

# “ADAPTING TO CHANGE THROUGH MERGERS & ACQUISITIONS”

1

## Knowledge is Power

Mary Moore, CBA

Director of Credit

SouthernCarlson, Inc.

CFDD Past National Chairman 2008

Director elected by NACM/CFDD -NACM National Board 2011-2014

Omaha, NE

[mmoore@southerncarlson.com](mailto:mmoore@southerncarlson.com)



2

## Cultures Merge

### Credit Policy:

- Does each company have a policy?
- Can they be combined?
- Who's responsible for that task?
- What is the time frame?



### Credit Procedures:

- How do each companies procedures align?

3

## Cultures Merge

### Prevailing company must provide guidance:

- Calculations for Bad Debt reserve
- Bad Debt write off
- Placement of Collections
- Securing payments
  - Prelien notices (In house/Outside service)
  - Joint Checks (Forms content)
  - UCC filings

4

## Staffing/HR Challenges

Who has a trump card?

Do you have to re-apply for your position?

Who do you work for?

Inheriting Issues?

Differences in Controllers...

What issues exist?

Are there any real concerns that need immediate attention?

5

## Staffing/HR Challenges

Are their wage differences?

Vacation/PTO

Overtime/Salary

Reward system/bonus



Commissions:

How does the commission structure differ?

6

## Staffing/HR Challenges

### JUST DEALING WITH CHANGE!

Education Levels – Key Performers

Training:

Who is in place at each company?

How can they be utilized to facilitate the changes?

Developing succession plans

Communication & Travel



7

## Customers

Understanding the Customers perspective:

Name change, W-9's nightmare

TERMS!

Mutual Customers:

New invoicing confusion

How do they Pay/Who do they Pay/When do they pay?

Credit card chargebacks for Name recognition

8

## Customers

Data has to Merge too!

Merging onto one system

Data does not behave...

Data does not transfer properly



How can we provide an "Easy" button for our Customers?

9

## Contracts & Memberships

Consolidating:

Credit reporting contracts

Consolidating memberships for Professional Organizations: NACM-CFDD

Check Verification

Banking

Collection Agencies

Law firms/Attorneys

10

## Keep Calm & Collect On

Adapting to change is not easy but necessary:

Remembering that we will/are/do all work for the same bottom line

Keeping the revenue stream flowing in the face of diversity

Questions?

Are their experiences to share?

