

Luster PRODUCTS Inc.

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Date: September 11, 2024

To Whom It May Concern,

I am delighted to write this recommendation for Sara Gregory and her team at Diversity Connected. In my role as Chargeback Specialist at Luster Products, I have had the privilege of working closely with Sara on numerous credit and collections initiatives. Her expertise and dedication have made her an invaluable asset in managing our relationship with Walmart, particularly in mitigating chargebacks and ensuring proper financial reconciliation.

Sara's work in managing the chargeback process has been critical to our success. Her deep understanding of Walmart's policies and procedures has enabled her to identify potential issues before they become problems, saving Luster Products both time and money. Whether it's ensuring the accurate execution and deduction of trade spending or managing product returns, Sara has consistently demonstrated her ability to navigate these complex processes with precision and efficiency.

Her role in overseeing the proper use of trade spending and establishing and monitoring rollbacks has been instrumental in maintaining our financial integrity. Sara has always been proactive in resolving discrepancies quickly, ensuring that deductions are processed correctly and that any outstanding chargebacks are addressed in a timely manner. Her thorough approach has allowed us to avoid many of the costly mistakes that can occur in these areas, which has had a significant positive impact on our bottom line.

Sara's attention to detail and her ability to manage logistics across Walmart's network of Distribution Centers (DCs) have made her an indispensable partner in our credit and collections efforts. From product returns to account chargebacks, Sara has handled these tasks with a level of professionalism and dedication that sets her apart.

Her work has not only strengthened our credit and collections processes but has also helped ensure that Luster Products maintains a strong financial relationship with Walmart. I am confident that Sara Gregory and her team at Diversity Connected will continue to bring exceptional value to any organization they work with.

Should you need further information, please do not hesitate to contact me.

Sincerely,

Andrea Donald

Andrea Donald (Sep 11, 2024 13:24 CDT)

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