

Get to know a component of the EOS Effect here:

Telephone receivables service



Imagine the following situation:

Imagine that there was someone who took on the often arduous and unpleasant collection of outstanding receivables for you: an external service provider who establishes telephone contact with defaulting customers professionally on your behalf, a trained representative of legitimate interests who listens to your defaulting customers and pursues the goal of separating the 'good' from the 'bad' receivables. This person also aims to recover legitimate receivables as quickly as possible and have those which have been disputed checked so that unjustified assignments to conduct out-of-court collection activities are avoided..

Your objective – our task

The objective is to enhance the external image of your receivables management and establish an additional information channel by carrying out an efficient and effective collection procedure. In this way you not only receive information about your defaulting customer's liquidity position, but can also recognize and properly control receivables that have already been disputed before any assignment to collect them out of court has been awarded.

We'll accompany you along your road to success

Our telephone receivables service offers maximum flexibility, making it possible for our specialists to take on all your arrears billing activities. They will even be glad to perform this task directly from your company premises and using your telephone number. Alternatively, your employees can carry out the telephone receivables service themselves with the help and guidance of our advice, training and system support.

- The personal approach to your defaulting customer means that he or she must make a statement on the current state of affairs right away and has no possibility of ignoring the demand to pay.

- Defaulting customers are approached systematically on the telephone with the necessary tact and sensitivity and direct reference to the agreed and rendered service.
- You decide on the number of verifiable calls to be made to your defaulting customers, where the boundaries between the dunning levels should be, and the overall time period allowed – all depending on the outstanding items.
- The telephone receivables service has a lasting educational effect, resulting in improved payment behaviour.
- The contact established with the customer provides an additional source of information for your complaints management and a palpable easing of your burden.

Financial success is accompanied by these aforementioned advantages:

- optimization of cash flow
- coordinated processes within the arrears billing procedure
- fewer bad debts
- more than 90% of cases are brought to a conclusion
- reduction in financing, dunning and debt collection costs.



We'll give you the reasons for this success

Our employees are specially qualified and, thanks to their far-reaching experience of both training and practice, are able to interpret correctly the arguments of your defaulting customers and act accordingly. Having been brought up to date by the prior discussions held with you, they listen actively to your customers and selectively ask the questions that are suitable for gaining important information. The objective, after all, is always to clarify the matter as quickly as possible and bring it to a successful conclusion. Our debt collection professionals conduct the discussions with tactical skill and in a way that poses no danger to your commercial relationship. They generate a motivational effect for the dialogue partner which usually accelerates future payments. And as a highly desired side-effect, your employees learn from the professionals under real-life conditions.

Are you already familiar with the other components of the EOS Effect? We will be delighted to show you how the impact can be made even more potent for your company.