

How a Fortune 500 company reduced ASN/EDI chargebacks by 93%

93%

fewer ASN & EDI chargebacks, year over year

Regular issue reviews and proactive problem-solving helped one Fortune 500 company reach a 99.7% ASN compliance rate and prevent approximately \$65,000 in chargebacks.

The challenge

For large suppliers, even small EDI errors can quickly become expensive. That's especially true in the beauty industry, where high SKU counts, shade variations, kits, and frequent product changes make accurate shipping data essential.

In the first half of 2025, ASN and EDI compliance issues resulted in approximately \$70,000 in retailer chargebacks for this Fortune 500 company.

The company needed more than short-term corrections. It wanted to understand why issues were occurring, address recurring problems at the source, and create a sustainable process for improving compliance.

The approach

The company worked closely with eZCom to establish a more proactive approach to ASN and EDI management.

Biweekly issue review calls brought the teams together to examine compliance concerns, identify root causes, and determine the right corrective actions. Instead of waiting for problems to result in chargebacks, the teams focused on addressing them before they became customer-facing issues.

The process was supported by:

- Regular reviews of ASN and EDI issues
- Proactive root-cause identification
- Clear ownership across both teams
- Consistent follow-through on corrective actions
- A shared focus on continuous improvement

This ongoing collaboration helped turn compliance management into a repeatable, measurable process.

At a glance

Industry

Beauty

Company

Fortune 500 supplier

Focus

ASN & EDI compliance

Cadence

Biweekly issue review calls

By the numbers

\$70K → \$5K

Chargebacks, H1 2025 vs. H1 2026

~\$65K

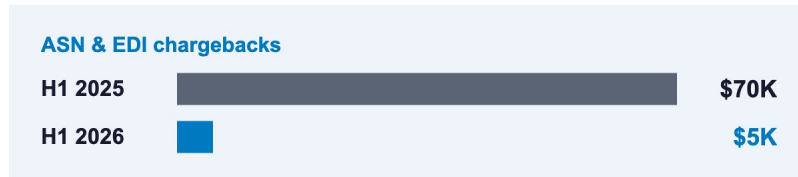
In avoided chargeback costs

99.7%

ASN compliance rate

The results

By the first half of 2026, ASN and EDI-related chargebacks had fallen from approximately \$70,000 to just \$5,000.



That represents:

- A 93% year-over-year reduction in ASN and EDI chargebacks
- Approximately \$65,000 in avoided chargeback costs
- An ASN compliance rate of 99.7%
- Performance above the 98% to 99%+ beauty best-in-class target
- Performance well ahead of the 97% to 98% typical CPG benchmark

More than chargeback savings

Reducing chargebacks created clear financial value, but the impact went much further.

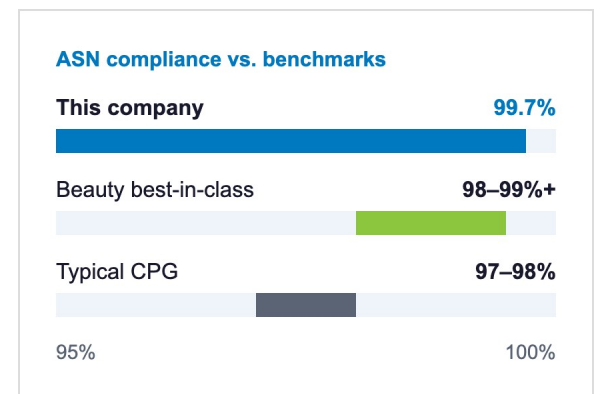
Clean and accurate ASN data helps retailers receive shipments more efficiently, reduces disputes, and strengthens confidence in the supplier. For the company, that meant smoother operations and stronger retailer relationships, while reinforcing its reputation as a reliable trading partner.

Most importantly, the results were sustainable. Through regular communication, proactive support, and shared accountability, the company and eZCom built a process designed to catch problems earlier and support continued improvement.

What the customer said

“The results speak for themselves. Your partnership, dedication, and focus on doing things the right way are creating measurable value for the business.”

Fortune 500 beauty customer



Turn EDI compliance into measurable results

Chargebacks don't have to be accepted as a routine cost of doing business. With the right visibility, support, and processes in place, recurring compliance issues can be identified and resolved before they become expensive problems.

eZCom helps businesses simplify EDI, improve compliance, and build stronger connections with their retail partners.

Reduce EDI chargebacks before they add up

If recurring ASN or EDI issues are costing your business, eZCom can help you identify the root cause, improve compliance, and prevent avoidable chargebacks.



✉ sales@ezcomsoftware.com

☎ 877-765-3564

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