

Debt Collection Made Easy

Still having problems collecting payments? We have the answer!

This training session will give you the **EDGE** over other collectors endeavouring to collect money from your clients. These techniques are tested and the proven results will stagger you. Use our techniques and the results will reduce your risk and exposure!

About the Presenter

This session will be led by Horst Guelzow who has been involved in Credit Management for over 20 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.

Who Should Attend?

Business Owners, Accounts staff, credit controllers, accounts receivable, accounts payable, Business managers, accountants. ALL STAFF who have dealings with customers who are issued with an invoice and who have not paid within YOUR trading terms.

This seminar is designed for credit and accounts receivable people at all levels of experience or any business where invoices are issued.

Topics Include:

- Legal aspects
- Educating customers / clients
- Problem resolution
- Establishing the 'real' problem / issues
- Quantifying the clients / customers
- Building debtor rapport
- Resolving non-payment issues
- Fact finding questions to solve the problems
- Analysing existing information
- Establishing a workable Repayment Arrangement Policy
- Making achievable arrangements
- Monitoring repayment arrangements
- Identifying and controlling company risk and exposure
- Your policies and procedures
- Your documentation
- Management responsibility and support
- Reporting accurately to management
- What to say to a debtor and how to deliver the message
- Changing your approach
- Removing constraints and barriers
- Solving customer / debtor issues
- Formulating an action plan

Also Includes:

Q & A session, free credit application form consultancy, assistance with debtor excuses. **PLUS** lunch, workbook, refreshment, notes, certificate and networking.

Contact Information

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