

Contact List

Please contact ccbss@coca-cola.com
with any inquiries.





Customer Business Solutions (CBS)



Product Order Management (POM) – RTM

Taimoon Jones

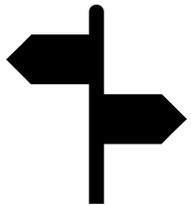
POM serves as an agent for sales/orders representing select Supplying RTM Bottlers for PO # validation, inventory, dock time/delivery coordination, and invoicing.



Product Order Management (POM) – Club Stores

Kemeshia Moore

POM -Club works with Coca Cola Bottling partners product supply system to ensure orders are fulfilled within the appropriate supply chain process to meet OTIF metrics (On-Time In-Full) for all club channel customers.



RTM: Routes to Market

Taimoon Jones

RTM manages the financial payments/disbursements for B/C packages via Supplying Bottlers to Territory Bottlers based upon secondary reporting collected by the Data Collection team. Billings and Payments are on a 45 day in arrears timeline due to collection of funds from Supplying Bottlers.



CBS Exchange

Shelly Hopson

CBS serves as an agent for sales from Regional Producing Bottlers (RPB) to Expanded Participating Bottlers (EPB) and Participating Bottlers (PB) and for sales from CCNA to non-Participating Bottlers (non PBs) to administer invoicing, payments, and collections.



CIS: Consolidated Invoice Services

Jennifer Burton

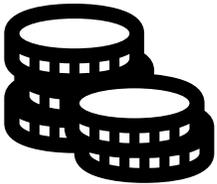
CIS is the single agent providing invoicing, accounts receivables (AR), accounts payables (AP) and collections for select customers and distributors.



CPACT: Customer Program Approval & Communication Tool

Judy Knighten

CPACT facilitates governance and communicates contractual terms and funding of customer programs between Customer Teams & Bottlers.



Governance Pricing Support

Eric Bahnsen

Communication of approved pricing between customer teams & US bottlers as well as an automated solution for participating bottlers that monitors actual invoice prices against contractual Price Ceiling agreements.



Governance Voting and Support

Neha Patel

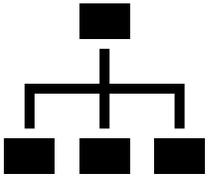
Customer governance team space, calendar and electronic voting tool. Support for multi-bottler and RCLB customer management and voting routines.



Swipe Cashless Solutions

Jason Aurelia

Credit card processing solution that allows a Bottler to accept all major credit cards and mobile wallets as a form of payment for Full-Service Vending purchases.



Customer Hierarchy Group (CHG)

Cynthia Cainion

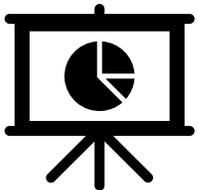
Organizes Retail stores based on how customers define their organizations (i.e., specific banners, geographic division, etc.) to enable marketing fund payments to customers, sales incentives, and route to market payments



Data Collection (Bottler, Distributor, Customer)

Nichole Land

Aggregates invoice level sales and customer information from many sources such as Bottlers, Distributors, Retailers, eCommerce, etc.



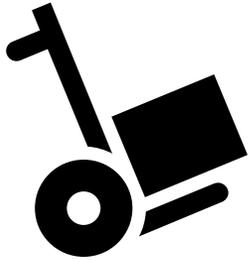
Matrix: Sales Reporting & Analysis

Caitie Cirou

CBS provides North America Book of Record sales reporting for all US Bottlers and Distributors via self-service tools and reports/dashboards, in accordance with Bottler Data Sharing Agreement.



Procurement



Commercial

Kimberly Green

Ambient merchandising equipment, coolers, fountain equipment, parts, vending, beverage gases



Commodity Risk Management & Sweeteners

Shawn Dailey

Sweeteners, Corn, Aluminum, Electricity, Natural Gas, Utilities

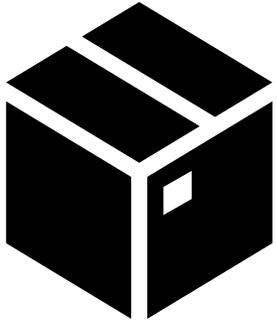


Manufacturing

Joe Raia

Maintenance Repairs Operations, Fleet, Transportation, Environment and Safety





Packaging

Janetta Lavender

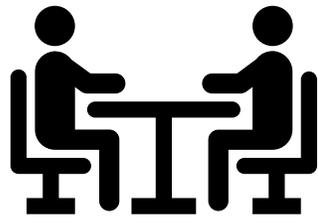
Fiber Flex, Glass Bottles, Paperboard, Corrugate, Pallets



Team eX & 3rd Party Participants

Amanda Rivera

Analytics Reporting, Capability & Training, Strategic initiatives, Process Improvement, 3rd Parties



Director, CCBSS Client Relations

Win Meyer

Reyes Coca-Cola Bottling, Great Lakes Coca-Cola Bottling, Swire Coca-Cola, Odom and escalation support for all bottlers.

Glenda Adams

Coca-Cola Southwest, Heartland and Ozarks.

Dawn Chatham

CCNNE, ABARTA, Atlantic, Chesterman and Mainstream Bottlers.

Alison Johnson

Coca-Cola North America, TCCC Canada and Participants.

Gwen St. Cyr

Coca-Cola Canada Bottling and Liberty Coca-Cola.

Jason Vandyke

Coca-Cola United and Coca-Cola Beverages Florida.

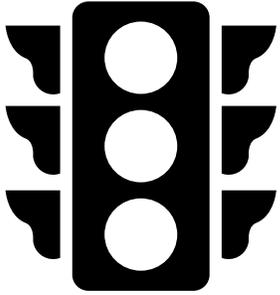
Margaret Wilkerson

Coca-Cola Consolidated, Gulf States and South Atlantic Canners.





Finance



CCBSS Controller

Ed Weikle

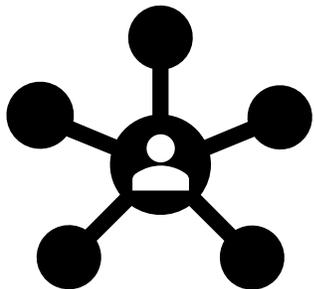
Focus includes internal controls, SOC review, audit, tax, billing, accounts receivable, accounts payable, balance sheet, banking, and cash optimization.

Susana Macedo - CCBSS general accounting and cash application

Rebecca Reid - Internal controls

Rhonda Williams - Internal controls, Master Data

Evelyn Lebron - Billing



CCBSS Director of Financial Planning & Analysis (FP&A)

Cortney Herrington

Focus includes leading annual planning, RE, as well as driving process improvement/cost savings.

Jennifer Clark - Financial business services (aligned with Amy Neely and Caitlyn Carr)

Ginger Myers - CBS services (aligned with Caitlyn Carr)

Ashley Snow - Customer Care Center (aligned with Glenn Gimmell)

John Eichert - HR Services and IT (aligned with Karla Younger and Rodolfo Quiroz)

Maurico Peraza – Procurement (aligned with Suzana Keller). Maurico is the bottler contact for procurement rebates.



Finance Business Services



Invoice Processing

Aundrey Jenkins

Execution of invoice processing for all client bottlers across multiple platforms: EDI, Taulia, Hyland Invoice Management System (IMS), and CONA



Operational Procurement (Direct & Indirect)

Stephanie Harty

Enable purchasing activities related to ordering and receiving goods and services through the PTP system; including supplier catalog and contract (outline agreement) management.



Client Accounting

Christina Berg

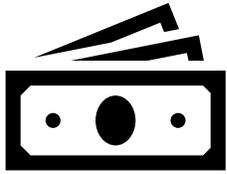
Holistic client accounting, reporting and financial support, sales & property tax, fixed assets, mandatory deposits, and cash accounting activities.



Operations Accounting

Monica Gobeli

Operations accounting including Manufacturing, Inventory, Fleet/Transportation support, Payroll Accounting, Business licenses and Unclaimed Property activities



Accounts Receivable

Michelle Williams

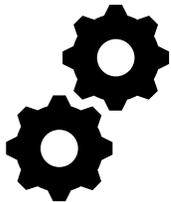
Responsible for driving and supporting working capital initiatives for the bottlers. Manages the customer relationship with respect to all accounts receivable, collection, billing, cash/payment management, credit decisioning, management of customer requirements and any issues impacting timely payment of the receivable. Supports bottler and sales teams to facilitate exceptional customer service and mitigate risk.



Credit Risk Management

Phillip Becker

Support bottler and sales teams to provide timely recommendations that balance risk with reward while providing superior customer service. Responsible for holistic and in-depth customer financial analysis to identify signs of risk in the portfolio, predict timing of possible default, and reduce or mitigate potential losses when default occurs.



Equipment Control

Ryan Lack

Support all Customer Asset Management and Equipment Service stakeholders to ensure accurate and timely recording of equipment movement, service, and warehouse activities. Lead all CCNA service billing activity to safeguard the Field Service P&L and maximize service revenue. Execute monthly remanufacturing and settlement tasks to ensure accurate OPEX and CAPEX postings.



Route Settlement

Ryan Lack

Ensure accurate and timely settlement of all DSD and FSV deliveries to allow for complete inventory and revenue recording. Support all post settlement corrections and variance resolution including over/short, billing, pricing and tax defects. Provide Research and end to end process support to the Order To Cash Organization aimed at both defect resolution and process improvement.



On-Invoice Pricing (including Full-Service Pricing)

JR Turner

Provide customers with accurate invoice pricing by creating and maintaining on-invoice pricing discounts. Create and maintain vend rates, commission accruals and payments on vending machines.



Master Data Services (including Data Quality)

Caitlyn Carr

Tasked with creating and maintaining customer master data and planned equipment activities. Ensures compliance to data standards and manages data quality controls.



Deductions

Bryan Hamlin

Research and resolve customer deductions including post audits. Identify revenue loss occurrences and initiate revenue recovery activities. Perform root cause analyses and initiate corrective actions.



Marketing Accounting

Trisha Bori

Establish and maintain accruals for customer contracts, rebates, coupons and funding reimbursements. Administer customer payments and deductions settlements, related reporting and closeouts. Audit bottler's national CTM program liability and perform full cycle customer contract accounting.



Customer Care Center



Inside Sales

Maria Klug

Provides in/outbound call account management services based on customer's order replenishment cycle.



Sales and Customer Development

Melinda Burch

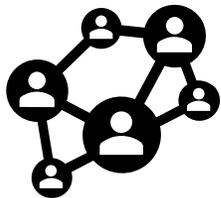
Provides high-level sales services such as prospecting, retention and supplementary customer service support for the bottlers. Additionally collaborates with bottlers to develop revenue and growth management plans executed via Inside Sales.



Reactive Service

Chad Quest

Handles reactive service requests from consumers, customers and bottler employee and Phone Fix which provides "help desk" support to repair fountain equipment over the phone.



Equipment Dispatch and Planning

Chad Quest

Responsible for the assignment, optimization and management of reactive and planned service routes for field service technicians and field equipment crews.

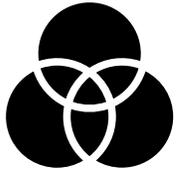


HR Services



HR Contact Center
Adam Bassett

First point of contact for HR query resolution for payroll, organization, and personnel administration from multiple channels.



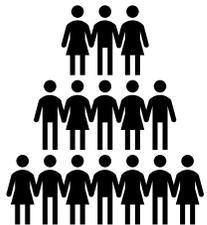
HR Data
Cindy Dupont

Maintain individual and organizational values which change as a result of on-going personnel and organizational activities.



Payroll
Melanie Mangione

Calculate and deliver regular and off-cycle pay based on current and correct personnel data, voluntary and required deductions, time worked, and other compensation and/or employment practices contributing to final pay for a given period.



Talent Acquisition
Ginger Defelice

Perform full-cycle recruitment activities for high volume jobs. Conduct pre-selection process including, screening, scheduling interviews with candidates, hiring authorities, and HR representatives. Conduct post-offer activities including preparation of offer letters and initiate background investigation



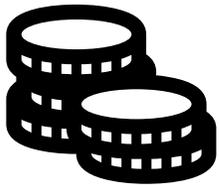
Benefits Administration
Melissa Antigua

Execute the client benefit programs for day-to-day compliance, annual changes, and ongoing support.



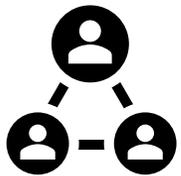
Leave Administration
Misty Harper

Manage leave administration processes: Occupational leaves include worker's compensation; non-occupational leaves include short term disability, long term disability, family medical leave, military leave, and other company specific leave programs; accommodations recommendations.



Compensation Administration
Michelle Blanton

Execute client compensation strategy. Execute annual rewards cycle and support annual, scheduled, and/or mass change processes related to changes in compensation.



Talent Management
Chad Steen

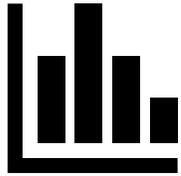
Support client talent practices and processes related to the talent management modules within SuccessFactors tool.



Learning Administration

Craig Anderson

Perform support of learning tools and processes. Ensure efficient and effective use of learning management technology.



HR Reporting

Beth Chord

Provide scheduled and ad hoc HR reporting to clients. Create dashboards