PRINTREACH

REACH ON THE Beach!

Customer Self-Service Strategy

Presenter: Jerry Jones

CONNECTCOLLABORATECONQUER

"If an invoice is due in 30 days, we pay it in 60 days. If it's due in 60 days, we pay it in 90 days. If it's due in 90 days, then they probably don't need the money anyway!"
ACCOUNTS PAYABLE:
INVOICE
INVOICE
© Randy Glasbergen / glasbergen.com
GLASBERGEN

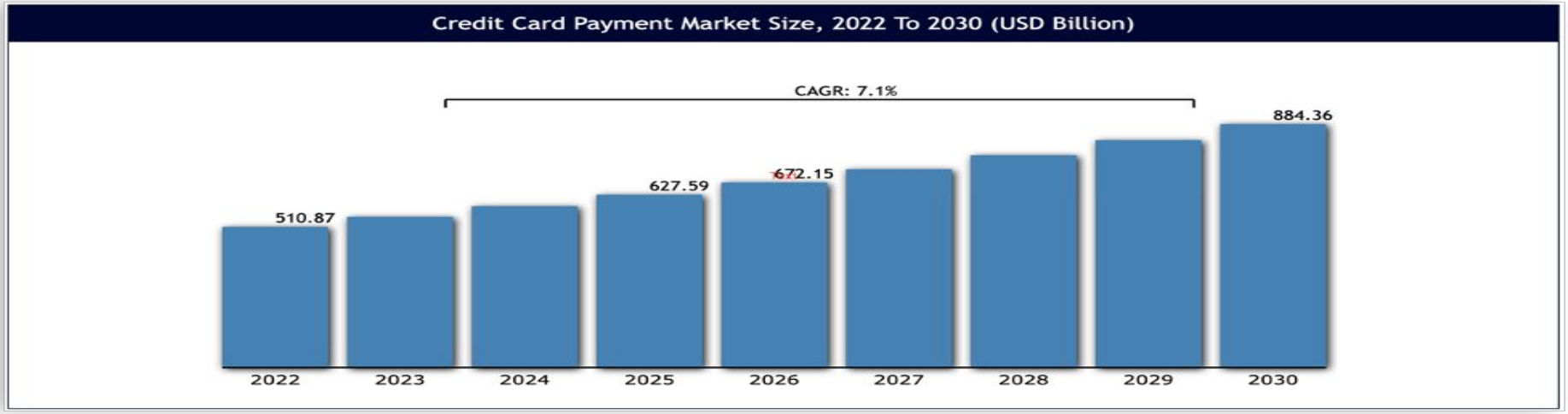
PRINTREACH

Agenda

- Payments Trends
- Web to Print
- Creating the “Amazon effect”
- Streamlining billing and payments

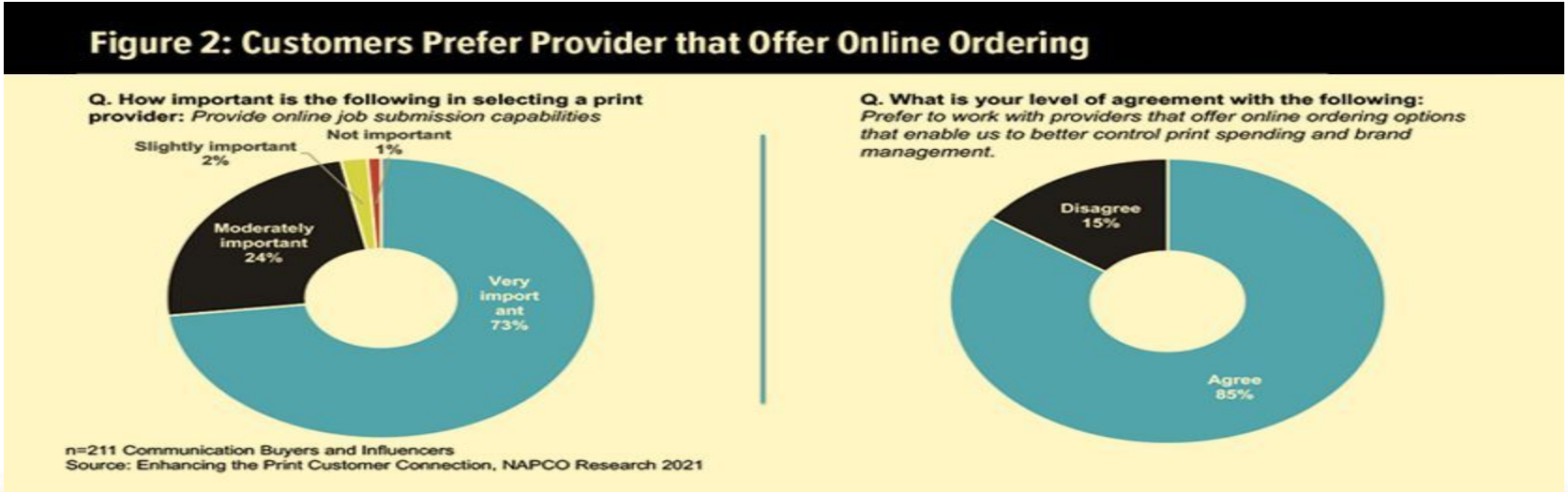
PRINTREACH

Credit Card Usage and Projections



PRINTREACH

Online Orders - What do your clients expect?



Web to Print

- Time Savings (employees and clients) - reinvest time into clients and bigger jobs
- What do your clients expect - have you given them the opportunity?
- Customer stickiness
- Ability to scale
- Collecting payment quicker
- MyOrderDesk?

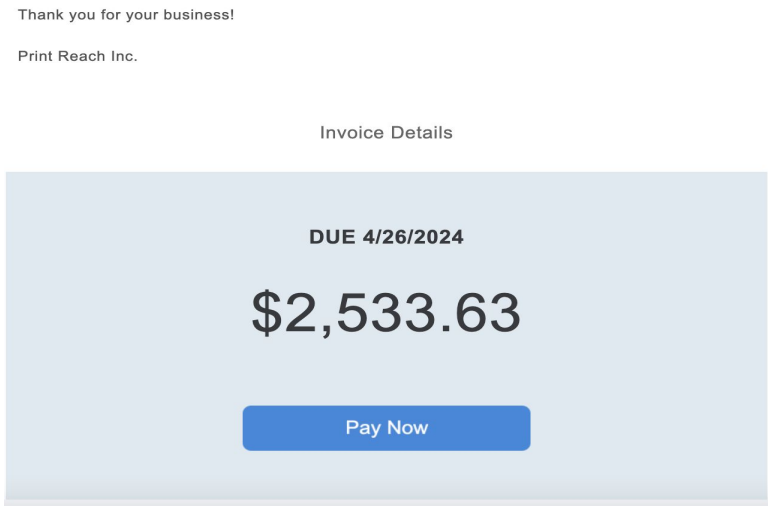
“Amazon Effect”

- What makes Amazon successful? GC
- How do you buy items online?
- Build around the client experience.

PRINTREACH

Embedded Payments

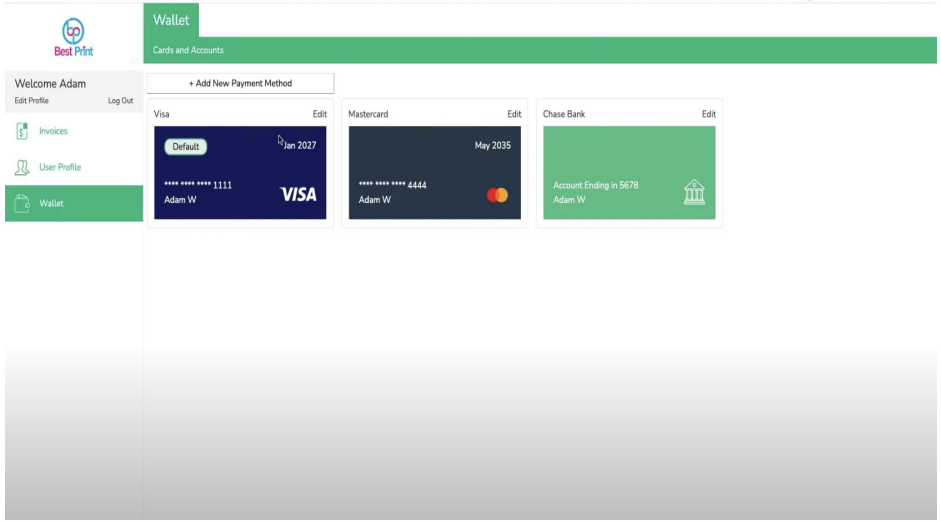
- Automation
- Speed of payment and sales.
- Reallocating time where it's needed
- Labor market - who does this today?



PRINTREACH

User Portal

- Customer Self Service
- Fewer manual entries
- Additional options for clients to pay



PRINTREACH

Questions?