

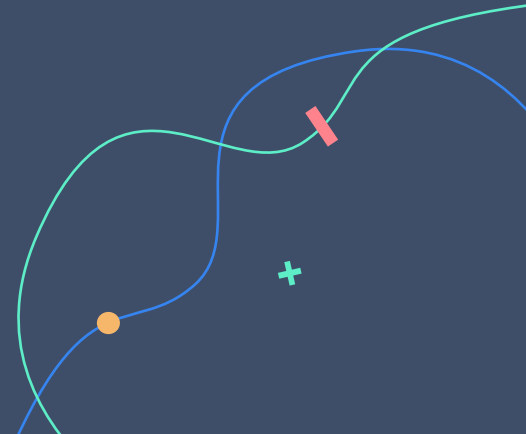


CASE STUDY

How Think 3Fold Increased Their Dispute Win Rate by 6x

Before partnering with SupplyPike, Think 3Fold was just starting to navigate the Walmart dispute process. In four short months, Think 3Fold **ramped up their deductions dispute win rate by 5,900%** using SupplyPike's Deductions Navigator app.

[Learn More](#)





About Think 3Fold

Think 3Fold is a collectible toy supplier that does it all: develop, curate, design, package, market, consolidate, merchandise, and ship toy collectibles in Walmart Department 5. The founders started at Sony Pictures with **over 35 years of experience** in the industry. They began Think 3Fold and introduced their products to Walmart in the early spring of 2020 and have **grown exponentially over 20 months**.



Headquarters
Bentonville, AR



Founded
October 2019



Walmart Dept
5



Website
collectionobsession.com

How It Started

Think 3Fold came to SupplyPike in January 2021 with a **over a thousand deductions** from Walmart, which accounted for a **substantial percentage of the company's invoiced totals**.



How it started:

2.71%

deductions dispute win rate

How it's going:

92.91%

deductions dispute win rate

“ We see deductions coming in regularly and can't get ahead of them. ”

— Lauren McNamara, Accounting

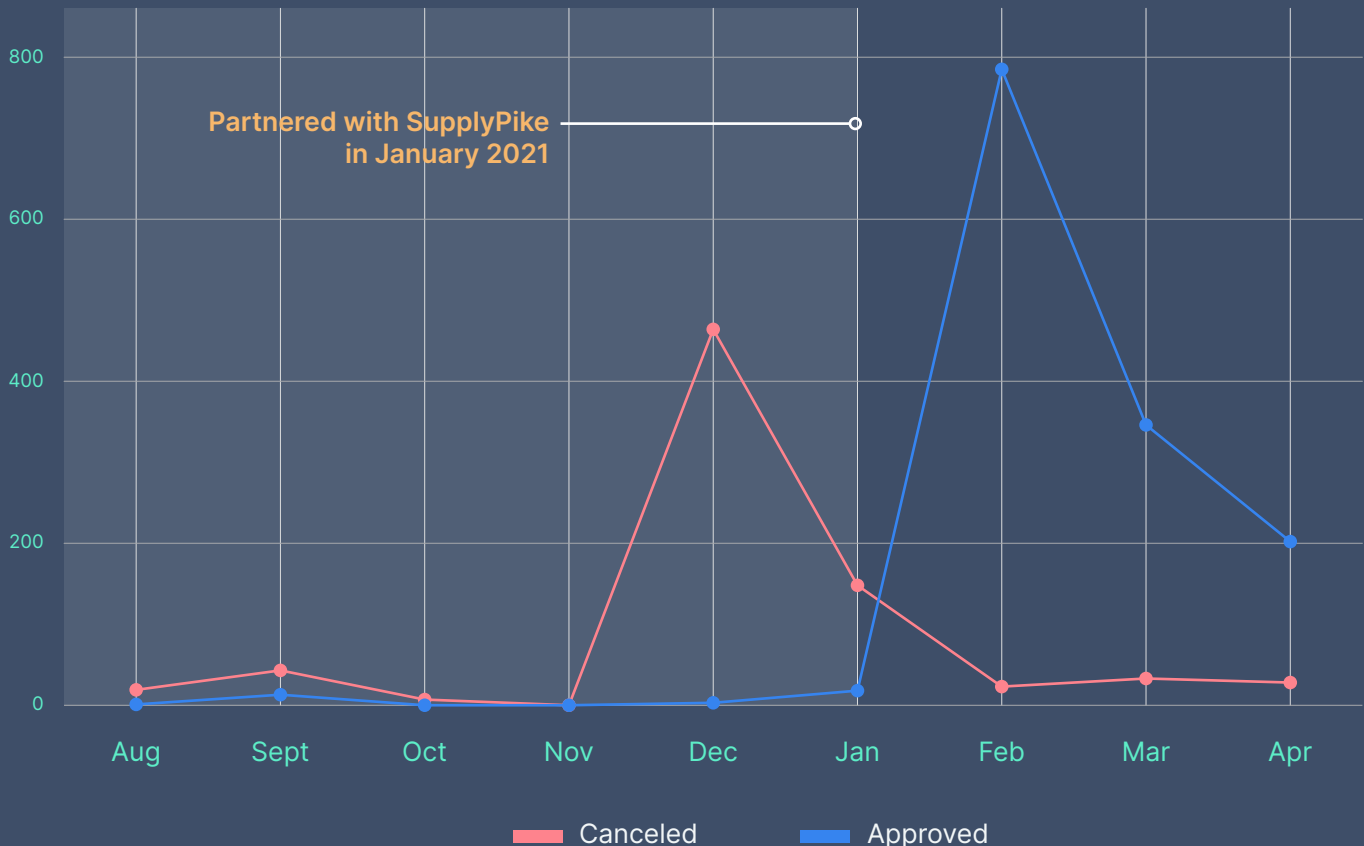
Attempting to dispute these deductions by hand via Direct Commerce was **time-consuming** and **labor-intensive**. Think 3Fold would manually download invoices and claims from APIS in Retail Link, request documents from its 3PLs, and **submit each dispute one by one** into the DCI portal.

This manual process caused **90.73% of disputes to be canceled** and a mere **2.71% were approved**.

“ [Disputing deductions would be] possibly someone's full-time job. ”

— Lauren McNamara,
Accounting

Number of Disputes Canceled vs Approved



Before joining with SupplyPike, Think 3Fold won back only **45.63% of total monies deducted.**

“ We were talking to [Genpact about deductions] weekly. We were in such a terrible place. We were on the ropes of survival. ”

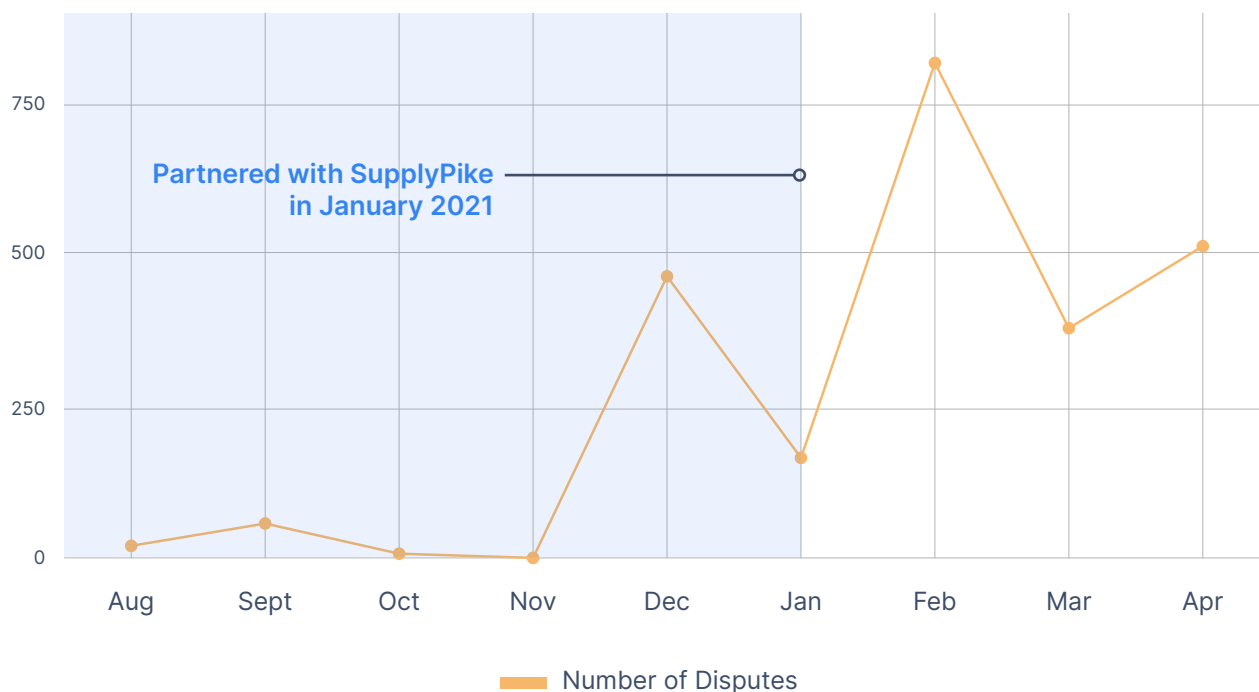
— Paul Featherstone,
Co-Founder

How It's Going

With Deductions Navigator, Think 3Fold gained **immediate access** to purchase orders, invoices, claims documents, and shipping documents, as well as **1-click**

disputing, all in one place. Think 3Fold **increased its dispute rate by 133%**, and its **win rate skyrocketed by 5,900%**.

Disputes Per Month



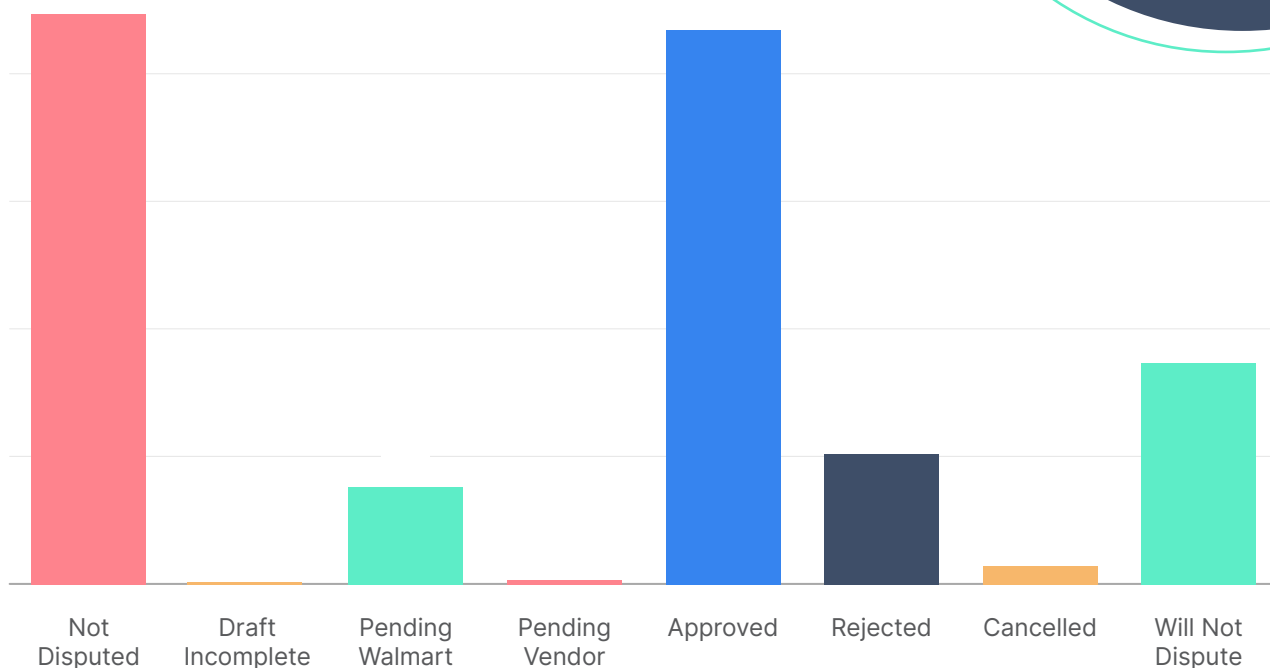
The amount of **recovered monies** increased by **3,338%**, and the time it took for a claim to go through Walmart's system **decreased by 22.91%**.

Since January 2021, Think 3Fold has **won 92.91%** of all its **disputed claims** and has recuperated **99.57%** of monies deducted from invoices.



“Everyone was so helpful. We didn't know what we were doing. Everyone took the time and the effort to help make sure that we understood what we're doing ... All of a sudden we got it right, and it worked.”

— Paul Featherstone, Co-Founder



Total Deductions by Status

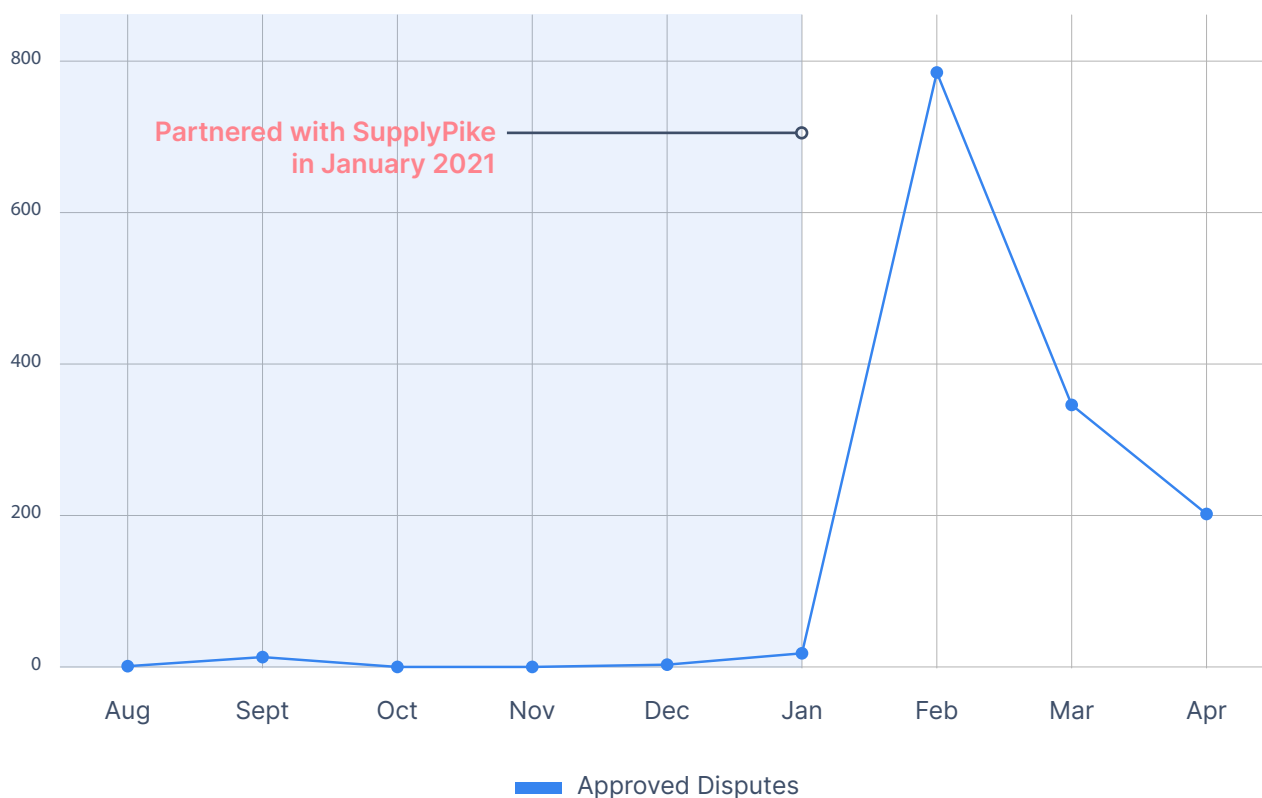
“We can serve up everything [Genpact] needs on a silver platter. It gives us the ability to be better informed ... and fight for our money.”

— Paul Featherstone,
Co-Founder

Where Think 3Fold really won is with their communication efforts with Walmart's Accounts Payable deductions firm, Genpact. With the deductions snapshot feature and centralized data exports, Think 3Fold was able to help Genpact to **prioritize Think 3Fold's deductions**.

Paul said, “Our company culture is to not give up until we find what we want ... We were overjoyed that we had someone say we can solve this ... I don't think we've had a speed bump or misstep in our partnership with [SupplyPike] since day one.”

Disputes Per Month



“ I think [SupplyPike] really saved us. It’s like we couldn’t figure out how to do [disputes effectively]. ... We’re huge, huge fans. ”

— Alison Biggers, Co-Founder



INTERVIEW

Watch the interview!

Get to know Think 3Fold and hear about why they love SupplyPike so much!

Become our next case study!

See first-hand how SupplyPike can help you navigate your business.

[Schedule a Demo](#)

[Learn More](#)



We build automated software to do the heavy lifting, so suppliers can focus on what matters most — growing their business.

479-385-7472

sales@supplypike.com

Claim # 202082635

Claim Date: 2/2/2021
Dispute Type: US WM.Com
Code 22 Amount: \$484.76

Claim Code 22
Merchandise billed Not Shipped [More Info](#)

Item #	Claim Qty: 1	Amount
Item # 000000000	1	\$0.00
Item # 597622702 EXAMPLE ITEM DESCRIPTION	1	\$297.36
Item # 572590218 EXAMPLE ITEM DESCRIPTION	1	\$122.40
Item # 563856687 EXAMPLE ITEM DESCRIPTION	1	\$65.00

[View detailed claim lines \(1 total\)](#)

Order Information [GO TO ORDER](#)

Check Date: 2/9/2021
Regional DC: 7853
Freight Carrier: -
Shipping Method: Collect
Vendor #: 123456 - Demo Company (US)

Check #: 641814
PO #: 2068574634
Invoice #: 202082635
Dept - Seq #: 79 - 0

Dispute Information Status: Not Disputed

Dispute Amount: \$484.76 [Edit Details](#)

Dispute Description (optional)

Dispute Documents: 5 Selected
Include all recommended documents to increase the likelihood of a successful dispute. [Learn More](#)

AVAILABLE DOCUMENTS

Document	Recommended
<input checked="" type="checkbox"/> Purchase Order PDF	
<input checked="" type="checkbox"/> Invoice PDF	Recommended
<input checked="" type="checkbox"/> Claim PDF	Recommended
<input checked="" type="checkbox"/> Example BOL.pdf	Recommended
<input checked="" type="checkbox"/> BOL for PO 15003005-combined.pdf	Recommended

[+ Add Other Document](#)

[SUBMIT DISPUTE](#) [Ready to Dispute!](#) [ARCHIVE](#)

