



The view from the other side

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Communication

Which of the following is the most difficult to communicate with?

- a. Sales
- b. Customer Service
- c. Internal line managers



Sales

What can we as Credit / Collections do to improve relations with the sales department?

How do the sales team view you ?



Customer Service

Do customer service delay the resolution invoice disputes ?

If so why and what is the solution?



Internal Management

Could it be argued that elements of internal management don't fully understand the potential of Shared Services?

Does management give you full empowerment and support?

What is missing?





Johnson & Johnson GLOBAL FINANCE

I2C Interactions with the Sales force

Johnson & Johnson GBS



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General key points – Sales force

- ▶ Provision based on sales not payments
- ▶ Increasing customer portfolios
- ▶ Mostly no interest in open AR, aging and reminders sent
- ▶ Sometimes great presentations but unrealistic promises
- ▶ In general speaking for their business unit only
- ▶ Some have knowledge in trade, others are doctors and health specialists



Situation in CEE-markets

- ▶ **CZ/SK/PL:** Close cooperation & Understanding and respect of credit and collection management
- ▶ **HU:** Almost no cooperation with sales - only in very few cases like ending contracts with customers.
- ▶ **CR:** Cooperation with sales mostly in Croatia. Big impact to CC and CM activities as sales have big value in Croatia due to small market. Collection activities on some customers are forbidden from sales people.
- ▶ **RO:** Cooperation almost on daily basis, involvement in most of collection activities



Question: How intense is the interaction of your Cash Collection departments with the Sales force?

A: none

B: rare (once a month)

C: frequent (once a week)

D: very frequent (at least once a day)



Question: What is the current headcount of the JNJ GBS organization in Prague now?
(approx.)

A: 80

B: 180

C: 380

D: 480





Any questions?



Thank you