Who’s Minding the (Payments) Store?

Janet Langenderfer  
Vision Partners & Associates

Joe Bettencourt  
Ahold

William Holzmann  
Becton, Dickinson and Company
Introductions

• Janet Langenderfer is Managing Director of Vision Partners & Associates, a consulting firm which helps merchants manage their payments acceptance programs. Prior to reopening Vision Partners in 2011, Janet worked for Amtrak, MasterCard International, True Value, Harris Bank, and Booz Allen.

• Joe Bettencourt is the Treasury Manager for Ahold. Ahold owns retail grocery stores in the US and Europe. Ahold also owns Peapod, an online grocer which offers home delivery. Joe has global responsibility for investments, global responsibility for cash forecasting and responsibility for US Cash Management, which is where he's gained his experiences with payments.

• Bill Holzmann is Assistant Treasurer at Becton, Dickinson and Company (“BD”), a multinational medical technology company, where he is responsible for oversight of global Treasury operations. Prior to joining BD, Bill held similar treasury positions at The Hertz Corporation, Quest Diagnostics Incorporated and Horizon Blue Cross Blue Shield of New Jersey.
Who’s Minding the Payments Store?

PCI was the most recent major industry-wide change imposed on merchants.

More market disruption is predicted: EMV, NFC, Mobile, law suit settlements, and debit card routing options

**How will merchants address these changes?**
PCI was BIG!

- Merchant responses differed
- IT departments took the lead
- PCI compliance is more than just IT
Payments Projects get more attention

• Media has brought attention to payments
• IT continues to drive changes
• Most companies do not have a dedicated payments staff
• The role of Finance & Treasury managers is mostly undefined
Payments Projects Best Practices

- Executive Sponsorship
- Cross-organizational teams
- Payments staff in Treasurer’s office
- Long-term payments strategy
Major industry changes over next 3-5 years will focus on technology

- EMV, NFC, Mobile – relate to customer payment acceptance at physical locations
- Regulation changes – whether driven by law or networks – will cause change to data transmitted through authorization and settlement records
- Companies moving systems to new platforms must modify integration with payments processing
Conclusions

• Card payments are an essential component of many companies’ collection efforts
• The pace of change in payments is continuing to accelerate
• Technology remains at the center of changes to be made in the payments arena
• Best practices for merchants include establishing strategic plans and having a dedicated payments staff
QUESTIONS

Janet Langenderfer
Vision Partners & Associates
Janet@vVisionPartners.net

Joe Bettencourt
Ahold
Joe.Bettencourt@aholdusa.com

Bill Holzmann
Becton, Dickinson and Company
William_Holzmann@bd.com