

IN GOOD SHAPE: THE
REGIMEN FOR RUNNING
A BEST-IN-CLASS
CREDIT AND A/R
DEPARTMENT



adidas

WHOLESALE

RETAIL



adidas neo



Reebok 

adidas Golf

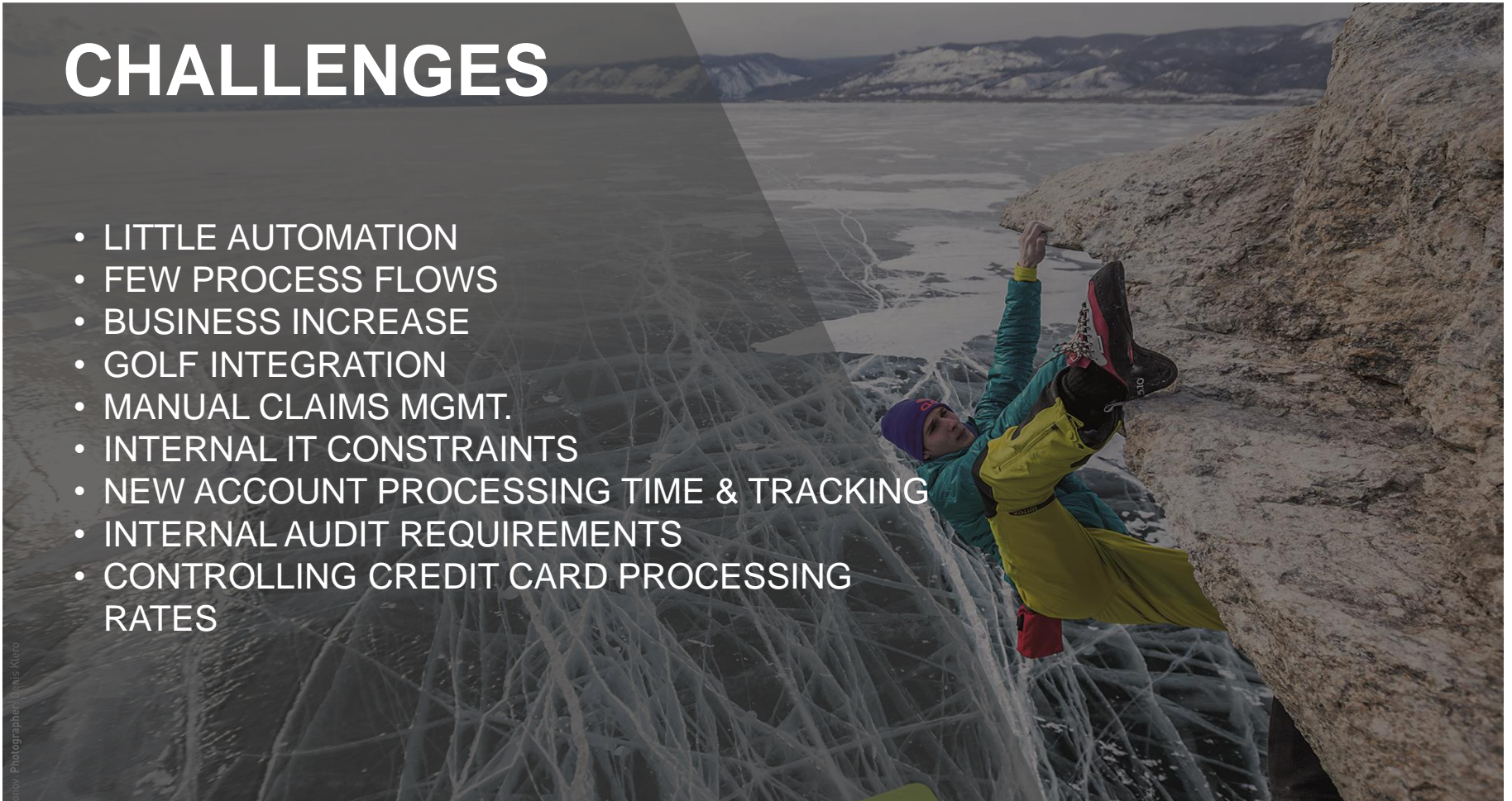


DEPARTMENT STRUCTURE



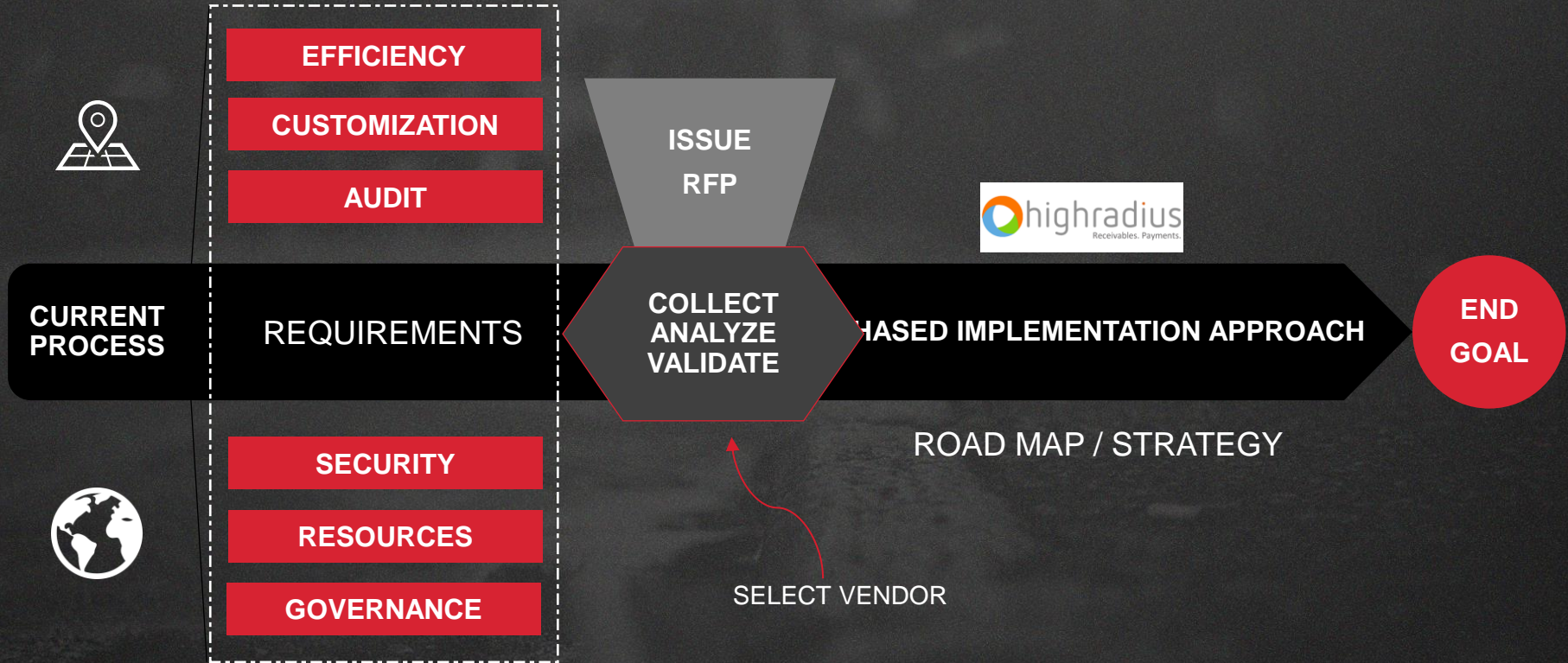
CHALLENGES

- LITTLE AUTOMATION
- FEW PROCESS FLOWS
- BUSINESS INCREASE
- GOLF INTEGRATION
- MANUAL CLAIMS MGMT.
- INTERNAL IT CONSTRAINTS
- NEW ACCOUNT PROCESSING TIME & TRACKING
- INTERNAL AUDIT REQUIREMENTS
- CONTROLLING CREDIT CARD PROCESSING RATES






RFP PROCESS

ROAD MAP



CREDIT APPLICATION OVERVIEW
TYPE OF APPLICATIONS

2016		2017
NEW CUSTOMER		GOLF
ADIDAS		NEW GOLF ACCOUNT APPLICATION
REEBOK		GOLF AGREEMENT APPLICATION
TEAM		
		
		

ONLINE CREDIT APPLICATION SUCCESS STORY

STANDARIZED DATA FOR FASTER CREDIT REVIEW AND CUSTOMER ONBOARDING.

KEY BENEFITS

- UP 32% OVER LAST YEAR IN PROCESSED APPLICATIONS
- 1-2 DAYS PROCESSING TIME
- 75% DECREASE IN APPROVAL WORKFLOW TIME
- 50% INCREASE IN APPLICATIONS

GOLF SHORT FORM

- SIMPLE CUSTOMER VALIDATION AND CONTACT UPDATE
- RESALE CERTIFICATE
- T&C

CUSTOMER MASTER FORM SUCCESS STORY

EFFICIENCY WITH THE GROWING DEMAND OF CUSTOMER MASTER REQUESTS.

KEY BENEFITS

- INTER DEPARTMENT COLLABORATION
- NO PAPER FORMS, ONLINE ACCESS
- **LESS TRAINING WITH SIMPLE APP**
- MASS SHIP TO UPLOAD OPTION
- ORGANIZED WORKLOAD AND REPORTING
- 40% EFFICIENCY SAVINGS

**“HIGH RADIUS is
making Customer
Master more
efficient and faster.”**



CSR



MANAGER



CUSTOMER MASTER



SAP

CLAIMS

SECRET WEAPON



CURRENT
PROVIDERS

8



NEW PROVIDERS

6



EFFICIENCY
SAVINGS

22.5%

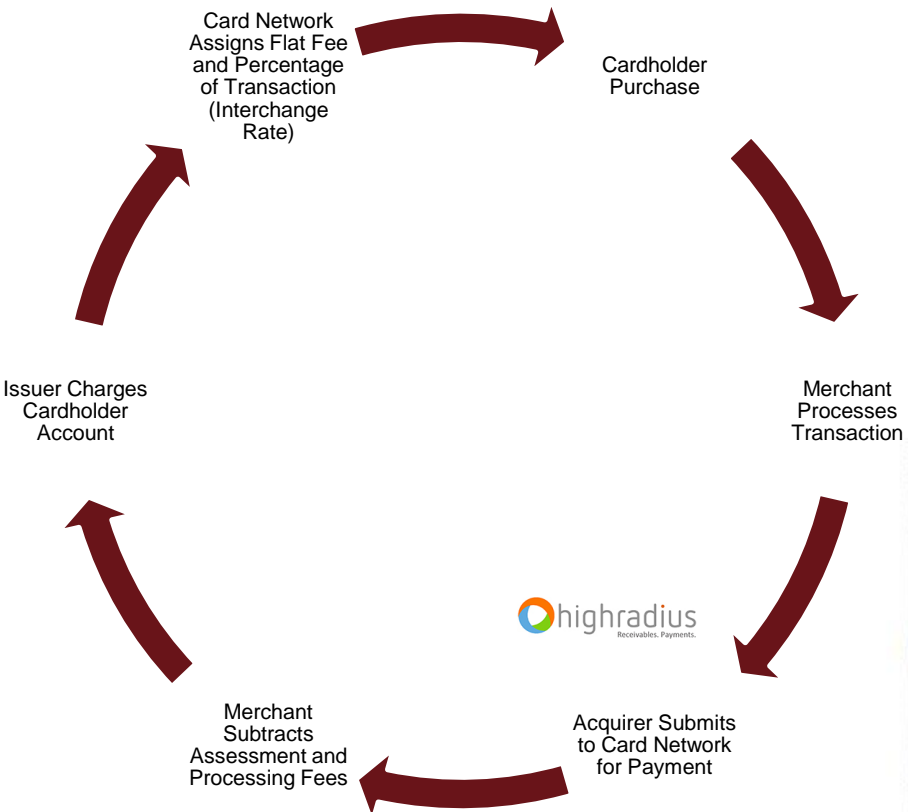
CLAIMS VOLUME

30K+

EXPECTED VOLUME

12K+





A word cloud graphic featuring the words: AUDITORS, RESULTS, ACTIVITIES, GOVERNANCE, MANAGER, MEASURABLE, and SUMMARY. The words are arranged in a cluster, with 'AUDITORS' and 'GOVERNANCE' being the largest and most prominent. The colors range from dark green to light green, with some words in black.

COMPLIANCE

A collage of words related to internal audit, including 'PRACTICES', 'FINDINGS', 'INCIDENTS', 'INTERNAL INSIGHT', 'ORDER', 'OBJECTIVES', 'KEY', 'QUESTIONS', 'CONTROLS', and 'ANALYSIS'. The words are in various sizes, colors (green, black, white), and orientations, creating a dynamic and thematic visual.



CREDIT CARD INTERCHANGE
RATES

2.4% -

3.0%



Interchange

Level 2

Level 3



Interchange

Level 1



CREDIT CARD
INTERCHANGE RATE SAVINGS

0.5% -

2.0%

CREDIT CARD CONVENIENCE FEE

- RESEARCH THE POSSIBILITIES WITHIN YOUR BUSINESS
- CHARGE A FLAT RATE FOR THE CONVENIENCE FEE
- SUBMIT TO A LEGAL TEAM FOR REVIEW
- WORK WITH INTERNAL AND EXTERNAL PARTNERS TO IMPLEMENT WITH PAYMENT PORTALS
- ADDRESS ANY CUSTOMER BASE THAT WILL BE EXCLUDED AND FINALIZE A SOLUTION
- DRIVE DOWN OVERALL CREDIT CARD PROCESSING COST



Credit Card Convenience Fees
1.5% Fee
Biller Direct

LESSONS LEARNED



- FULLY DOCUMENT ALL STEPS OF THE PROCESS BEFORE GETTING STARTED
- ITS MUCH EASIER IF HR IS ALLOWED ACCESS TO YOUR SERVERS
- DON'T JUST LOOK AT THE FIRST STEP, BUT LAY OUT YOUR ENTIRE FUTURE STATE BEFORE GETTING STARTED.
- REALLY DOCUMENT THE ITEMS YOU FEEL YOU ARE MISSING IN THE CURRENT STATE AND ADDRESS EACH POINT INDIVIDUALLY.
- CONFIRM INTERNAL AUDIT NEEDS ARE IDENTIFIED AND INCLUDED IN THE BLUE PRINT PHASE
- THINK ABOUT REPORTING NEEDS AND HAVE PROGRAMED AT THE TIME OF IMPLEMENTATION.
- A GOOD BLUE PRINT IS THE KEY TO PROJECT SUCCESS.

Q/A
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