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# **THE CHARGEBACK CHALLENGE**

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**SEPTEMBER 11-12, 2003**

**Hilton Long Beach, Long Beach, California**

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## **Program Outline**

- Retail Compliance Overview
- Legal Panel
- Case Studies
- Enterprise Resource Planning
- Operational Panel
- Solution Providers

## **Presentations by**

- Deckers Outdoor
- Grant Thornton, LLP
- Haggar Clothing
- Jones Apparel
- Katzscan, Inc.
- Kurt Salmon Associates
- Phillip Nizer LLP

***Seating Limited!***

# Thursday, September 11, 2003

**1:00 – 2:00pm**      ***Registration & Networking Hour (w/refreshments)***

**Vendor Exhibits Providing Software Solutions**

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**2:00 – 2:45pm**      ***Retail Compliance Overview***

Enlightening discussion of the different types of chargebacks and how companies can improve profitability by adopting “Best Practices” to reduce and control chargebacks. Presentation will also include information on “chargeback intelligence”, overcoming internal obstacles and recent regulatory updates.

- **Jessica Butler, Executive Director, Grant Thornton, LLP**
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**2:45 – 3:15pm**      ***Retail Partnering to Reduce/Eliminate Chargebacks***

### **Case Study by Haggar Clothing Company**

- ✓ Review specific cases of potential and actual chargeback situations.
- ✓ Discuss how Haggar works with its retail partners to avoid delays in the supply chain.
- ✓ Review actions taken that were mutually agreeable to both Haggar and its retail partner to prevent future/additional chargebacks.
- ✓ How being proactive can be a win/win situation!

- **Barbara Gardsbane, Vice President, Customer Relations**
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**3:15 – 3:45pm**      ***Internal Communication: The Tool to Prevent Chargebacks***

### **Case Study by Jones Apparel Group, Inc.**

- ✓ Partnering and communicating with distribution, EDI, customer service and marketing.
- ✓ The importance of focusing internally on specific areas of need with visuals and reports.
- ✓ Review the actions and steps needed to make changes to avoid chargebacks.
- ✓ Discuss the need for internal corporate standards and quick responses.

- **Cindy DiPietrantonio, Sr. Vice President, Corporate Credit & Customer Relations**
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**3:45 – 4:15pm**      ***Break***

**Vendor Exhibits Providing Software Solutions**

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**4:15 – 4:45pm**      ***Combining Retail Partnering and Internal Communications to Prevent Chargebacks***

### **Case Study by Deckers Outdoor Corporation**

- ✓ Who are we, and how vendor compliance plays a role in our organization.
- ✓ Reversal of “short ship” chargebacks.
- ✓ How vendor compliance works with internal departments to collect data.
- ✓ How vendor compliance interfaces with retail customers to reverse charges and prevent future charges.

- **Sarah Simpson, Vendor Compliance Manager**
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4:45 – 5:15pm

***Results of Credit Research Foundation (CRF) Deduction Survey***

Summary of results of CRF's May 2003 deduction survey. Information on general chargeback experience, chargeback metrics, and actions companies have taken to prevent and resolve chargebacks and post audit claims. Over 280 companies responded representing 22 industries.

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5:15 – 5:30pm

***Afternoon Wrap-Up***

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5:30 – 6:30pm

***Cocktail Reception***

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**Friday, September 12, 2003**

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7:30 – 8:30am

***Continental Breakfast & Networking Hour***

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8:30 – 9:30am

***Legal Panel***

Two legal experts will speak about the law of sale of goods and the protections that are available to strengthen the vendor's position against unjustified chargebacks.

- Donald Kreindler, Sr. Partner, Phillip Nizer LLP
  - Rod Harmon, Trial Attorney, Seattle, Washington
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9:30 – 10:45am

***Fitting EDI into your Enterprise Resource Planning (ERP) Systems***

This presentation will focus on how to accomplish two technical aspects of vendor compliance: (1) Setting up trading partner routing guide information in your ERP and shipping systems, and (2) A review of a three-part methodology to better understanding and simplifying the processing of inbound and outbound electronic business transactions (such as EDI) with a vendor's trading partner.

- Norman Katz, President, Katzscan, Inc.
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10:45 – 11:15am

***Break***

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11:15am – Noon

***Operational Panel***

This panel is comprised of industry professionals who have been helping companies in the industry control chargebacks. You will have the opportunity to ask these experts for suggestions and advice regarding specific chargeback issues facing your company.

- Jessica Butler, Executive Director, Grant Thornton, LLP
  - Brian Franks, Manager, Kurt Salmon Associates
  - Norman Katz, President, Katzscan, Inc.
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Noon- 1:00pm

***Open Forum with box lunch***

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1:00 – 2:00pm

***Speakers will be on hand for additional questions/discussions***

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***Adjourn***