

Collect It **NOW**

Debt Collection Essentials Strategies for a Positive Cashflow

Troubles with Debt Collection NOW? This training programme has been specially tailored for **EXPERIENCED** people employed in accounts, collection or credit departments and are having difficulties recovering debt in the current economic climate.

Topics Include:

Collection Essentials

- Credit Policies/Procedures
- Business Rules and Guidelines.

Essential Collection Documentation

- Your Client Contract
- Do you really know who you are dealing with?
- What does your Letter of Engagement, Credit Application Form or Customer Information Sheet contain?
- Debt Collection Letters
- We will write them for you to take back to your workplace and use.

The Strategies

- Planning the Strategies
- Putting the right structures in place to avoid or reduce losses.
- Keeping your customers happy
- Knowing what questions to ask
- Spotting the problem areas
- Resolving disputes amicably
- Getting everyone in your business to take ownership and maximising their efforts.
- Motivating your staff
- Be more pro-active and effective in your collection activities

Who Should Attend?

Business Owners / Managers, Collections staff, Accounts receivable / payable or accountants. ALL STAFF who have dealings with customers who are issued with an invoice and who have not paid within YOUR trading terms.

About the Presenter

This session will be led by Horst Guelzow who has been involved in Credit Management for over 25 years and is currently working in the industry doing what he does best 'collecting money for clients'. Horst draws on his experience in a diverse range of areas including the Finance and Insurance industries as well as the government sector. He has been responsible for setting up credit departments and is a Workplace Trainer and Assessor within the Credit Industry.

Your Investment

\$390.00 per person (ex GST)

Includes notes, refreshments, lunch, networking, copies of documents created and access to a qualified credit management (debt collection) expert.

Register online via our website

Venues, Dates & Times

Please contact us or visit our website for updated dates and locations.

Terms and Conditions do apply and are available upon request.

Further Information

Toll Free: 1300 551 401

Email: enquiries@collectitnow.com.au

Website: www.collectitnow.com.au

Collect It NOW is your One-Stop-Shop for Debt Collection services. Visit www.collectitnow.com.au for more information.