



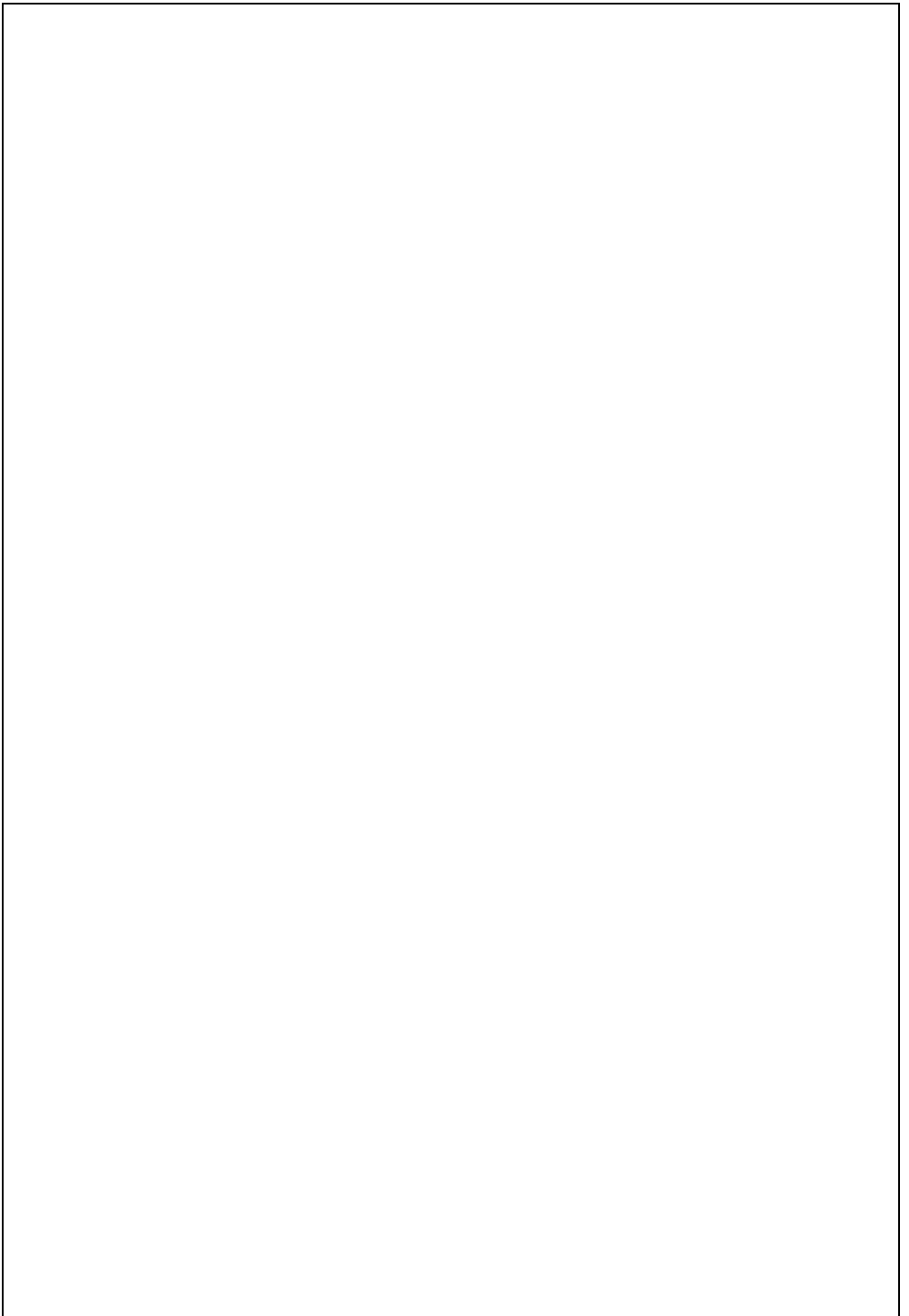
A GUIDE TO DEBT RECOVERY AND CREDIT MANAGEMENT



AN ACS
GUIDE

ACS COLLECTION SERVICES

Advanced Collection Systems Ltd | 2015



A large, semi-transparent watermark of the ACS logo is centered on the page. The logo consists of a large red arrow pointing to the right, with the letters 'ACS' in white inside the arrow's body.

An ACS Guide to Cashflow and Credit Management Services

Advanced Collection Systems have been helping companies improve their cashflow and credit management since 2000.

Our range of services is designed to free up your staff so they can grow your business, while we grow your bank balance.

Cashflow Services

Cash is king, it's true. Sales don't count until you've been paid so our aim is to help you get more of your money into your bank account, where it belongs. We appreciate that not every client wants a full debt recovery service (although most of our clients do) so we offer a range of services to help you protect your cashflow;

1. Debt Recovery

This is our core service. In our fifteen years of collecting money for our clients we have noticed a trend for the larger agencies to automate their processes and reduce the skill level of their collectors to control costs. While this 'one size fits all' approach may keep costs down, it also impairs performance.

Our own approach is different. We believe that the personal touch is a major factor in helping us to outperform larger agencies and will become even more important as FCA requirements take effect.

Each debt is personally handled by a dedicated account manager ensuring continuity and maximum results for our clients. We **do not** automate processes for the sake of it and can therefore ensure personal attention to detail on every account we manage. A strict diary function within our software ensures that accounts are dealt with according to predefined timeframes and SLA's whilst maintaining your compliance requirements.

We have developed a number of collection strategies over the years as we know that every business is different. We create a unique collection cycle for each client that is tailored to their exact requirements and designed to maximise returns.

2. Outsourced Credit Control

By acting as your credit control department, through a separate address and telephone number, we can use all our resources and expertise to ensure prompt payment of your invoices. This leaves your staff free to concentrate on their primary business functions and improves your productivity and cash flow. Other benefits include:

- Regular accounting reports
- Potential problems identified at an early stage
- Reduced staffing and all other overhead costs
- Full banking and invoicing services

Should an invoice exceed your credit terms the debt can automatically be escalated to our collection department together with a history of the account and immediate debt recovery procedures implemented if necessary.

3. Outbound dialler campaigns

We advise all our clients to make a courtesy call to your clients before the invoice due date. A simple call to ensure that your invoice has been received and authorised for payment is a proven tactic to increase your recovery rate. It is something that can be added to your credit controllers' workflow but if

you have a high volume of invoices or are sometimes short staffed, rather than let this important function slip, many of our clients outsource it to ACS, either on an ongoing basis or as and when required.

Our fully trained account managers can call out for you, using your company name and pro actively identify any customers who are missing invoices or have disputes that may prevent payment.

4. Training and Consultancy

We work with your in house team to develop your collection strategy, letter suite and escalation path to increase collections internally. We also offer training in telephone techniques to maximise results from your call centre.

We have provided training to all sizes of business, from small companies who just want a bit of confidence to chase payments in house, to large corporates that want to improve performance of their whole credit management department.

5. Tracing

It is not unusual, especially if you deal with consumers, for your customers contact details to change over time, without your knowledge. If you are owed money but can no longer make contact with your customer, rather than just write the debt off, our trace team can conduct investigations to locate them for you.

6. Letter Only

For customers who don't want us to try and contact their debtors but do need an escalation to a suite of more serious and formal letters, we can set up a letter only process for you, enabling you to send recovery letters on our letterhead but you remain in full control.

7. Field Visits

Sometimes, telephone and letter enquiries are unsuccessful and a visit to your debtors' premises is necessary. We have a national network of field agents who can carry out a variety of visits for our clients, including;

Debt Collection Visits

Process Serving

Safe Document Service & Document Collection

Status Enquiries – check for empty property for example

Occupancy/Tenancy Checks

Site Photography

Even if it is not on the list, if you need a visit to a mainland UK property we can probably arrange it for you. Please contact us to discuss your requirements.

Reporting and Visibility

Our bespoke systems are designed to give you complete visibility of your accounts and the ability to run reports, view payments or load new debts simply and easily over your internet connection.

Our web portal gives you real time access to your accounts and all of our notes so you can see how we are performing and what actions we have taken on your behalf.

We believe this level of transparency and accountability drives us to deliver better performance and gives you the ability to remain in control at all times.

Referral Programme

Many of our clients recommend us to their own customers to get help improving their cashflow too.

It's really simple to add value for your clients by adding a link to our services on your website. Technology allows us to track and report on your referrals and if we are successful at helping your clients, we share that success with you by paying a fee.

Case Study 1

Outbound Dialler Campaign

Our client is a mid sized commercial utility supplier. Part of their credit control process is to make a courtesy call to each of their customers shortly after invoices have been produced, to ensure that the invoice has been received and approved for payment.

Due to rapid growth and increased work load, their customer service staff started to fall behind in making these calls, and over a period of time this resulted in a significant increase in debtor days, putting pressure on their cashflow and impacting other areas of the business.

Our client found themselves in a cycle of trying to play “catch up” but not having enough resource to achieve anything.

Rather than employ additional staff or temps, they approached us to see if we could help. We put a process in place where we would make the calls on the client’s behalf, confirming receipt of the invoice or requesting copies/advising of disputes as necessary.

The project was designed to clear the backlog in a very short time frame, minimising costs, improving cashflow and putting the client back in control without delay.

Case Study 2

Our client is one of Europe's leading credit reference agencies, providing risk and business intelligence on companies in over 120 countries.

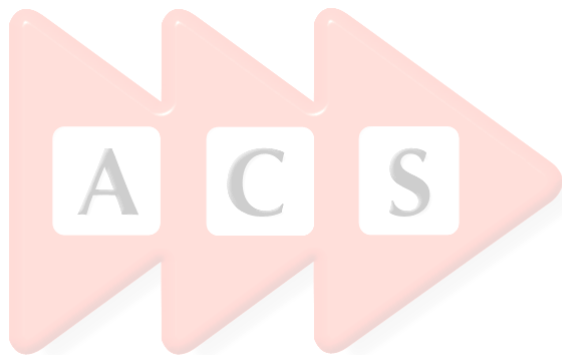
With several offices across Europe, they needed a robust credit management strategy to ensure they managed the cashflow pressures that often accompany rapid growth.

ACS were among a number of agencies asked to present our suggestions on the most effective credit process, which led to us being shortlisted against some much larger agencies and ultimately being appointed as their preferred collections partner.

A key part of that strategy involves working in partnership with their credit control team to create a very structured path that includes escalation of overdue accounts to an external agency when the debt reaches a pre determined number of days overdue.

This takes "personality" out of the equation, helping our client deal with stalling tactics without feeling awkward and ensuring consistent pressure is applied in a professional manner.

Since we partnered with them our performance has exceeded expectations and our client now recommends our services to their own customers as an Endorsed Collections Partner



Established in 2000, ACS Limited is an experienced debt recovery agency providing a range of credit management and debt collection services

You can find further information and resources that may be of use to you, including further copies of this guide on our website:

www.advancedcollection.co.uk/resources

