



# How Serta Simmons Reduced Valid Deductions at the Source

Serta Simmons Bedding, one of the world's leading sleep companies, boasts a 150-year legacy of helping people rest better and live healthier lives. But like all suppliers, delivering on this mission requires navigating the complexities of a modern supply chain. When we first partnered with Serta Simmons, they were facing three major deduction challenges with Walmart—each of which put revenue at risk and demanded fast, accurate resolution:

## Without SupplyPike

### Challenges



#### Misaligned EDI Data

Incorrect shipping methods in Serta's EDI files forced Serta to manually dispute all shortage deductions.



#### Complex Settlement Offer

Walmart offered a complex hybrid settlement soon after Serta began disputing deductions through SupplyPike.



#### Surprise \$200k Post Audit

Walmart claimed Serta missed network allowance deductions over a five-month span—resulting in a six-figure post audit.



## With SupplyPike

### Solutions



#### EDI Cleanup to Prevent Future Deductions

SupplyPike troubleshooted the issue and helped provide the correct shipping method to allow deductions to automatically be disputed, through the Supplypike dashboard.



#### Strategic Guidance to Maximize Recovery

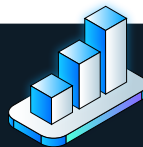
SupplyPike ran a full deduction and overage report, reviewed every settlement line, and provided strategic recommendations to help Serta negotiate the best possible deal.



#### Data-Backed Dispute of Invalid Charges

SupplyPike investigated historical activity and found the allowances had already been applied, giving Serta the confidence and data they needed to dispute the audit.

## Results with SupplyPike



**Reduced deductions**  
by correcting EDI errors



**Maximized recovery**  
of a settlement offer



**Saved \$200k**  
by challenging a post audit

From uncovering hidden deduction triggers to navigating high-stakes audits and settlements, Serta Simmons built a smarter, stronger supply chain with SupplyPike by their side. With expert insights and hands-on support, they didn't just recover revenue—they prevented future loss.