

Important Ways To Be A More Effective Collection Professional

- ✓ Keep your level of professionalism high with each collection call that is made.
- ✓ When contacting your customer, address the current problem and include any chronic ones.
- ✓ Once the customer is reached, make certain that you keep the conversation direct and informative.
- ✓ Assign experienced staff to larger or more technically difficult accounts.
- ✓ Monitor and set goals for each collector, including supervisors and team leaders.
- ✓ Demand notices should be clear and to the point-- include amount owed and the transaction reference.
- ✓ Manage and review regularly the credit terms of the account and the risk assessment.
- ✓ When arranging payment plans, make certain you've confirmed in writing a start and finish date.
- ✓ Don't miss your callback dates, call the client on the day they are scheduled to be called.
- ✓ Have writings that allow for legal penalties to be charged for non-payment of the debt.
- ✓ Don't wait until the phone is disconnected to place with a 3rd party; always take a proactive approach.
- ✓ When the customer fails to return calls or keep to simple promises, take note.
- ✓ Keep accurate phone records and e-mail addresses, it may be of great importance later.
- ✓ If the phone is being answered by a different name, take the change seriously and ask the appropriate questions.
- ✓ If your calls are going straight to voice mail and you are getting no call backs, escalate the matter and do not wait.

CTAS is a Transportation Debt Collection Service, founded in 1983. If we may be of assistance with any of your receivable management issues contact us at 1.800.770.2827.