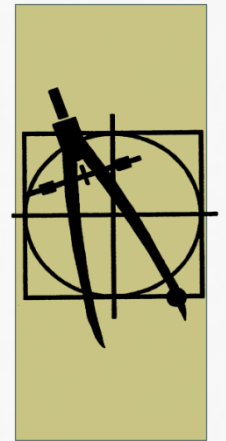


# CREDIT RESEARCH FOUNDATION

VIRTUAL OPEN FORUM



AUGUST 19, 2021  
ZOOMING EVERYWHERE

# OPEN FORUM GUIDELINES

- The Open Forum discussion is a unique opportunity to learn and help your colleagues by sharing your knowledge.
- CRF has a number of vendor and attorneys that are members and the input to the conversation by practitioners, service providers and the legal community alike is encouraged so that everyone's input and knowledge can add value to the discussion.
- We do however request that **vendors not promote their products** during the general discussion, but rather carefully construct their input so that their knowledge and experience can be used for the benefit of everyone.

# ZOOM OPEN FORUM PROTOCOL

- If you wish to offer comments and add to the dialogue, please use the “chat” tool and we will try and get to everyone... Please be patient.
- Please wait to be identified to offer your comments
- **Identify yourself and your company affiliation to enable contact from your peers**
- This session will be recorded

# GENERAL DISCUSSION ON SUBSCRIPTION BILLING

Is anyone using any of these platforms for subscription billing:

Autobooks	Digital River
QuickBooks	Salesforce
NetSuite	Intacct
Epicore	WooCommerce
TriNet	Fast Spring
Braintree	Chargify
Chargebee	Zuora

*Submitted by: Laurence Goldberg - BDO*

# GENERAL DISCUSSION ON OUTSOURCING CASH APP/MORE

With return – to – work issues and post/pre pandemic employee retention concerns:

- Are folks turning to outsourcing parts of their order to cash process?
- If you have – what firms have you utilized to accomplish this?
- What recommendations would you make to parties interested in pursuing a similar path?

*Submitted by: Numerous members have been inquiring on this on other tangential topics related to employee retention*

# GENERAL DISCUSSION ON CREDIT LIMITS

How do others establish them:

- Scoring models
- Based on order size
- Based on assessment of financial capability
- Etc.

How often are they reviewed:

- Annually
- Based Upon Risk Rating/Assessment

What additional inputs are used:

- Profitability
- Internal line of business considerations
- Etc.

*Submitted by: Carolyn Burnett M-D Building Products*

# GENERAL DISCUSSION ON SUPPLIER CREDIT EVALUATIONS

How many firms are now actively conducting supplier credit evaluations?

- Is this a new responsibility?
- Can you offer a bit about your role in this?
- What tools you are using to accomplish it?
- Do you report on this differently than your accounts receivable?

*Submitted by: This is another area of growing interest amongst CRF members*

# GENERAL DISCUSSION ON THE NEW DYNAMIC OF STAFF MANAGEMENT AND RETENTION

While CRF recently conducted an individual executive roundtable on the topic – there seems to be continued interest in continuing the dialogue...

- Have folks experienced a loss of team members because of remote or nonremote work rules?
- What percentage of your team will continue to work remotely?
- How difficult is it to replace that talent?
- What unique methods are you using to cross train folks?
- How are you maintaining employee engagement and motivation

*Submitted by: another area of common interest*



# GENERAL DISCUSSION ON THE NEW DYNAMIC OF STAFF MANAGEMENT AND RETENTION

Continued:

- How are you managing differently today compared to pre-covid?
- How do you redefine yourself to maintain relevance in your organization?
- If you are hiring and you have remote employees, how do you determine the salary given different geographic regions

*Submitted by: another area of common interest*

# FINAL COMMENTS

- A recording of today will be made available to all that participated ...
- Please stay safe and healthy! Share Your Toys!
- Enjoy Labor Day
- Additional contacts:
  - Bill Balduino – President – 443.821.3001 [billb@crfonline.org](mailto:billb@crfonline.org)
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