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 Representatives 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 Representatives 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 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

**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**

**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**
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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</thead>
<tbody>
<tr>
<td>October 11, 2019</td>
<td>Communicate and inform Field Leadership (MHWD/OMM) regarding HighRadius and the</td>
</tr>
<tr>
<td></td>
<td>Optical rent collections transition</td>
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<tr>
<td>October 15, 2019</td>
<td>Communicate to IODs via email - new process for IOD Optical rent collection and</td>
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<tr>
<td></td>
<td>noting their MHWD/HWMM will be scheduling a one-on-one meeting to explain transition</td>
</tr>
<tr>
<td>Oct. 15, 2019 – Nov. 22, 2019</td>
<td>MHWD/HWMM meet one-on-one with IODs</td>
</tr>
<tr>
<td>December 1, 2019</td>
<td>Live Date for HighRadius Optical rent collections transition</td>
</tr>
</tbody>
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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