



BASIC COLLECTION TRAINING

Presenters:

Mary Kunz
Janis Rowe, CCE

National Association of Credit Management

Introduction to Career



- When I grow up!
- Opportunities
 - Valuable Resource to your company
- Growth Potential
 - Career Path - Where can I go from here?





Professionalism is KEY

- This is not personal, it's business
- This not your money, but work as though it is!
- Don't let anyone drag you down – no anger, no arguments

PRIORITIZE YOUR WORK

- LOGIC IS GENERALLY CONSISTENT
 - LARGEST PAST DUE
 - FOLLOW UP CALLS
 - OLDEST PAST DUE
 - THE REST PAST DUE (CONTROL THE ROLL)
 - LARGE ITEMS THAT WILL HURT IF PAST DUE!

PREPARE YOURSELF

How to prepare for a call

- AGING
- PAYMENT TRENDS
- INVOICE NUMBERS
- PURCHASE ORDER NUMBERS
- AMOUNT DUE
- THINK AHEAD. How much to ask for?
- REVIEW ACCOUNT NOTES



MAKE THE CALL

YOUR GOAL IS ALWAYS PAYMENT!

- Determine reason for non payment
 - Check lost in mail
 - Dispute
 - Lost invoice
 - Not able to pay
 - Creative logic???
- REMOVE reason for non payment!!
 - Eliminate all inhibitors to payment
 - FAX OR SCAN Copy of Invoice (confirm receipt)
 - CONFIRM Mailing Address
 - PROVIDE Proof of Delivery
 - Dispute Resolution
 - Get the right people involved NOW
 - "he said, she said"? Get them both on the phone together.
 - Returned material. . .Proof of Delivery?



ALWAYS GET SPECIFICS

- If customer says they are going to mail the payments, ALWAYS obtain the following information. DO NOT ACCEPT vague answers.
 - Date payment will be mailed
 - Address to which payment will be mailed
 - Amount of payment
 - Check number if available

This is the most common misunderstanding in our world today. Get the commitment, and get the specifics. Follow up on that commitment if payment doesn't arrive as expected.

DOCUMENT YOUR CALL

- You never know when this information will be used in a court of law, so be professional.
- Write it down for the record.
 - Date of call
 - With whom you spoke
 - Commitment received
 - Specific information gathered
 - Action items to be taken
 - Follow up date



FOLLOW UP EVERY TIME ON TIME

Don't let things fall through the cracks

TOOLS

- Keep a calendar and use it every day (outlook or manual calendar)
- Use "tasks" in Microsoft
- Some systems have follow-up tools
- ALWAYS confirm a customer received your fax or email
- WORK with appropriate cross-functional people to resolve a dispute
- NOTE the date payment should be in house on your calendar and FOLLOW UP

HOW DO YOU HANDLE AN ANGRY CUSTOMER?



LISTEN!
LISTEN!
LISTEN SOME MORE!

Hear the customer out. Put yourself in their shoes. Maybe they are right. Maybe we made a mistake we need to fix.

If they are wrong. . Don't say "you are wrong" or "you aren't listening". These are offensive phrases.

SILENCE IS OK

- Sometimes silence puts pressure on the customer to fill in the blanks!

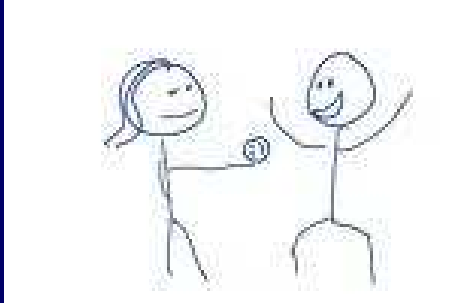


3 UP



- Don't waste your time leaving 20 messages. Make 3 and escalate to next level of the company. Depending on your customer, that may be . . .
 - Department manager
 - Controller
 - Office manager
 - OWNER

EXAMPLE OF CALLS



Thank you

- This ends the module.
