

# Collect It **NOW**



## Professional Debt Collection Techniques

### Everything you need to know about Debt Collection

**This training programme is designed for credit/accounts receivable people at all levels of experience/exposure employed in accounts / collection or credit departments or any business where invoices are issued and credit facilities are provided.**

#### About the Presenter

As Cash Flow is an important aspect of any business this session will focus on recovery of outstanding debts / accounts owing to your business.

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.

#### Topics Include:

- Legal issues – ACCC, Privacy Act, Consumer Codes etc
- Credit Policies/Procedures
- Credit Documentation
- Assessing credit limits
- Conducting Trade Reference Checks
- Using our credit application form to achieve success
- Benefits of Terms & Conditions
- particularly charging of interest
- debt collection fees and legal fees
- Educating the debtor/customer
- Staff approach and attitude
- Ensuring that staff have company support in their day to day activities
- Commencing the collection process
- Making the Collection call
- Be more pro-active and effective in your collection activities
- Building customer rapport
- Problem solving, in particular customer complaints
- Locating missing persons
- Role of debt collection agent plus more.

continued...

#### Session Details

Visit [www.collectitnow.com.au](http://www.collectitnow.com.au) for scheduled seminar dates, locations and pricing information, or contact us using the details provided below.

#### Contact Information

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Collect It NOW

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**Collect It NOW is your One-Stop-Shop for Debt Collection services. Visit [www.collectitnow.com.au](http://www.collectitnow.com.au) for more information.**

