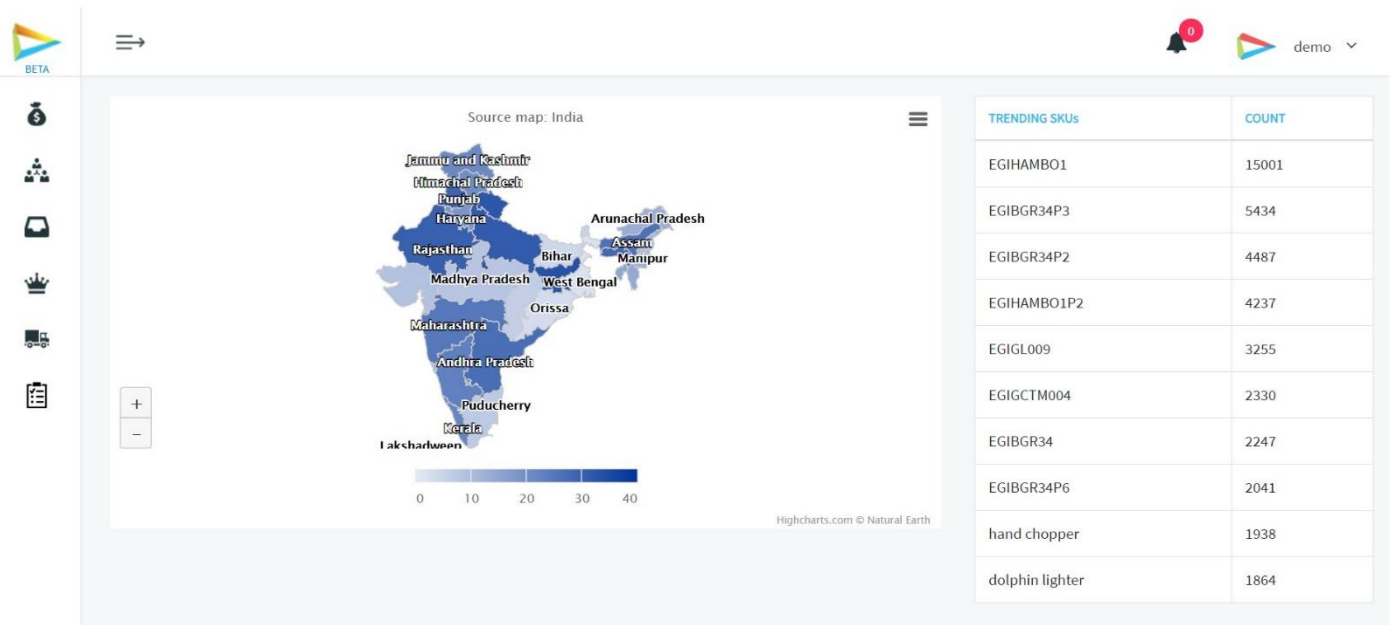
Shipping Order Screen-

Shows detailed SKU wise information in a single screen. This gives a clear visibility of your product and the charges imposed by the marketplace.

Below are the respective screens from where you can download all your scenario-wise reports for various marketplace/channel accounts:

Pick&Pack reports

Weight/Shipping reports

Commission reports

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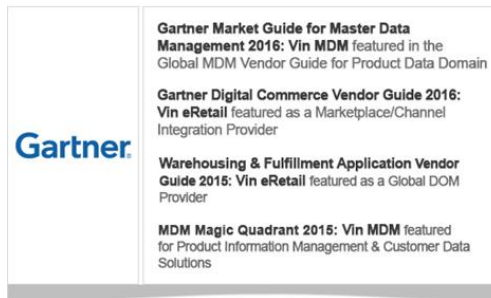Sell Anywhere, Faster.

Carrier Damage reports

Inventory Missing report

We have something more for your business….

Our Product Suit

Suite of Software Products enabling Multi Channel Retailing

eRETAIL
Multi-channel retail... Simplified

Vin MDM™
MASTERING BUSINESS DATA

VinSIM
PLACE YOUR STORE AT THE CENTER OF YOUR SUPPLY CHAIN

Awards and Recognitions

RED HERRING WINNER 100 GLOBAL

TiE
BILLION DOLLAR BABIES

CIOReview
CR COMPANIES 2015
OF THE YEAR
Retail Solution Provider

amazon web services | Partner Network
Winner 2015-16
Regional Technology Partner

NASSCOM EMERGE 50 2013 WINNER

Gartner

Gartner Market Guide for Master Data Management 2016: Vin MDM featured in the Global MDM Vendor Guide for Product Data Domain

Gartner Digital Commerce Vendor Guide 2016: Vin eRetail featured as a Marketplace/Channel Integration Provider

Warehousing & Fulfillment Application Vendor Guide 2015: Vin eRetail featured as a Global DOM Provider

MDM Magic Quadrant 2015: Vin MDM featured for Product Information Management & Customer Data Solutions

Integrations

Magento   Drupal
PRESTASHOP   shopify
Bigcommerce   3dcart

amazon.com   LAZADA GROUP   askmebazaar.com
ebay   Myntra   JABONG.com
Etsy   ShopClues   flipkart
Rakuten   snapdeal

FedEx   BLUE DART   DHL   Delhivery
GATI Ahead in reach   aramex delivery unlimited   FSC
UPS   UNITED STATES POSTAL SERVICE   GoJaVAS   OCS
& Many More

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