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Top 3 ways better digital supply chain collaboration reduces chargebacks

Reduce penalties with better data, improve efficiency, and make more informed decisions

Chargebacks, infractions, and compliance penalties disrupt supply chains by straining customer ties, skewing forecasts, and raising costs. Disruptions are now the norm—only the type varies. Strengthening collaboration among trading partners is key to easing operations and reducing the burden of chargebacks.

Common reasons for chargebacks

❌ **Shipping/Delivery issues:** Late/early delivery, inventory shortages, wrong location/carrier

❌ **Documentation/Labeling errors:** ASN errors, invoice mistakes, labeling issues

❌ **Product/Packaging problems:** Damaged goods, wrong product specifications, poor packaging

❌ **Transaction/Processing errors:** Duplicate/incorrect charges, rule non-compliance

❌ **Fraud/Disputes:** Unauthorized transactions, buyer's remorse

Benefits

✔ Centralize trading partner management

✔ Monitor partner data to spot risks

✔ Prevent chargebacks with secure invoicing

✔ Control access and share data safely

✔ Track products end-to-end to cut risk

Strengthen relationships with smooth collaboration and communication

Even the most innovative companies can have gaps in digital supply chain collaboration. Manual processes, disparate technologies and fragmented ownership across functions lead to optimization in silos. Data is not shared, effort is duplicated, and opportunities are missed. In fact, only eight percent of all companies and 29 percent of the leading supply chains have adapted their supply chains to prepare for rising competition of fully-integrated ecosystems.[1]

Improving efficiency in supply chains hinges on seamless digital collaboration and communication between trading partners. When partners share timely, accurate, and consistent information, it enables faster decision-making, reduces redundancies, and fosters trust. This level of coordination is essential for managing inventory, meeting customer expectations, and responding swiftly to disruptions. Without it, even minor misalignments can cascade into larger operational issues, such as delayed shipments, stockouts, or overproduction.

Poor data quality is a major barrier to effective collaboration. Inaccurate or incomplete data can lead to misinformed decisions, duplicated efforts, and strained relationships between partners. For example, discrepancies in product data or shipment details can result in chargebacks, missed deliveries, or compliance violations, which can be costly.

With OpenText™ Business Network Cloud, you can bridge the divide by establishing overarching governance and drive cross-functional collaboration by consolidating capabilities, accelerating automation, and unlocking the full value of your existing supply chain collaboration technology investments.

1 PWC, *Reinventing Supply Chains 2030,* 2024

Good data leads to AI-driven insights

Top challenges

❌ Incomplete or inaccurate data hinders AI and analytics, leading to unreliable results.

❌ Siloed data spread across departments or systems limits supply chain visibility.

❌ Outdated systems block smooth data sharing and require expensive fixes.

❌ Different formats and terms make it hard to share and analyze data with partners.

Biggest gains

✔ Good, connected data helps with smarter forecasting and planning.

✔ Unified data gives real-time updates and better tracking of goods and operations.

✔ Automation and analytics cut down on manual work and mistakes, saving money.

✔ Shared, standardized data makes it easier to work with partners and plan together.

Source: CIO, *Your data's wasted without predictive AI. Here's how to fix that,* 2025

Protect profits with process excellence and data integrity

Poor data quality and lack of process discipline don't just cause delays—they hit your bottom line directly through chargeback fees, compliance penalties, and time spent fixing errors. Chargebacks can cost companies anywhere from 1 to 20 percent of the gross invoice amount,[2] significantly impacting profitability. Even without penalties, someone will always have to pick up the bill for the unnecessary work created.

When processes are consistent and data is accurate, businesses can make informed decisions, streamline operations, and reduce costly inefficiencies. Reliable workflows minimize delays and errors, while dependable data enables better forecasting, inventory management, and supplier coordination—all of which are critical to maintaining healthy margins.

High-quality data processing plays a pivotal role in cutting costs and boosting performance. Clean, accurate data helps avoid chargebacks by ensuring compliance with trading partner requirements and reducing disputes over shipments, pricing, or product details. It also enhances visibility across the supply chain, allowing for proactive issue resolution and performance optimization.

OpenText Business Network Cloud helps you safeguard against these threats with robust process governance, data validation, and compliance management. By improving the accuracy, completeness, and timeliness of B2B data, you not only reduce the risk of costly errors, but also improve customer satisfaction by making collaborating with you a breeze.

2 Weber Logistics, *How Chargebacks in the Retail Industry Work and What Can You Do About Them?,* 2020

Industry focus

Strong digital supply chain collaboration enables real-time data sharing, reduces errors, and ensures compliance with trading partner requirements across complex supplier networks.

Consumer goods

CPG brands use real-time data and alerts to spot problems early, helping retailers get the right products at the right time to avoid penalties.

Automotive

IoT sensors track parts and supplier performance in real time, catching issues early to prevent delivery errors and chargebacks.

Banking

Digital supply chain collaboration helps banks respond faster, stay transparent, and keep services running smoothly—even during spikes in online demand.

Drive action with real-time supply chain visibility and intelligence

Supply chain efficiency isn't just about moving goods—it's about making decisions with clarity, speed, and precision. Although 82 percent of companies believe real-time visibility is very important, only 31 percent use real-time data often.[3] There's a lot to be gained, including a competitive edge.

When businesses have access to up-to-the-minute data, they can respond quickly to disruptions, optimize inventory levels, and align operations with actual demand. This agility not only improves service levels but also reduces waste and inefficiencies. Real-time insights empower teams to make proactive decisions, rather than reacting to problems after they've affected performance.

Better data leads to smarter, faster decision-making, which is especially critical in avoiding costly chargebacks. Inaccurate or delayed data can result in shipment errors, compliance issues, and unmet partner expectations—all of which trigger financial penalties. High-quality, real-time data ensures that everyone in the supply chain is working from the same accurate information, reducing miscommunication and mistakes and improving collaboration.

OpenText delivers actionable insights and full transparency across every document, transaction, and shipment in your supply chain ecosystem. Whether you're managing logistics flows, placing orders, or sending invoices, you'll have maximal use of your data at hand to turn data into decisions, minimize disruptions, and create a supply chain that's optimized for agility, resilience, and ultimate efficiency.

3 Sixfold, *Real-Time Visibility Trend Report 2022*

Customer success story

Consortium Clemenger, a top sales and marketing fulfillment provider in Australia, struggled to grow its direct-to-consumer D2C business and manage B2B integrations with 65 trading partners due to a rigid on-premises system. After switching to OpenText Business Network Cloud Enterprise, it cut transaction times from hours to seconds and gave clients real-time order tracking, while freeing up staff to focus on innovation.

"With OpenText Business Network Cloud Enterprise, we've replaced time-consuming management and maintenance work with a robust service-level agreement, giving us the peace of mind that our B2B integration services will always be available when we need them."

Vishal Charan,
IT Director, The Consortium Clemenger

The Consortium Clemenger | OpenText ›

Did you know?

Supply chains report 3% to 20% of an invoice is lost to chargebacks each year

Source: Gartner Top 5 Practices to Reduce Retailer Chargebacks and Lower Costs

Ready to get started?

Learn more

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