

How Abercrombie & Fitch Scaled to 150 Million Transactions a Year Without Adding Headcount



When Abercrombie & Fitch began its transformation from a domestic retailer into a global, multi-brand powerhouse, the accounting function quickly found itself in the center of a storm. The company's transaction volume was skyrocketing. New payment types were emerging every year. International expansion was introducing dozens of new acquirers and processors. And through it all, the expectation was clear: keep the accounting team the same size.

"Accounting gets no love when it comes to headcount," Dan Cutright, Senior Director of Accounting Operations, joked. But beneath the humor was a real challenge. The team was still manually reconciling transactions in Excel, relying on bank and processor statements and best guesses to determine whether everything had settled accurately. As volume surged, the risks grew even faster. "We weren't sure exactly which transactions were being settled—we needed assurance that our financials were a complete and accurate representation of our position."

Abercrombie & Fitch

In Brief:

Challenges:

- Transaction volumes surged without added headcount
- Manual, Excel-driven reconciliations
- Poor visibility into settled vs. open transactions
- Increasing payment and channel complexity

Objectives:

- Automate transaction-level reconciliation
- Scale globally without adding staff
- Let accountants control rules and exceptions
- Improve settlement and chargeback visibility

ROI:

- Supported ~150M transactions annually with no team growth
- Pinpointed unsettled transactions and root causes
- Cut losses through faster discrepancy detection
- Streamlined 200+ accounts, 800 transaction types, 120 jobs
- Improved loss prevention and chargeback insight

Industry: Retail

ERP: Oracle

A Turning Point: Choosing Trintech

Abercrombie & Fitch first began to fully explore Trintech's platform and its capabilities in 2005, and what started as a simple matching tool became a strategic engine powering their reconciliation process. For Dan and his team, the appeal wasn't just automation—it was usability.

"It's extremely important that an accounting associate simply gets it," Dan said. "Once the logic is built, you're left with the exceptions, and as long as you know how to troubleshoot the exceptions, it's great."

Even when the company evaluated other options—most notably Oracle's native matching solution, given its footprint in the organization as their ERP—Trintech stood firm. What mattered most was giving accountants a tool designed for them, not something built for IT. And for more than two decades, Trintech consistently delivered on that promise. "We haven't found a competitor that comes close when it comes to functionality," Dan said. "It just works."

Scaling Without Increasing Headcount

As Abercrombie & Fitch expanded globally and diversified into brands like Hollister, reconciliation grew more complex. Today, the company processes roughly 150 million transactions a year—between 11 and 15 million transactions every month. **Trintech's platform now supports over 200 accounts, 800 transaction types, and 120 scheduled jobs**, with revenue accounting as its heaviest user.

The most remarkable part? **The core reconciliation team hasn't grown at all.**

"When I started in 2005, I had five associates doing this," Dan said. "I still have five associates

doing the meat and potatoes today. And I attribute a big portion of that to Trintech."

New transaction types—Apple Pay, Klarna, PayPal, franchising activity, licensing channels, and increasingly complex omnichannel models like buy-online-pick-up-in-store—continue to emerge. Yet the team remains steady, confident, and efficient. The Trintech's logic-based matching and exception-handling framework allow them to handle both volume and complexity without adding manual workload.

Driving Financial Assurance and Loss Prevention

One of the most powerful outcomes of reconciling at the transaction level has been loss prevention. In the past, unidentified settlement discrepancies could build up silently, eventually forcing write-offs. Trintech changed that.

"If you don't know what's not getting paid, you end up with balances you can't explain," Dan said. "With Trintech, **I can tell you exactly which transaction wasn't settled and why.**"

The visibility extends into chargebacks and reversals as well, enabling teams to track trends, uncover root causes, and prevent recurring issues. **"This allows us to troubleshoot and mitigate our losses time and time again,"** Dan said.

A Long-Term Partnership Built on Reliability

As Abercrombie & Fitch's use of automation evolved, so did their relationship with Trintech. While the company now has an internal IT partner familiar with the platform, Dan still credits the Trintech team for their ongoing support.

"You're a great business partner, truly," he said.

"Trintech has always been ready, willing, and able to help us out and listen to us."

Advice for Other Organizations

Dan's guidance for finance teams pursuing reconciliation automation:

1

Don't Settle for Surface-Level Reconciliation

“Don't give up... You're missing out if you don't reconcile at the transaction level.” He emphasizes that companies often avoid complexity—but that's exactly where risk hides.

2

Choose Tools Designed for Accounting Users

Tools built for IT teams slow down finance. Trintech empowers accountants directly.

3

Push the System—It Can Do More Than You Think

A&F expanded their Trintech instance to even the most complex accounts, which were once thought “too difficult.”

About Abercrombie & Fitch Co.

Abercrombie & Fitch Co. (NYSE: ANF) is a global, digitally led omnichannel specialty retailer of apparel and accessories, offering a curated assortment of products designed to help customers feel confident and comfortable. The company operates a portfolio of brands—including Abercrombie, abercrombie kids, Hollister, and Gilly Hicks—each created with a distinct point of view and a commitment to quality, inclusivity, and sustainability.

Founded in 1892, Abercrombie & Fitch Co. is headquartered in New Albany, Ohio, and serves customers around the world through a robust digital platform and stores across North America, Europe, Asia, and the Middle East.

The Bottom Line

Abercrombie & Fitch's journey with Trintech is ultimately a story of scale, control, and trust. Automation has allowed the company to grow from a U.S.-based retailer into a global brand, processing hundreds of millions of transactions without increasing its staff. It has reduced risk, strengthened financial accuracy, and empowered accountants with a tool that feels intuitive, dependable, and built for their needs.

Most importantly, it has done exactly what Dan says matters most:

“It simply works.”



About Trintech

Trintech gives people time back for what matters most.

Our cloud-based platform and solutions enable thousands of clients worldwide to lead productivity transformation across their finance and accounting organizations — driving efficiencies, ensuring accuracy to mitigate risk, and empowering strategic decision-making.

Make time count with Trintech.

[BOOK A DEMO](#)

[CONTACT US](#)