



# Accounts Receivable Management

## Objective

Lower the overall cost of doing business in the retail channel through Ingram Micro Logistics' (IML) retail A/R management services. Our solution has proven to lower payroll costs associated with retail A/R management, improve your company's A/R Aging Portfolio, and lower retail write-offs. By leveraging IML's 25 years of experience, investments in high volume retail deduction management tools, and existing retailer relationships, your company can focus on core competencies.

### Ingram Micro Logistics Financial Services

- Program Administration
- Cash Collection & Application
- Reconciliation & Deduction Management
- Retailer Consignment Program
- Claims Research
- Risk Mitigation Consulting

### Performance Measures Improvement

- Overall improved DSO
- Cash Application Cycle Time
- Average Payment Days
- Reduction of write-offs
- Dispute resolution cycle time
- Improved retailer relationships

## Key Differentiators

- Excellent, long established retailer relationships and familiarity with their business practices
- Ability to interact transparently with retailers on your behalf
- Flexibility to use your systems or Ingram Micro's as system of record, including SAP and Oracle
- Integrated ERP & order management for in-depth claims research
- Management of seasonal volume fluctuations
- Capacity to ramp new lines of business and customer accounts quickly

## How It Works

Ingram Micro Logistics is a proven leader in Accounts Receivable Management, assisting manufacturers with their customer accounts, particularly in the retail channel. Our clients leverage our connectivity with over 10,000 retail locations. Our automated tools, including our deduction management system, IMatch, increase accuracy and processing speed to help our clients reconcile more quickly and efficiently.

IML can tailor the A/R experience to each of your retail customers' requirements. We currently manage the accounts receivable portfolio for manufacturer clients selling to over 40 retailers and 10,000 retail locations in North America. We analyze the financial condition and credit worthiness of your customer base and recommend credit limits for each retailer.

Bottom line, our clients rely on Ingram Micro Logistics to help grow sales and manage transactions with key customers. We improve your ability to compete in the retail channel, with reduced risk.

## Key Service Components

### Program Administration

IML manages all aspects of the accounts receivable process, including collection, application of funds, and financial analysis. We analyze, communicate, and escalate account and financial issues with our clients.

We efficiently manage your accounts according to their risk classification. Our record keeping includes tracking of customer payment commitments, disputed issues, previous payment commitments and customer contact information.

### Personalized Customer Approach

We work with our clients to establish the appropriate approach for each customer.

### Cash Collection & Application

On our client's behalf, IML will provide invoicing on all products and/or services on a daily basis. Invoices can be produced via an EDI 810 transmission, paper, or fax and sent the next business day to either you or your customer.

Our auto cash program gives IML the ability to post cash quickly and efficiently, which ensures credit lines are not tied up.

### Reconciliation & Deduction Management

Our world-class deduction management tool, IMatch, accurately reconciles customer accounts, so our clients can manage their books accurately, while reducing fixed overhead and headcount. Reports include detail on disputes, account reconciliation, aging, and Service Level Agreement (SLA) performance.

Ingram Micro can also manage and reconcile a client's bank account, via bank statements, cash spreadsheets, monthly ledger/trial balance reports, and check payment register.



### **Retailer Consignment Program**

IML's consignment program successfully manages retailer sell through activity, collecting payments based on that information, and remitting the funds back to the clients when payments are made. IML also helps in the reconciliation of any discrepancies.

### **Claims Research**

We work closely with you to manage and minimize write-offs. Reconciliations are conducted on a regular basis. Detailed claims research for shipments and payments is managed through our integrated ERP and order management system (IMpulse).

### **Risk Management Consulting**

Successful clients recognize the importance of partnering with creditworthy and stable customers. IML's credit and risk management solutions offer a proactive service allowing our clients immediate and early visibility to troubled accounts. We can provide an in-depth assessment of the financial condition and credit worthiness of a client's customer base.

### **Professional Standards**

IML follows the standard Uniform Commercial Code in regard to all commercial collection activity. Our A/R Management team maintains a professional demeanor at all times with our client's customers, be it through verbal or written communication. Should a client have specific requests or needs, IML will tailor its collection processes to meet your requirements.

The IML Management team participates in National Association of Credit Managers regularly.

#### **Contact information:**

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You can visit

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