



Double Dip detected

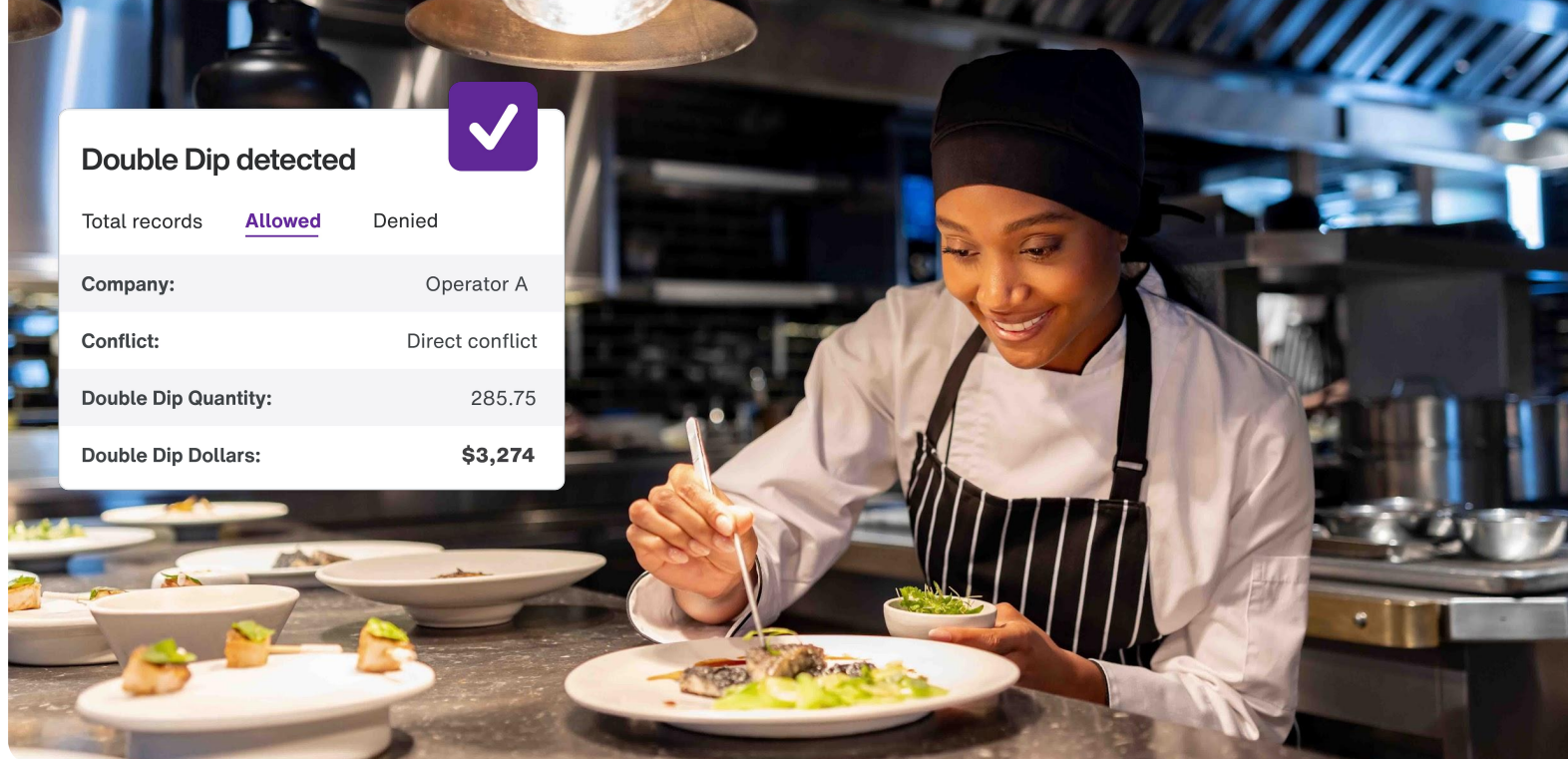
Total records **Allowed** Denied

Company: Operator A

Conflict: Direct conflict

Double Dip Quantity: 285.75

Double Dip Dollars: **\$3,274**



Case Study

Catching double dips for a global food manufacturer

Identifying and preventing operator "double dip" payments, where cross-GPO and direct contract conflicts result in paying twice for the same case of product, presented a major operational challenge for one multinational food manufacturer.

Because identifying and preventing double dip payments was nearly impossible, their margins were quietly eroding. Double dips represented between 5% and 10% of their total GPO invoice spend.

Key Challenges: paying twice for the same case

This food manufacturer needed a solution to help them identify operator double dips before paying them, and they wanted to leverage smart automation workflows to help resolve those cross-GPO and direct contract conflicts.

Lack of visibility into double dips

There was often a gap between when a promotion would run and when a claim would come in. It was often too difficult to quickly identify double dips.

Location-level conflicts

There were no systems in place to track location-level detail, and it was extremely difficult to manually identify location-level double dips.

Complex hierarchies

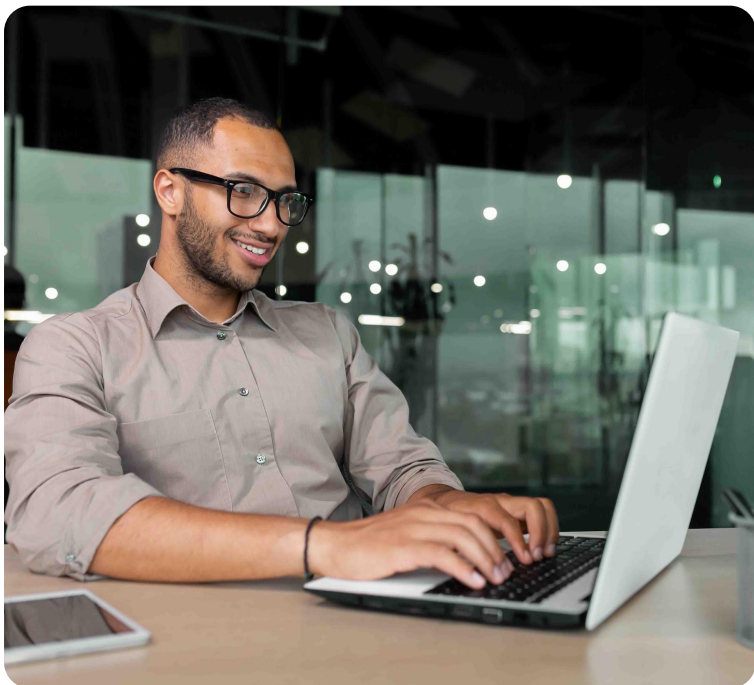
The complex nature of the foodservice channel often resulted in SKU-level and parent-child overlaps.

Duplicate payouts

Once a double dip claim was paid, it was challenging to reclaim that money. Many double dips were written off, resulting in significant margin loss.

Key takeaways from implementation

There were several key factors that drove results for this business with TELUS Double Dip Protection.



- A user-friendly dashboard helped them accept, edit, or deny double dip claims, with persistent logic to make future actions easier.
- The solution helped identify direct contract conflicts or instances where an operator was claimed under multiple GPOs at the contract or product level.
- The system automatically generated the documentation to substantiate short-pays.

Business results from reducing double dips

5-10%

Customer learned double dips typically accounted for 5-10% of their total GPO invoice spend.

\$70K

Customer achieved an average monthly savings of \$70K by eliminating double dip payments.

5 days

Customer was able to identify double dip conflicts within 5 days, well before payment.



SCAN ME

Contact your TELUS business representative to learn more or schedule a demo at telus.com/doubledip