



Leading Chain of Variety Stores

CASE STUDY LEASE ADMINISTRATION

DOLLAR GENERAL®

ABOUT

Dollar General Corporation, headquartered in Goodlettsville, Tennessee, is a leading American discount retailer. With more than 20,000 stores across the continental U.S., the company offers a wide range of products, including food, snacks, health and beauty aids, household essentials, and seasonal items. Dollar General is known for delivering everyday low prices on trusted national brands as well as its own high-quality private labels, serving a diverse customer base.

CHALLENGE

Despite its extensive network and commitment to operational efficiency, Dollar General faced significant delays in rent payments to its vendors (landlords), as payments were still being processed by traditional checks mailed via the United States Postal Service. This outdated method resulted in inconsistent payment timelines, leading to dissatisfaction among vendors and potential strain on business relationships.

PROCESS

In response to these challenges, Dollar General engaged Mohr Partners to facilitate the transition from traditional check payments to Electronic Fund Transfers (EFT) for their vendors. The initial phase involved converting 1,225 vendors to EFT, which required Mohr Partners to contact each vendor to secure their agreement and gather

necessary banking information. Through strategic outreach and collaboration, Mohr Partners achieved a remarkable 70% conversion rate in this pilot phase, showcasing the effectiveness of the initiative.

RESULT

By April 2023, recognizing the success of the pilot program, Dollar General expanded its partnership with Mohr Partners to convert the remaining 15,000+ vendors to EFT payments. This transition not only streamlined the payment process but also enhanced vendor satisfaction by ensuring timely payments. The successful implementation of EFT has positioned Dollar General as a more efficient and responsive partner, fostering stronger relationships with its vendors and improving overall operational effectiveness. Additionally, Mohr lease admin team also assists Dollar General with all ongoing landlord queries.