

Consumer Financing Solutions for MULTI LOCATION BUSINESSES

Today's businesses need the financial tools that set them apart, attract customers and enable the purchase of their goods and services. Offering in-house financing and/or membership will make a difference in your business, but if your business includes multiple locations you have special needs that most programs do not cover. ExtendCredit delivers the most comprehensive solution, delivering enterprise level functionality, best practices and the tools you need to successfully manage in-house financing and membership offerings across all of your locations.



OVERSIGHT AND MANAGEMENT

Multi-location businesses need the power to be able to manage in-house financing and membership programs from the corporate and local level. Features like a corporate portal for access to all locations, corporate membership plan definition, cross-location reporting and payment and collections information from a global perspective are a start. In-house financing origination rules, membership definition and more need to have rules enforced across all locations while allowing desired flexibility.

CORPORATE AND FRANCHISE BUSINESS MODEL

There are many flavors of multi-location companies. Some are centrally controlled, company owned locations. Some are franchises where each location has significant autonomy. Others have corporate locations, combined with individually owned (or partially owned) locations, and possibly, independent sales agents – all of who need access to the system with different security roles. No matter the business model, you need a solution that doesn't limit how you need to do business – you need flexibility – on your terms!

UBIQUITOUS, SECURE ACCESS

Multi-location entities often have some controls centralized, some decentralized and frequently have remote users of their in-house financing or membership systems. If corporate controls are in use, access needs to be real-time as it is possible a customer is standing at the front desk, of one of your locations, trying to get approved. Often times, remote, corporate or regional application support is required and it is important that all parties see the same information at the same time. Also, with all of the access required, it is important to track who did what to which customer record and when they did it. Security roles and logins are key for corporate controls and enterprise level security for all payment and personally identifiable information is crucial.

Configuration Flexibility:

- Origination rules – state-by-state
- Customer communication templates
- Wellness plans and included services
- Missed payment management – centralized and/or decentralized management
- Key notifications – new plans, missed payments, thresholds
- Portal branding and location configuration templates
- Role-based system access

Centralized Control:

- Access to all locations at that level
- "Login As" for each location – user sees exactly what location sees
- Can segment locations by Corporate/Regional customer service rep
- Missed payment work flow across all locations

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LOCATION CONFIGURATION FLEXIBILITY

With all of this talk about corporate and regional controls, how is a location to support local branding, pricing based on customer demographics, membership plan designs based on that location's customer needs and various other configuration issues based on business model? You need the ability to define templates for locations, but have complete flexibility, by location, with how the system works – with corporate being able to define which items are configurable and at which locations!

ACTIVITY TRACKING AND COMMISSION MANAGEMENT

Tracking activity across all locations can be tricky. You need to track at the location level, but also be able to roll up activity to regional and/or corporate levels. You might want to do cross-location activity reporting to figure out which locations are doing best with which programs. If you pay commissions for signing up new customers on membership plans, driving additional business and profit using in-house financing, or even delivery of services associated with membership plans, this system-wide view of activity is critical. And speaking of commission – it is very handy to have commission activity reports that show activity and compensation by individual, location, credit plan type and more.

LEGAL COMPLIANCE

As with any company, staying legally compliant is vital for businesses with multiple locations; local jurisdiction and different state requirements compound this need. Promissory notes and associated interest rates, customizable by jurisdiction, often, state-by-state, are key and important to cover compliance issues such as truth-in-Lending and the Fairness in Credit Reporting Act (FCRA). Secure management of all confidential information is critical to avoid fines associated with loss of data.

GETTING STARTED WITH EXTENDCREDIT

Organizations with multiple locations have special needs and considerations when it comes to offering in-house financing and membership options to their customers, find out all that ExtendCredit has to offer and empower your organization.

Centralized Control (cont.)

- Multi-party performance pay definition & tracking
- Receivables Summary report for all location activity
- User management [login(s), passwords] for locations
- Definition of Wellness Plans and services

Performance Pay Portal:

- The portal is planned for late Q1, 2014, however, performance pay is tracked today
- Individual access for each individual receiving performance pay
- Reports available for activity within the locations at which the individual is affiliated – e.g. a given rep can be affiliated with multiple locations
- Performance pay report for individual to validate their performance payment

“ExtendCredit makes in-house financing simple and easy, it does all the work. I offer financing promotions to attract customers and retain more by doing the financing in-house – It's all on my terms, and I keep the interest.”

Find out more at www.ExtendCredit.com or call 888 364 2808