CARE Certified Collector Program Update

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Two phases of development

**Phase 1:**
- Develop criteria/goals
- Survey
- Website improvements
- Processor commitment
- Code of Conduct

**Phase 2:**
- Discount programs
- Implement ongoing review process
- Develop Awards
- Web exchange
- Facilitate national programs with exchange
Criteria Review

Certified CARE Collectors

• All collectors will receive a survey from CARE
• Those that complete the survey will initially be listed on the website.
• Members will be removed from site if Code of Conduct is not returned in 30 days.

Requirements:

• Member must complete the CARE annual survey each year.
• Member must meet local, state and federal requirements for insurance, taxes and hiring.
• Member must carry general liability insurance and at least meet the minimum state requirements for unemployment and workers compensation (if applicable)
• Member must be in good standing with CARE (dues are current)
• A representative of the member company will attend the Annual and/or Entrepreneur Conference in the first two years, then every year thereafter.
• Member must sign the Certified CARE Collector Code of Conduct, and adhere to the principles described therein.
• Member has a written in internal landfill reduction policy and records products sent to landfill
Website Updates

Some initial programming challenges

Logic has been updated

Those that are completing surveys and code of conduct will remain
Review Process

How complaints are handled

• Sent to CARE
• Discussed among review committee
• No collectors on review committee
• Committee makes recommendations to Board
• All information confidential except to review committee and Board.
• All information in writing
Benefits for Certified CARE Collectors

- Shared purpose, know your network
- Member Benefits Program
- Better web – directs more customers to you.
  - Most visited part of CARE website...over 2000 hits per month.
- Annual awards
- Product Exchange
  - Move product 24/7
- More exposure for Certified Collectors

Benefits for Processors

- Better information network
- Higher quality across network
- Use of product exchange
- Improved marketing for end use manufacturers
- Long term goal is better pricing, more consistent supply.
BizUnite

• One of the key benefits of the program – access to big business purchase discounts for small business.

• Over 50 companies (processors and CCC members) have benefited in just in the last 60 days.
  • Examples:
    • Carpet Cycle- ADP increased their discount by 15% to get them to a total discount of 25%
    • JMish- ADP increased discount by 5% to get them to a total of 25%
Business Service Programs
Let Us Prove the Savings

- Members have seen annual savings on **First Data** credit card processing services as high as $30,000, **Sprint** has shown members savings as high as $12,500, and **ADP** has shown savings as high as $3,500!

<table>
<thead>
<tr>
<th>Annual Expenses</th>
<th>Typical Annual Cost</th>
<th>Cost with CARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Card Processing Fees</td>
<td>$18,000</td>
<td>$13,300</td>
</tr>
<tr>
<td>Payroll Processing Fees</td>
<td>$5,000</td>
<td>$3,750</td>
</tr>
<tr>
<td>Shipping Services</td>
<td>$3,500</td>
<td>$2,800</td>
</tr>
<tr>
<td>Tires</td>
<td>$3,000</td>
<td>$2,400</td>
</tr>
<tr>
<td>Industrial Supplies</td>
<td>$6,000</td>
<td>$4,700</td>
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<tr>
<td>Office Supplies</td>
<td>$3,000</td>
<td>$2,300</td>
</tr>
<tr>
<td>Wireless Communication</td>
<td>$9,000</td>
<td>$7,300</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>$47,500</td>
<td>$36,550</td>
</tr>
</tbody>
</table>

*Based on the average BizUnite member savings

That's **$10,950** per year in savings
Credit Card Processing

First Data - Credit Card Processing
- Deeply reduced processing rates
- #1 acquirer in the industry
- Less than 45 minutes from paperwork to first transaction

AIP - Debt Collection
- 90% of what we collect happens in the first 60 days
- 55% discount off standard rates
- Rates as low as 15%
Payroll Processing

Payroll Processing
- Minimum 25% off payroll processing fees
- ADP is the #1 provider in the industry
- Quarterly incentives for new customers

Additional Services
- Workers’ Compensation Pay-by-Pay™
- TotalSource Health Insurance
- HR and Hiring & Retirements/401K
Facility & Operations Products

Facilities, Maintenance, & Operations Products

- Up to 22% off product categories
- Minimum 7% discount off catalog pricing
- FREE standard shipping
- Over 900,000 items in the Grainger catalog
- 99% of all orders by 4pm deliver the following day
- 420 local branches
Wireless Services

- 19% discount off wireless rate plans
- Unlimited data plans starting at only $69.99/month
- Corporate equipment pricing
- Save 25%-35% compared to Sprint competitors

Mobile Broadband

- 28% off mobile broadband services
- Mobile hot spot devices: Overdrive and Mi-Fi cards
Access the CARE Marketplace

1. Visit www.carpetrecovery.org
2. Login with your CARE username and password
3. Click on the “BizUnite sign up and log in link”
Next Steps

• Start exchange development  
  • Part of CARE overhaul on website.
• Recognition/awards program
• Review Renewal/Review Process
• Market program to retailers, processors, mills
• Update Entrepreneurial Resources – i.e. equipment
• Cost of Doing Business Survey
Recommendations/Suggestions/Questions?