



HighRadius IOD Optical Rent Collection Implementation



Communication Plan/Timeline

Updated October 3, 2019

HighRadius Optical Rent Collection

Goals

- Remind and encourage IODs of the HighRadius system as a preferred method for paying rent by sharing the benefits (Explain the Why) and providing training material to show how easily they can access the HighRadius system
- Communicate to IODs as of **December 1, 2019** if rent becomes past due a HighRadius Representative will contact the IOD directly to resolve the issue
- Communicate to IODs for those who currently have past due rent, that a HighRadius Representative will contact the IOD directly to explain the collection process
- Help IODs understand that if they have questions related to outstanding invoices or disputes that they must contact HighRadius directly via their website
- Review/Enhance invoicing and payment (check) submission to lock box guidelines: Company Name, Customer Number, Etc.
 - **THE STATES OF MAINE AND VIRGINIA ARE EXCLUDED IN THIS TRANSITION**

HighRadius IOD: Talking Points

Talking Points for IODs

- Created specifically to address the concerns that you raised regarding invoicing/payment process
- One-stop-shop for all invoicing/billing
- Makes bookkeeping easier
- Track the status of payments
- Easy to access system
- Questions answered in real time
- Dedicated support
- Thank you to those who have already been using it

HighRadius IOD Implementation: Talking Points

Talking Points for Field Leadership

- HighRadius system as the preferred method for paying rent – share the benefits (Training Material) and show how easy to access system
- **December 1, 2019** if rent becomes past due a HighRadius Representative will contact the IOD directly to resolve the issue – walk through the past due rent timelines
- IODs who currently have past due rent, that a HighRadius Representative will contact the IOD directly to resolve
- Help IODs understand that if they have questions related to outstanding invoices or disputes that they must contact HighRadius directly via their website
- Review/Enhance invoicing and payment (check) submission to lock box guidelines: Company Name, Customer Number, Etc.

HighRadius IOD Implementation: Talking Points

Talking Points for Field Leadership

- Invoicing process will not change
- Terms on the invoice will remain at N30 (Net 30 – payment due within 30 days of invoice date)
- Dunning (collection) letters will be sent out at these intervals:
 - 1st Letter sent at 7 days past due
 - 2nd Letter sent at 30 days past due
 - 3rd Letter sent at 45 days past due
 - Breach of Contract Letter-sent out at 60 days (Traceable Mail or Hand Delivered to IOD by MHWD)

IOD Communication Process | Steps

Step One



Communicate Message to IODs

- Remind IODs that they can use HighRadius as an easy way to pay invoices.



Step Two

Communicate to Field Leadership

- Share new way for IODs to handle disputes/outstanding invoices
- Encourage IOD support
- Provide Talking Points and expectations of Field Leadership
- Follow-up with support materials

Step Three



Communicate New Process to IODS

- Send email to IODs about new process
- Provide IODs with support materials
- Explain how the Field Leadership will check in with them to see if they need any assistance

Field Leadership to Follow-up with IODs

- Field Leadership to reach out to IODs between 10/15/19 and 11/22/19
- Field Leadership to be available to answer questions/provide support to IODs with this new process



Step Four

HighRadius | IOD Communication Timeline

October 11, 2019

Communicate and inform Field Leadership (MHWD/OMM) regarding HighRadius and the Optical rent collections transition

October 15, 2019

Communicate to IODs via email - new process for IOD Optical rent collection and noting their MHWD/HWMM will be scheduling a one-on-one meeting to explain transition

Oct. 15, 2019 – Nov. 22, 2019

MHWD/HWMM meet one-on-one with IODs

December 1, 2019

Live Date for HighRadius Optical rent collections transition

Frequently Asked Questions

Why was HighRadius implemented?

The HighRadius System was implemented to simplify our process and allow you to:

- Make payments via ACH
- Ask questions in real time
- Track the status of payments and invoices
- Improve the overall bookkeeping process

How do I make an electronic payment?

Refer to the HighRadius Instruction Guide provided to the Doctor, included in Market Leader information, and posted Health & Wellness Ops Hub.

Can I pay by credit card?

No, not at this time

Who do I contact if I have any questions about my invoices and or outstanding invoices?

You may email HiRadCS@walmart.com

Frequently Asked Questions

Can I still mail in a check for my rent payment?

Yes. Be sure to include the following with check/remittance:

- Customer Number – Company Name – City, State, ZIP
- Mail To:
 - Walmart Optical Rent
 - Bank of America
 - P.O. Box 505394
 - St. Louis, MO 63150-5394

Why can I not access the HighRadius website?

HighRadius can only be accessed via Google Chrome.

Do I have you use the HighRadius System?

No, however **The HighRadius system allows you to:**

- Make payments via ACH
- Ask questions in real time
- Track the status of payments and invoices
- Improve the overall bookkeeping process