



## GBS Pricing Models and Chargeback

Pricing models align usage to costs while incentivizing business partner behavior:

- **Activity-Based** – Charges per transaction like number of invoices processed.
- **User-Based** – Fixed or tiered price per authorized system user.
- **Business Value** – Price set based on business benefits like revenue enabled.
- **Cost-Plus** – Recovers costs plus additional markup percentage.
- **Market Rate** – Compares to amount an external provider would charge.
- **Shared** – Allocates infrastructure costs like facilities and IT across business units.

Benefits:

- **Drives accountability** through transparency into service costs.
- **Allows comparison** of internal pricing to outsourced options.
- **Incentivizes user groups** to evaluate needs and manage service consumption.
- **Enables investment trade-off dialogues.**
- **Provides funding** for process improvements.

Fair, structured pricing models promote financially informed decision making and service consumption.