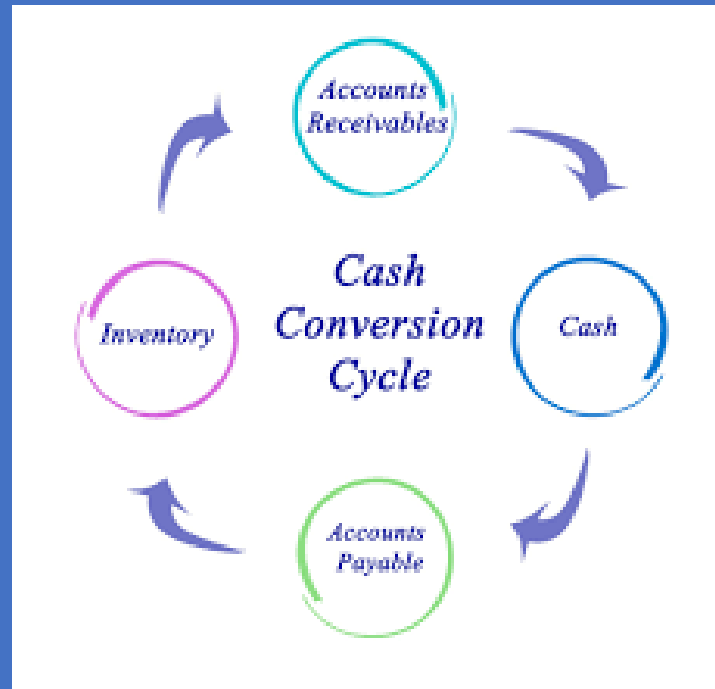


Study Groups



Credit & Collections During Economic Disruption

Presented by Ann Pitts, the Pitts Group

Sales Are Up But Will I Get Paid?

Perform forensics on your customer base to determine who is likely suffering a business interruption, business hard stop or business as usual

	Accounts Receivable Aging					Total
	Current	1 to 30 days	31 to 60 days	61 to 90 days	Over 90 days	
Company ABC	\$200	\$400	\$0	\$0	\$0	\$600
XYZ, LLC	\$0	\$500	\$100	\$0	\$0	\$600
UVW, Inc.	\$0	\$0	\$1000	\$500	\$250	\$1750
Total	\$200	\$900	\$1100	\$500	\$250	\$2950

These Segments Will Dictate Different Collection Strategies

Auto
Service

Food
Industry

Hospitali
ty

Hard Stop

Manufact
uring

Industrial

Construct
ion

Slowdown

Gvmt

Cities

Ag Fleets

Essential
Supply
Workers

Business as Usual

Collections 101

- ❖ **Collection Scripts**
- ❖ **Always Include a “Call to Action”
A Next Step With a Deadline**
- ❖ **Effective Collecting Starts Early in
the Day**
- ❖ **Block Time (1.5 hour blocks) with No Interruptions**
- ❖ **Record Discussions in CRM with Ticklers for Promised Action**



Business Partnership

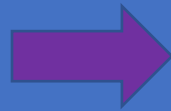
Workouts:

the good the bad the ugly

Communication is KEY



Customer

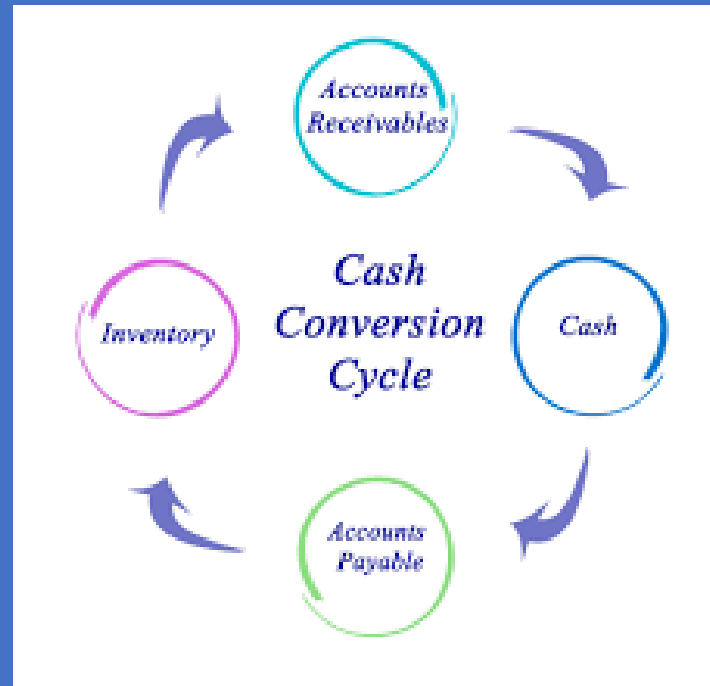


Collector



Management

Study Groups



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