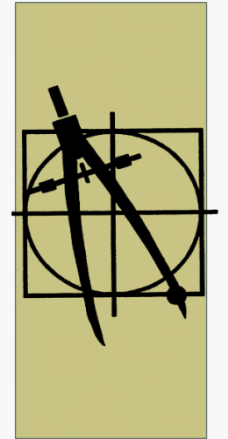


CREDIT RESEARCH FOUNDATION

VIRTUAL OPEN FORUM



October 27, 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.

GENERAL DISCUSSION TOPIC

ED BURTON - CST WORLDWIDE

- Ed's question is essentially a question on **escheatment**:

He has been told by some companies that they have funds in hand as advancement for product that is on hold due to the job being held up for shortage of supplies/product from other parties (supply chain issues).

How are companies handling this:

- *Returning the funds*
- *Constantly current dating or re dating invoices and holding funds*
- *Some other process*

GENERAL DISCUSSION

SCOTT CAMPBELL - WORLDPAC

The topic is Credit Card Compliance:

He is looking for information on how others are managing the receipt of customer credit card data to either set up automated credit card payments or to process payments.

Can folks discuss how they are maintaining PCI compliance from a process perspective:

- establishing accounts
- maintaining accounts
- customer education
- educating management

GENERAL DISCUSSION

Over the last few weeks, various members of the CRF team have enjoyed conversations with folks about among other things, their optimism for 2022.

Our question to you: Is this reflected in the budgets you yourselves are building for your company and your specific teams? Even more specifically, is travel being anticipated...are you building back to a sense of normalcy in that regard?

GENERAL DISCUSSION

Has the community's engagement with service providers changed during the past 18 months and how are you addressing the 'need/desire' for process improvements in your organizations?

If you do take on a project – use automation as an example – how do you participate in the design, delivery and assessment of projects when remote?

GENERAL DISCUSSION

A Few General Questions on Supply Chain Related Issues:

- Are folks being asked to engage in supplier analysis where they had previously not been involved?
- Are folks concerned about the impact of the lack of product on their customers cash flow and long-term viability; What related actions are you taking?

GENERAL DISCUSSION

Given what we have all just witnessed and to some extent are still engaged with...

What do believe are the most important qualifications for a leader in the credit to cash process?

GENERAL DISCUSSION

Given that the majority of firms use a calendar year:

How are folks preparing for Q1, 2022 to ensure a quick and successful start to operations?

How are folks establishing Bad Debt Reserves:

No change in approach or percentage!

Did you increase or decrease the percentage?

GENERAL DISCUSSION

Given that businesses are now 18 months into pandemic activity and a large percentage of folks are still working remotely...

Have the firms you work for modified/changed their incentive packages for:

management employees?

for team members?

GENERAL DISCUSSION

The topic of “hiring” is all over the news...

For those firms that are hiring:

- What has been your experience?
- How are you conducting the onboarding process?

FINAL COMMENTS

- A recording of today will be made available to all that participated ...
- Please stay safe and healthy! Share Your Toys!
- Enjoy the forthcoming holidays and get ready for a guaranteed “LIVE AND IN PERSON FORUM” in March 2022!!!
- Additional contacts:
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HAPPY HALLOWEEN



HAPPY THANKSGIVING



HAPPY HOLIDAYS



HAPPY NEW YEAR



Remember...

Share Your Toys!!!