

Hands On Reconciliation

Let us show you how to find more money!

We understand that an accurate and timely reconciliation is a key component of running a tight, profitable business. Proper reconciliation can be time consuming, costly, confusing and frustrating.

Our Reconciliation Experts can provide hands on training to walk your employees through the process start to finish. They will train them to understand and maximize RQ's reconciliation tools to:

- Accurately Reconcile Commission Revenue paid by the carrier
- Best practices for tracking and reconciling Spiffs, Equipment Credits, and Features
- Help detect possible store/employee fraud
- Ensure disputes back to the carrier are created efficiently
- Ensure sales associates are being charged back accurately
- Best process for re-payments by the carrier
- Tune up your financial reporting

Meet our Experts:



Denice Bollinger

Denice has 10 years' experience in the Wireless Industry as the Revenue Controller for an iQmetrix client with 100+ locations. As an RQ user since 2007, Denice's responsibilities included Commission/Chargeback Reconciliation, Reporting and Finance areas.



Karrie Stokes

Karrie has 15 years' experience in the Wireless Industry. 10 years of that was spent working for a wireless dealer Reconciling Commissions/Chargebacks, and managing 3 databases for multiple carriers for a total of 38 stores.

Our service includes:

Session 1 – Employee(s) will actively observe as our Reconciliation Expert reconciles your company's commissions for you while explaining each step in detail. This will include:

- Building Journals to fit your companies setup
- Importing Carrier Commissions per section
- Understanding the matching criteria
- Suggested best practices on how to match and reconcile as accurately as possible
- Process the actual reconciliation start to finish
- Offer an insight as to why items are not matching to the Carrier report
- Understanding the dispute process through RQ
- What are the next steps

Session 2 – Now that your company has seen us complete a reconciliations, it's your turn to complete these tasks. Employee(s) will work together with our Expert to reconcile your company's commissions while we are there with them step by step. Our Expert will oversee:

- Employees will build Journals
- Importing the carrier information
- Use the matching criteria to auto reconcile
- Identify problem areas
- Changing any commission in RQ
- Chargeback Reconciliation

Session 3 – Employee(s) will reconcile your company's commissions with our Expert shadowing during the process. By now you should have the process to do this on your own, so our expert will take a backseat approach and will be there if needed. Our expert will:

- Oversee the complete reconciliation process to include chargebacks

How much does this service cost?

All fees are based on number of locations. Fees can be paid in 3 installments, after each training session.

For more information or to sign up, please contact training@iQmetrix.com.