3 SLIDE WEBINAR
COLLECTIONS

SLIDE #1

- Get a little more connected to the billing process.

- Improve our position from an AVG of taking 70 days to collect to 58 days.

- Better costumer service and solving issues quicker.

SLIDE #2 –

- ONE on ONE Conversations.
- Look at 60 days.   Email.
- They CC – YOU.
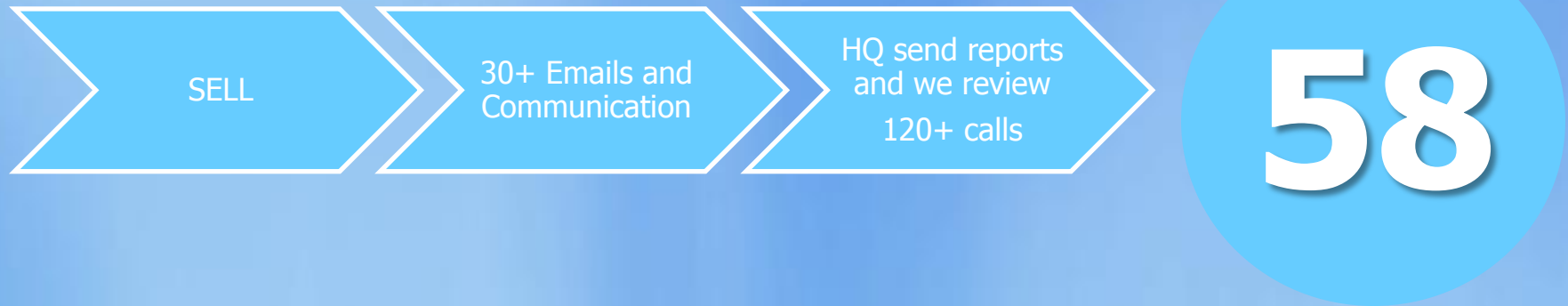- The 120 Day help.

30+ days

120 +days

30-90 DAYS

BETTER COMMUNTICATION

120 + Make a smaller list – HQ Support

THE KEY IS MAKING IT A PRIORITY AND COMMUNICATING OUR "EASY" PAYMENT OPTIONS

SLIDE 3 –

| SELL | 30+ Emails and Communication | HQ send reports and we review 120+ calls |

58

- Business POINTS.
- Our Collections IMPACT our relationship with the Bank.
- As we grow our sales – our COLLECTIONS go up!
- We need to keep it all in line – and smooth.
- Too many time we are finding problems too late.
- The goal is TO IMPROVE COMMUNICATION.