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Agentic Business Processes: Product, Pricing, and Contract Management Chargeback Validation Analyst Overview



Chargeback processing presents significant financial and operational challenges for pharmaceutical manufacturers, particularly when high claim volumes, complex pricing agreements, and incomplete information lead to overpayments and lengthy disputes. An agentic approach to chargeback validation can help manufacturers protect revenue, accelerate claim adjudication, and reduce the manual effort required to identify and resolve discrepancies.

At **FutureLink Barcelona 2026**, TraceLink's Caitlin Czulada, Vice President, Network Success and Services; Sarang Deshpande, ABP Architect, Supply Chain; and Max Stahl, Manager, Supply Chain ABP Value Engineering, demonstrate the Chargeback Validation Analyst agent. Using a fictional biopharmaceutical manufacturer scenario, they illustrate how the agent evaluates wholesaler claims against contract pricing, membership eligibility, and transaction history to identify duplicates, recommend claim dispositions, and provide supporting evidence for human review. The session also examines how shared network data and governed agentic processes can improve financial performance and collaboration with wholesalers.

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Key takeaways:

- Discover how the Chargeback Validation Analyst agent can identify duplicate claims, pricing discrepancies, and eligibility issues to reduce overpayments and revenue leakage.
- Learn how shared transaction data, defined business rules, and human oversight support accurate, auditable chargeback decisions and faster dispute resolution.
- Understand how to measure the financial impact of agentic chargeback validation through reduced processing costs, shorter dispute cycles, and improved productivity.

Watch now to explore how agentic chargeback validation can strengthen revenue protection, improve wholesaler relationships, and enable more efficient financial operations.

VideoMultienterprise Information Network Tower (MINT)Agentic Orchestration, Supply Chain DigitalizationLogistics/Distribution, Manufacturing, Supply Chain
Meet with TraceLink to learn more about the Agentic Supply Chain Operating Model
Fill out the form to speak with our team.

Thank you! We will contact you soon!

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