


Case Study


Now it all adds up for this Global Membership Warehouse Retailer

Retail leader replaced a 35-year-old legacy rebate system with a scalable solution powered by Vistex



Highlights

 **75,000+** vendor rebate agreements annually managed through a single SAP-Vistex platform

 Automated calculation of **11,000** price protection agreements

 Streamlined processing of **45,000** coupon and promotional agreements



Overview

A global membership-based warehouse retailer relied on a 35-year-old homegrown system to manage purchasing rebates, price protection, chargebacks, coupons and vendor promotions. As the organization expanded across North America, EMEA and Asia, the legacy environment could no longer support transaction volume, compliance requirements or future growth.

The retailer manages thousands of vendor agreements annually, including purchasing rebates, short-term promotions, coupons, and price protection claims. Manual processes limited visibility into item-level

profitability and slowed reconciliation. The company needed a scalable solution that could support high-volume daily transactions, integrate with SAP S/4HANA and provide consistent governance across regions.



Solution

The retailer selected SAP margin optimization solutions by Vistex to modernize its rebate and chargeback operations within its SAP S/4HANA landscape. Vistex serves as the centralized calculation engine for purchasing rebates, price protection and vendor chargebacks, supporting agreement-based processes across North America, Europe and Asia. The solution manages more than 4,000 purchasing rebate agreements, 11,000 price protection agreements and tens

of thousands of promotional and coupon programs annually.

Integrated directly within SAP, the platform enables automated agreement management, accurate rebate calculation, streamlined vendor billing and improved financial transparency. The architecture supports both ECC and S/4HANA environments, positioning the retailer as it migrates platforms and for long-term scalability and global standardization.



Results

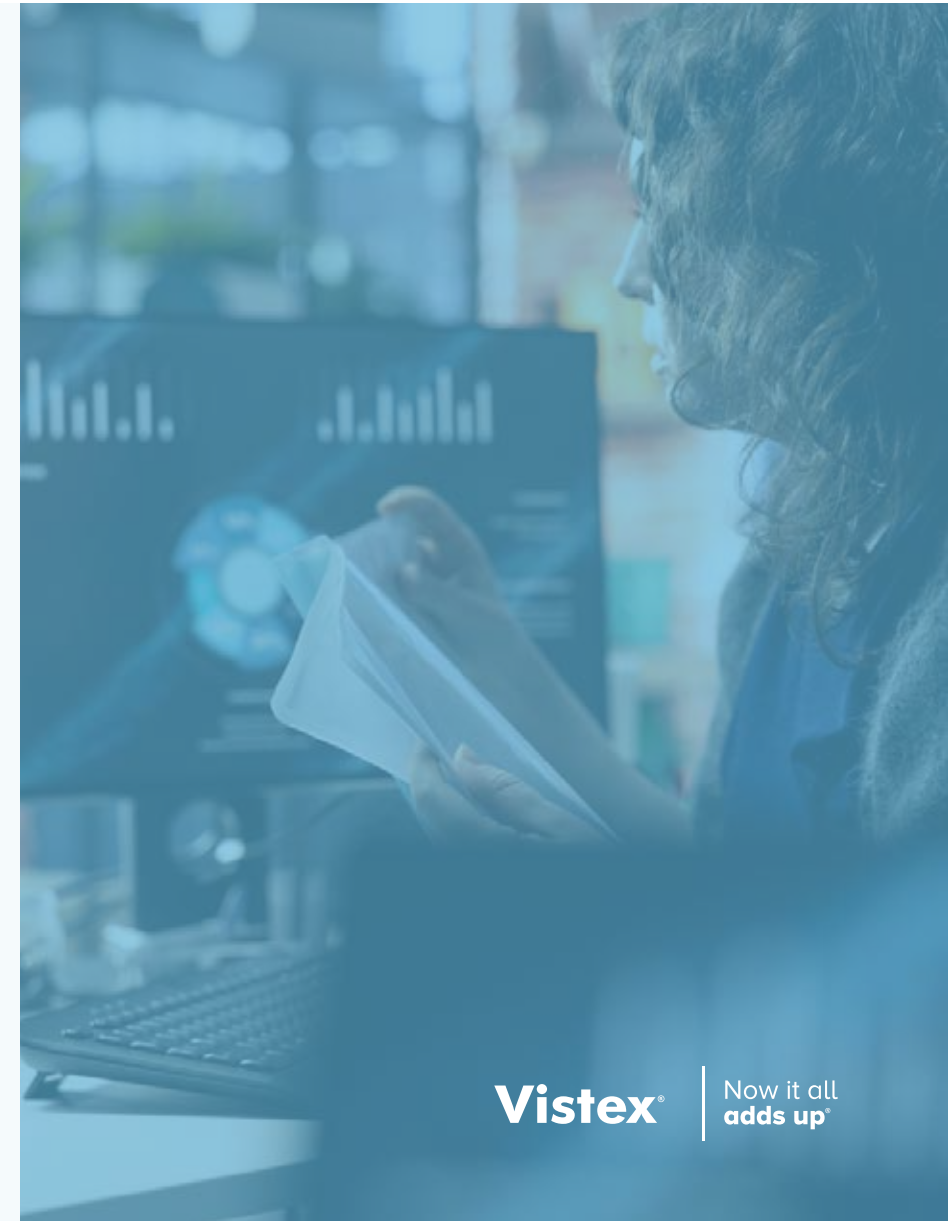
By replacing its 35-year-old legacy system, the retailer transformed complex vendor incentive processes into a centralized, governed system of record. The organization now manages high-volume global rebate and chargeback operations with greater accuracy and financial visibility.

Key benefits realized:

- Centralized management of 75,000 purchasing rebate agreements annually
- Automated calculation of 11,000 price protection agreements
- Streamlined processing of 45,000 coupon and promotional agreements
- Improved item-level profitability and margin analysis

- Reduced manual reconciliation and operational risk
- Scalable platform supporting expansion across North America, Europe and Asia
- Seamless integration within SAP S/4HANA environments
- Foundation for continued digital and financial transformation

With a unified rebate and chargeback platform, the retailer gained the transparency, automation and scalability required to support global growth while strengthening vendor financial controls.



Solutions implemented:

SAP margin optimization solutions by Vistex

- SAP Incentive Administration by Vistex
- SAP Payback & Chargebacks by Vistex

Let's Connect

About this Global Membership Warehouse Retailer

The company is a global membership warehouse retailer operating in hundreds of locations worldwide.