



28 September 2026

Spenda's AI>Returns Platform Signs First Major FMCG Customer

Top 10 Australian dairy company to go live in October 2026. Demonstrates growing demand for Spenda's AI-driven products as the company focuses on future growth.

Key points

- One of Australia's largest dairy processors has signed to go live on the platform in October 2026.
- Amenda, [amenda.com.au] Spenda's AI-powered, white-labelled returns management platform, is built for wholesale distribution businesses ranging from SMEs to enterprise suppliers.
- Amenda's AI completes up to 90% of a return automatically from a supplier's own documents, leaving staff to review and approve rather than re-key.
- Suppliers using the platform reduce return processing by up to 10 times.
- The customer-facing portal is fully configurable to each supplier's brand and returns policy, with implementation measured in weeks.
- Amenda enhances supplier's existing ERP or accounting systems rather than replacing them.
- Amenda's AI runs a set of legitimacy checks on each return - including ABN and customer verification, product line checks and invoice number pattern-matching - flagging anomalies for staff review before a credit is issued.

Returns are an unmanaged cost in wholesale distribution

Returns sit in a gap that most supply chain software does not cover. Ecommerce returns tools are built around shipping labels and replacement stock. Wholesale distribution runs on a different problem: a customer disputes a transaction, the supplier adjudicates the return, and the outcome is a credit note against the customer's account. That process is still largely manual across the sector. Returns arrive by email, phone and PDF. Staff re-key line items from invoices and delivery dockets, chase approvals, and issue credits by hand. The cost is administrative headcount, delayed credits, disputed balances and a customer experience the supplier has no visibility over.

What Amenda does

Amenda manages the full returns workflow between a supplier and its wholesale customers, from return submission through an approval process to credit note issuance.





Customer self-service

A supplier's wholesale customers create and submit their own returns in the portal, attach supporting documents and photos, and track each return through to credit without contacting the supplier. Returns arrive complete and structured instead of as emails and phone calls a staff member must transcribe.

AI-assisted return capture

A customer or staff member uploads an invoice, sales order or delivery receipt. Amenda's AI reads the document, extracts the line items, quantities and pricing, and pre-populates the return completing up to 90% of the work before a person touches it. The user confirms or corrects the extracted lines rather than entering them.

White-labelled, fully customisable portal

Each supplier's returns portal carries its own branding, return reasons, approval rules and user permissions. Suppliers configure the workflow to their own policy rather than adapting their policy to the software.

Rapid implementation

Amenda is configured and deployed in weeks, not the multi-month timelines typical of supply chain system change. It does not replace a supplier's existing finance systems - it adds to it.

Adjudication and audit trail

Every status change, approval, rejection and credit is recorded against the return, giving suppliers a defensible record and customers visibility of where their return sits.

Suppliers operating on the platform have reduced the time taken to process a return by up to 10 times against their prior manual process.

Customers

Amenda is used by suppliers across the SME to enterprise range. One of the Top 10 Australian dairy companies, with 2026 sales exceeding \$250M and distribution through national grocery and independent retail channels, has signed to go live on the platform in October 2026.

FMCG and perishable-goods distribution is a demanding environment for returns: high delivery frequency, short shelf life, tight margins and a large base of trading customers each raising returns. It is a category where the administrative cost of returns is material and where the platform's automation applies directly.





Commentary

Spenda Chairman, Niv Dagan, said: "Returns are one of the last manual processes left in wholesale distribution. Suppliers are carrying real administrative cost for work that software should be doing. Amenda takes the bulk of that work off their staff and gives their customers a portal that looks and behaves like the supplier's own. Signing businesses of this calibre shows the platform is built for demanding, high-volume distribution environments."

Authorised by the Chairman, Niv Dagan.



www.spenda.co

Spenda Limited

ASX:SPX

ACN 099 084 143