

Collection Calls

The First Telephone Call by the Collector.
This call is placed 5 to 7 days past due.
The last phone call should be no later than 45 past due.



Script

This is Jim Smith and I am wit ABC Staffing. There are a few outstanding invoices that have come due and I wanted to make sure that you had these invoices and that there was not a problem with our service.

This is a very non-threatening call and lets the Client save face. It also puts the client on notice that net 30 days does not mean net 45.

At this point of the call you want to get a commitment on a date for payment. If the commitment is more than a week out ask for a post-dated check.

2nd follow up call if check is not received as promised 2 to three days after commitment date.

Script

This is Jim Smith with ABC Staffing. I was following up to insure that the promised payment went out.

If the payment was not sent for ask a postdated check or get a commitment date and ask that it be sent Via FedEx.

Once the account is past due by 30 to 45 days the collector will need to increase the pressure without losing the client.

Script

This is Jim Smith with ABC Staffing. Your account is 40 days past due and once it hit 45 Days past due I lose the ability to work with you on this balance. I wanted to call before this grew into a life of its own.

This is effective and created a lot of pressure but it is not offensive because the collector is trying to help them and keep this from being a problem. This also neatly passes the account off to the Owner or a Supervisor or set up the 10 day Demand. It is what we call controlled escalation.

Question: *What should I do with unsigned checks???*

Answer: **Guarantee the unsigned check to your bank. This makes it possible to process payment in a timely fashion.**

A customer, either in error or as a ruse to delay payment, submits an unsigned check. The procedure for guaranteeing an unsigned check is simple and straightforward:

- **Write “over” on the signature line**
- **Turn check over and write or type, “lack of signature guaranteed” followed by your signature, typed name, title, Company name and account number**
- **Process the checks as usual**

Question: *What should I do when a customer submits a check marked “payment in full” when it does not cover the full balance of the account?*

Answer: **It depends on what has happened prior to your receipt of the check.**

When you receive a “payment in full” check, do you accept the check, possibly forgoing the difference, or do you refuse the payment all together?

To answer that question, check your records. If there is not prior documented dispute over the total amount due, you can cash the check without prejudicing your right to recover the remaining account balance.

If there is a prior documented dispute, you have several options. The safest option is to reject the customer's check and demand a check that covers the full account balance or check without stipulations. Or, you can accept the check but at some risk to the collectability of the remaining account balance. If you choose to accept a disputed check, you should stamp it with the words "This Check is accepted without prejudice and with full reservation of all rights under Section I-207 of the Uniform Commercial Code" Ensure that your stamp leaves a clear and legible impression. (This option is not applicable in Louisiana because, as noted earlier, the Uniform Commercial Code does not cover the State.)

Social Security Numbers By State

The location of where the debtor obtained a social security number (usually before the first job) is indicated in most instances by the first three numbers.

New Hampshire	001-003
Maine	004-007
Vermont	008-009
Massachusetts	010-034
Rhode Island	035-039
Connecticut	040-049
New York	050-134
New Jersey	135-258
Pennsylvania	259-211
Maryland	212-220
Delaware	221-222
Virginia	223-231
West Virginia	232-236
North Carolina	237-246
South Carolina	247-251
Georgia	252-260
Florida	261-267
Ohio	268-302
Indiana	303-317
Illinois	303-317
Michigan	362-389
Wisconsin	390-399
Mississippi (also 587)	425-428
Arkansas	429-432
Louisiana	433-439
Oklahoma	440-448
Texas	449-467
Minnesota	468-477
Iowa	478-485

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Missouri	486-500
North Dakota	501-502
South Dakota	503-504
Nebraska	505-508
Kansas	509-515
Montana	516-517
Idaho	518-519
Wyoming	520
Colorado	521-524
New Mexico (also 585)	525
Arizona	526-527
Utah	528-529
Nevada	530
Washington	531-539
California	545-57

Credit & Collection Check List

Risk Management: Week (1)

- 1. Use Credit Application with safe guards*
- 2. Turn the Time-Sheets into mini Contracts on the back of the cards*
- 3. Use Personal Guarantees*
- 4. Check Credit on Prospective Clients*
- 5. Grade Clients: A, B, C or D according to Credit*

Client Management: Week (2)

- 1. Set up Letter Series or Post Cards*
- 2. Set up calls system*
- 3. Call Client in according to grade*
- 4. Use Credit Lines*
- 5. Use Promissory notes on past due Client*

Administrative Management: Week (3)

- 1. Have filing process for Credit Applications & other papers*
- 2. Scripts for Collection calls*
- 3. Scripts for Credit calls*
- 4. Group Clients in computer accordance to Grade*

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Tools