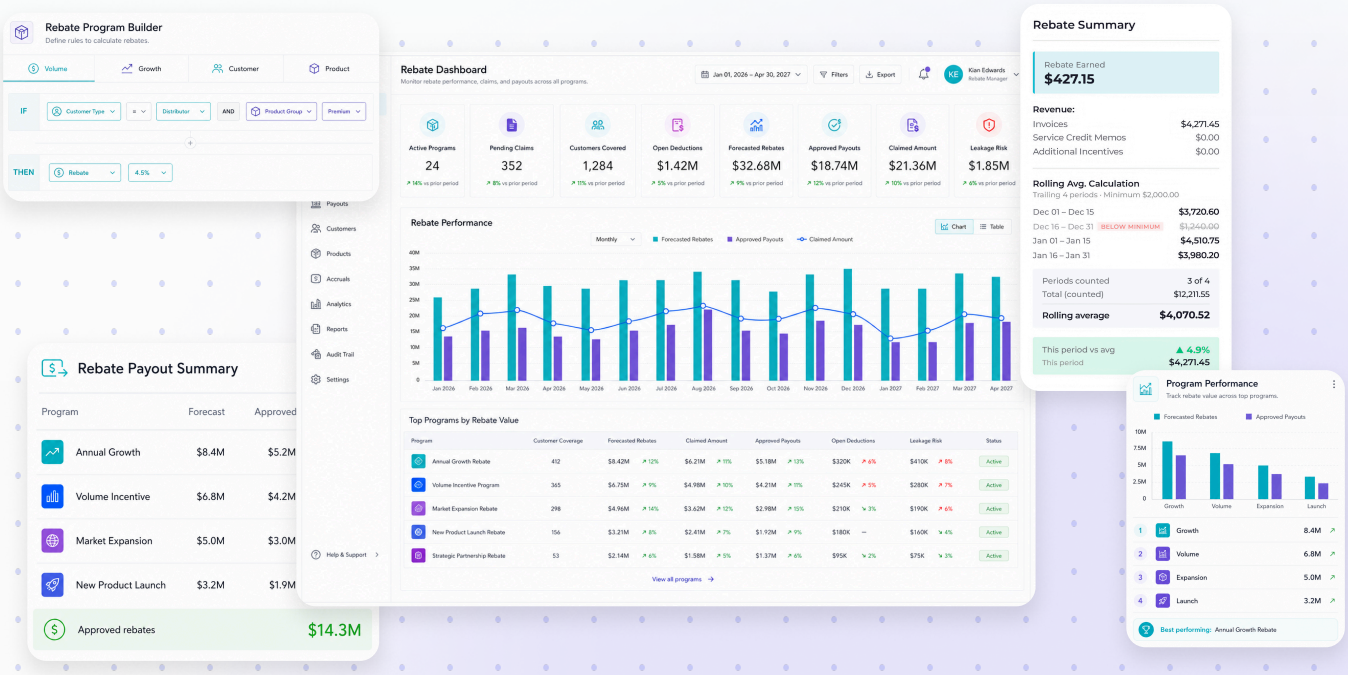
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Rebate management checklist

The Rebate Automation Checklist

30 checks to find where your rebate programs lose time and money, and what to look for before you automate them.



INSIDE Where rebate money leaks · Rebate types · 30 checks · Scorecard · ROI worksheet

WHY THIS MATTERS

Where rebate programs lose money

Most rebate programs start in a spreadsheet. That works while there are a handful of agreements. As agreements, customers, and transactions grow, the spreadsheet stops keeping up, and small mistakes turn into real money. These are the five places it tends to show up.

01 **Wrong payouts**

A tier applied late, a return that never came off the total, a formula copied one row short. Each one means paying a customer too much or too little.

02 **Unclaimed supplier rebates**

Rebates you earned from your own suppliers but never claimed, because nobody tracked the threshold or the claim deadline.

03 **Accrual surprises**

If accruals are only updated at quarter end, finance learns what the programs cost after the money is already committed.

04 **Disputes that drag on**

When a customer asks how their rebate was calculated and you can't show the invoices behind it, a simple question turns into a long email thread.

05 **Double counting**

The same sale counted in two programs that were never meant to stack, because nobody could see both agreements side by side.



How to use this checklist

Work through the six sections and check each statement that's true for your business today. Be strict: if something is only true when one particular person is in the office, leave it unchecked. Add up your checks on page 7, then start with the section where you scored lowest.

BEFORE YOU START

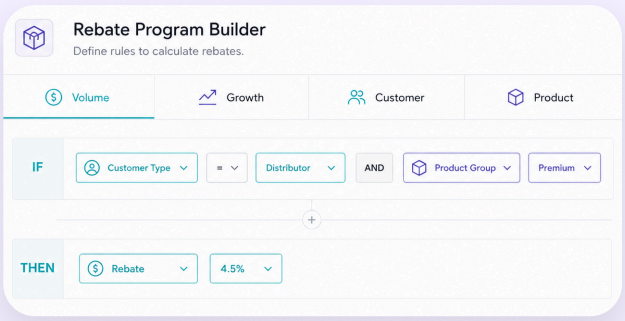
Which rebate types do you run?

Check every type you run today. Your process, and any software you choose, has to handle all of them, not just the simplest one.

- [ ] **Volume (tiered) rebates**
  A higher rate as purchase volume crosses set tiers. For example, 5% from 1,000 units and 10% above 10,000.
- [ ] **Growth rebates**
  Paid on growth over a prior period, so you need clean history to compare against.
- [ ] **Buying group (GPO) rebates**
  Paid on purchases by a group's members, which means keeping membership and product lists current.
- [ ] **Conditional rebates**
  Paid only when conditions are met, such as a sales target, a buying window, or a minimum order.
- [ ] **Loyalty rebates**
  Reward customers for repeat purchases over a set period.
- [ ] **Supplier rebates**
  Rebates you earn from your own suppliers, which you have to track and claim yourself.
- [ ] **Special pricing agreements (SPAs)**
  An authorized price for a customer or project, claimed back from the supplier with the invoice as proof.
- [ ] **GPO and IDN admin fees**
  Fees accrued against shipped, invoiced volume for group purchasing organizations and health networks.

Running several of these?

Make sure any tool you look at can handle every type you checked, in one place, from the same transaction data. In incentX, each one is set up as rules by customer, product, tier, or period, without code.



THE CHECKLIST · PART 1 OF 3

Agreements and data

1 Agreements and setup

Can you see every agreement and its terms in one place?

Score ____ / 5

- [ ] Every active rebate agreement is in one system, with its terms, tiers, dates, and eligible customers and products.
- [ ] Tiers, thresholds, and exclusions are set up as rules, not buried in spreadsheet formulas.
- [ ] Buying group (GPO) memberships and the product groups they cover are kept current.
- [ ] You can launch a new program or change a tier without waiting on IT.
- [ ] You know when two agreements cover the same customer, product, or buying group.

Why it matters: When terms live in spreadsheets and inboxes, nobody sees two programs overlap until a customer has been paid twice.

2 Data and ERP connection

Are rebates calculated from the same numbers finance closes on?

Score ____ / 5

- [ ] Rebates are calculated from ERP invoices, orders, and credit memos, not a manual export.
- [ ] Returns and credit memos reduce rebate totals automatically.
- [ ] Data syncs on a schedule, and every sync is logged.
- [ ] Customer, product, and price data match between your ERP and your rebate records.
- [ ] You have enough history loaded to calculate growth rebates against a prior period.

Why it matters: When rebates run off a separate export, returns and credit memos get missed, and the rebate total drifts away from what finance booked.

THE CHECKLIST · PART 2 OF 3

Calculations and claims

3 Calculations and accruals

Does finance know what programs will cost before quarter end?

Score ____ / 5

- [ ] Accruals update as invoices post, not once a quarter.
- [ ] Finance can see rebate liability by customer, program, and period at any time.
- [ ] Every rebate amount links to the transactions behind it.
- [ ] When a customer crosses a tier mid-period, nobody has to recalculate by hand.
- [ ] Programs across multiple companies and currencies roll up into one view.

Why it matters: Accruals that update with every invoice let finance watch liability build through the quarter, instead of finding it at close.

4 Claims and payments

Is every claim checked before it's paid?

Score ____ / 5

- [ ] Customer and distributor claims are checked against real transactions before they're paid.
- [ ] Claims that don't match a transaction are flagged instead of paid.
- [ ] Partners submit claims and supporting files in one place and can see each claim's status.
- [ ] Payouts above a set amount need approval before money moves.
- [ ] Approved payments post back to your ERP as GL entries or AP/AR records.

Why it matters: Checking a claim before it's paid is the cheapest place to catch an error. After payment, you're chasing a refund.

THE CHECKLIST · PART 3 OF 3

Visibility and controls

5 Visibility and reporting

Can customers, sales, and finance see what they need without asking you?

Score ____ / 5

- [ ] Customers can see where they stand against their tiers.
- [ ] Sales can see which customers are close to the next tier.
- [ ] You can compare accrued, claimed, and paid amounts for any program.
- [ ] Reports break down program performance by customer, product, and region.
- [ ] Supplier rebates you've earned are tracked, so none expire unclaimed.

Why it matters: When customers and sales can see tier progress for themselves, fewer questions land on your desk and nobody misses a threshold by accident.

6 Controls and audit

Could an auditor trace any payout back to its source?

Score ____ / 5

- [ ] Every change to an agreement or payout is logged, with the old value, the new value, and who made it.
- [ ] Approval rules are set by program, amount, and role.
- [ ] An auditor can trace any payout back to its source transactions.
- [ ] Users sign in through single sign-on, not shared passwords.
- [ ] Month-end close doesn't depend on one person's spreadsheet.

Why it matters: Auditors want to know how each number was calculated. If the answer lives in one person's head, that's a risk every period.

YOUR SCORE

Add up your checks

Copy your section scores into the table. The total shows how much of your rebate process runs on systems, and how much still runs on manual work.

1	Agreements and setup	_____ / 5
2	Data and ERP connection	_____ / 5
3	Calculations and accruals	_____ / 5
4	Claims and payments	_____ / 5
5	Visibility and reporting	_____ / 5
6	Controls and audit	_____ / 5
Total		**_____ / 30**

What your score means

25 to 30

In good shape

Your process holds up. Automation will mostly give time back to your team.

15 to 24

Leaking in places

The basics work, but money is likely slipping through in the sections with the fewest checks.

0 to 14

Running on manual effort

Your programs depend on spreadsheets and a few key people. That's a risk every period, and it grows with every program you add.

Next step: start with your lowest-scoring section. Page 9 shows how incentX handles each one.

ROI WORKSHEET

What your current process costs

Use your own numbers. Rough estimates are fine. The goal is to see the size of the problem before you compare tools.

A	**Time spent on rebates** Hours per month your team spends on rebate calculations, reconciliation, and claims	_____ hrs / month
B	**Cost per hour** Average loaded hourly cost of the people doing that work	$ _____ / hour
C	**Yearly cost of manual work** A × B × 12. For example, 40 hours a month at $60 an hour is $28,800 a year.	$ _____ / year
D	**Overpayments** Claims paid without a matching transaction, duplicate payments, and tiers applied late	$ _____ / year
E	**Unclaimed supplier rebates** Rebates you earned from suppliers but never claimed	$ _____ / year
F	**Disputes** Hours per month spent resolving rebate disputes × B × 12	$ _____ / year
	Yearly cost of your current process C + D + E + F	$ _____ / year

Now compare it with a platform

incentX is priced on the number of ERP transactions you process each year, not on seats. Every module and unlimited users are included, and plans start at $200 a month, billed annually. Current tiers are on incentx.com.

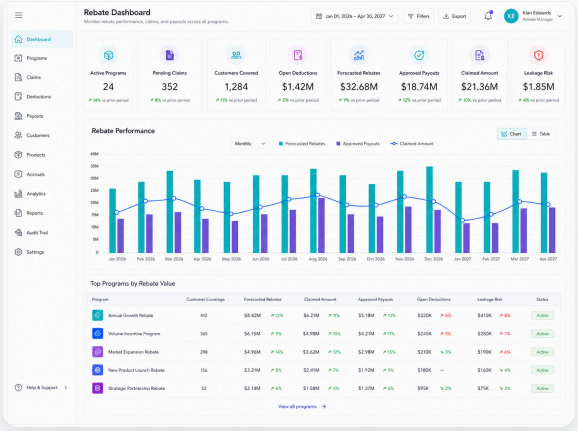
THE PLATFORM

How incentX covers each section

incentX is an incentives and compensation platform that runs rebates from your ERP transactions. Here's how it handles each part of the checklist.

1	**Agreements and setup**	Individual, buying group (GPO), and growth agreements live in one place, with rules by customer, product, tier, or period. Overlapping programs are flagged.
2	**Data and ERP connection**	Pre-built, two-way connectors for NetSuite, SAP, Microsoft Dynamics, and Sage read invoices, orders, and credit memos directly. Every sync is logged.
3	**Calculations and accruals**	Accruals are calculated from live ERP orders and invoices, so finance can watch liability build through the quarter.
4	**Claims and payments**	Claims are matched to real transactions, and any that don't tie out are flagged before payment. Partners submit claims through the Incentive Business Network portal, included free.
5	**Visibility and reporting**	Dashboards track performance against sales, margin, and customer activity, and drill down to the transactions behind each total.
6	**Controls and audit**	Field-level audit logs, multi-level approvals by program, amount, and role, SOC 2 Type II, and SSO through Okta or Microsoft Entra ID.







GETTING STARTED

Live in six weeks on average

Your ERP stays the system of record. incentX reads its transactions, so there's no rip-and-replace project.

1. **Discovery and design**
   A kickoff workshop maps your current programs and data sources.
2. **Configuration**
   Programs are built without code and tested before launch.
3. **Integration**
   Your ERP and CRM connect through pre-built connectors or the open API.
4. **Launch and training**
   Admin training, user onboarding, and a dedicated success manager.
5. **Optimization**
   Quarterly reviews and analytics to keep improving your programs.

COMMON QUESTIONS

Does incentX only handle rebates?

No. Commissions, royalties, chargebacks, billbacks, and trade promotions run on the same platform, from the same ERP transactions. Every module is included on every plan.

Which ERPs does it connect to?

Pre-built, two-way connectors cover Oracle NetSuite, SAP, Microsoft Dynamics, and Sage. It also connects to Epicor Prophet 21 and QuickBooks Online, and to anything else through the open REST API.

Do we have to replace our ERP?

No. Your ERP stays the system of record. incentX reads its transactions and posts approved results back as GL entries or AP/AR records.

Is it only for large companies?

No. Pricing is based on transaction volume, so smaller companies can start on a lower tier. The Starter plan covers up to 3,000 transactions a year.

CONNECTS TO THE SYSTEMS YOU ALREADY RUN

ORACLE NETSUITE · SAP · Microsoft · Sage · salesforce · HubSpot · ZOHO · okta

Plus Epicor Prophet 21, QuickBooks Online, and an open REST API for any other ERP, CRM, or HRIS.

NEXT STEP

See how your rebate programs would run in incentX

Book a demo and bring your checklist. We'll walk through the sections where you had the fewest checks and show you how incentX would handle them.

Scan to book a demo

incentx.com/contact

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