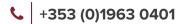


## COMPLIANCE AUDIT OF SPECIFIC ONLINE PAYMENT METHOD WITHIN RETAILERS

Case Study: Retail Services – Online Payment System

A global company offering an in-store payment method needed **compliance audits** to confirm the payment method was being used and advertised correctly

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## COMPLIANCE AUDIT OF SPECIFIC ONLINE PAYMENT METHOD WITHIN RETAILERS

Case Study: Retail Services – Online Payment System



A global company that developed a mobile app and online payment system wanted to check that their digital wallet platform service was available at retailers and that it was advertised in-store correctly.

## REQUIREMENT

As part of their campaign to promote their digital wallet facility the customer engaged Field Solutions Inc. and RGIS to complete the following:

- · Advertise and display the new payment method in-stores
- To attend over 13,500 retail stores in various international markets
- · Ensure retailers globally understood the new payment method
- Checked that the new payment method worked in-store
- · Document that the advertising was placed correctly and that the digital wallet platform payment method was available

## SOLUTION

Field Solutions and RGIS collaborated to develop field teams to complete in-store compliance audits. The process included:

- Training for all auditors to cold-visit retail stores and communicate with store managers •
- · Planning systematic and coordinated store visits over three months across key cities in Australia, Germany, Singapore and the United Kingdom
- · Executing the audits including recording photographs, surveys and related data using a tablet web application



The customer received the audit results:

- Electronic data format that included images, GPS coordinates, site details, survey information
- The data could be filtered across a range of variables including country and digital wallet uptake
- RGIS is now providing on-going site surveys for the global company

The customer was given full compliance audit survey results, which could be filtered across a range of variables, so results could also be looked at in isolation to target specific retailers as required



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