

# THE SECRETS OF DEBT COLLECTION SUCCESS

## ★ COURSE OVERVIEW

“Give me my money!”

Few people like to do it, but asking for money forms an integral part of the job for those entrusted with their company's debt collection. As with everything in life, there are both effective and ineffective means of approaching this. But the importance of debt collection goes unquestioned - the very viability of a company depends on it. So if you would like to improve the effectiveness of someone on your debt collection team, BizTech is offering a course to help you maximize your debt collection approach. The course covers the following topics:

### UNDERSTANDING THE PRINCIPLES OF DEBT COLLECTION

- Knowing what the real implications of debt are
- Why companies give credit - Understanding company credit and debt
- Understanding the impact of outstanding debt on your company's financial results
- Debt collection as a vital activity
- Setting definite and realistic debt collection targets with your manager
- Using your time effectively: knowing when to pursue and when to give up

### MAKING EVERY CALL COUNT

- Planning and preparing for effective debt collection
- How to ensure you are talking with the correct person
- Ask the right questions – avoid arguments and threats
- Listen actively – summarise, clarify and confirm your expectations
- Dealing with excuses - Gain REAL commitment from the client
- Learning how to close calls amicably
- Identifying possible causes of outstanding payments
- Completing debtor reports as an effective debt management tool
- Comparing your debt collection results to your initial objectives
- Using checklists and reports as a management tool
- Ensuring that you are sufficiently prepared before dialling the number
- Understanding professional telephone procedure
- Turning promises into commitments to pay
- Using agreed payment dates and reminders to ensure that the debt is paid
- Follow up procedures – proactive debt collection

### MAINTAINING CLIENT RELATIONSHIPS

- Maintaining a relationship under difficult conditions
- Being assertive without being aggressive towards the client
- Your attitude towards asking for payment
- Identifying ways in which you can motivate your customers to pay their outstanding debts
- Classifying your debtors to enable a well-targeted approach
- Analyse the potential risk each debtor poses to your company
- Drawing up a collection checklist to facilitate systematic collections

### COURSE DATE

15 - 16 November 2010

### COURSE DURATION

2 days - 08:30 to 16:30 daily

### COURSE FEES

R6 890 (excl. VAT) per delegate

**5% discount**  
for enrolment 2 weeks  
prior to course date.

### WHAT'S INCLUDED

- Dynamic and knowledgeable facilitators
- Training File and a CD
- Certificate of Attendance
- High quality training venue
- Lunch and refreshments
- Parking
- Quality folder, notepad and pen

### REGISTRATION DEADLINE

Registration Confirmation must be sent prior to the start of the scheduled course.



## WHO SHOULD ATTEND

- Debt and Credit Controllers
- Debtors Clerks
- Debt Collectors
- Collection department employees
- Staff members who are responsible for debt collection
- Anyone required to pick up the telephone and ask for money

## OUTCOMES

After attending this course you should be able to:

- Have an understanding of how your role impacts on the company as a whole
- Have the attitude and skills to successfully collect payment of all accounts - large or small
- Be able to maintain professional relationships with all clients
- Implement simple and proven credit control processes in order to reduce the risk of long-term outstanding debt
- Effectively collect outstanding debt without damaging the client relationship
- Understand the importance of credit control and debt collection
- Plan an effective debt collection programme
- Be able to reduce the level of debt held by your company
- Be able to maintain a balance between customer service and recovery management

## TAKE HOME TOOLS

- Training Manual
- Training CD
- A quality folder, notepad and pen
- All delegates receive one month of telephonic support relating to course content

## BBBEE COMPLIANCE

BizTech is BBBEE level 1 compliant. This means that we are a 135% contributor and companies investing money in training their staff through BizTech can also improve their own BBBEE scorecard. Not only does it offer an opportunity to improve your company's Skills Development BBBEE category, but you can also improve your BBBEE Preferential Procurement category. In each case your company will benefit 135% of the spend made.

## THE VENUE

The AstroTech Conference Centre in Parktown, Johannesburg is in a gracious mansion in one of the most historic and beautiful areas of Johannesburg.

It is a high-end business focused conference centre with competitively priced packages, excellent facilities and top client service.



Close to major highways, airport and Johannesburg city centre, this state-of-the-art venue offers elegance, discretion, security and convenience with safe parking for 120 vehicles.

Should you require accommodation, the Sunnyside Park Hotel situated in close proximity offers BizTech delegates a substantial discount on accommodation.

Please contact reservation on (011) 640-0431 or (011) 643-7226, quoting reference no. 4691 when booking with them.

## TERMS & CONDITIONS

Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the 1st day and receive a full refund of the course fee.

### CANCELLATIONS

A cancellation can only be confirmed if we are advised in writing at [training@biztech.co.za](mailto:training@biztech.co.za)

For cancellations received more than one week prior to the course: 0 % cancellation fee will apply.

For cancellations received less than one week prior to the course: 50 % cancellation fee will apply.

For cancellations received within 24 hours of the course: 100 % cancellation fee will apply.

Substitutes are welcome at no additional charge at any time prior to the course.

### POSTPONEMENTS

Requests to postpone course attendance must be received in writing at least three full working days prior to the course commencement. Should we not receive written confirmation within this period, the postponement will be subject to an additional fee of R1 270 (excl VAT) per delegate.

All course postponements or programme exchanges need to be utilized within 6 months of the original course booking or the course fee will be forfeited.

Cancellations on postponements or exchanges are subject to the full course fee.

### ABSENT DELEGATES

In the event that a delegate does not arrive for the course and no written cancellation has been received and confirmed, the full course fee will be payable.

### PRESENTERS

Should it be necessary, BizTech reserves the right to substitute the presenter.

### COMMUNICATION

When a person registers on BizTech's website, is registered on a BizTech course or sends an e-mail to BizTech, that person consents to receiving communications electronically or otherwise by BizTech and/or its business partners.

### DISCLAIMER

BizTech wish to advise that they will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by BizTech to the client.





# ENROLMENT FORM

Please book your place on the course by emailing or faxing this enrolment form. Your place is confirmed on receipt of the completed enrolment form.

**Fax to 011 582 3301 or**

**E-mail [training@biztech.co.za](mailto:training@biztech.co.za)**

## SALES CONTRACT

COURSE NAME:

**THE SECRETS OF DEBT COLLECTION SUCCESS**

COURSE CODE: **SDCS 151110**

**TOTAL NUMBER OF DELEGATES TO BE ENROLLED**

### > DELEGATE DETAILS [Please print clearly]

1 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

2 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

Special Dietary Needs  No. of Kosher  No. of Halaal  Other \_\_\_\_\_

Special Needs (e.g. wheelchair) \_\_\_\_\_

TO REGISTER ADDITIONAL DELEGATES, PLEASE COMPLETE THE INFORMATION ON THE PAGE OVERLEAF.

### > COMPANY DETAILS

(Please include your company details & VAT No. as required on the invoice before submitting your enrolment form)

Full Company Name \_\_\_\_\_

Postal Address \_\_\_\_\_

Postal Code

Company VAT Registration No.

Telephone No.   Fax No.

### > PAYMENT DETAILS

Invoice Contact Person \_\_\_\_\_

Telephone No.

E-mail \_\_\_\_\_

Purchase Order No (if applicable)

Do you require separate invoices for each delegate?  YES  NO

NB: Please include your BizTech invoice number as a reference on your deposit when making payment.

### > AUTHORISATION

Name \_\_\_\_\_

Position \_\_\_\_\_

Telephone No.

E-mail \_\_\_\_\_

Signature \_\_\_\_\_ Date  /  /

Fees **R6 890.00 (excl. VAT) per delegate**  
Surcharge per Halaal meal **R 65.00 (excl. VAT) per person per day**  
Surcharge per Kosher meal **R 175.00 (excl. VAT) per person per day**

**A 5% discount is applicable for all registrations received two weeks prior to course commencement (01 November 2010). Upon receipt, a tax invoice will be processed and payment is required prior to the start of the scheduled course.**

You will receive course confirmation via Facsimile or E-mail. If you have not received your confirmation five (5) days prior to the scheduled date of the course, please contact Hajira on 0861 BIZTECH/011 582 3300. If the course is not held for any reason, BizTech's liability is limited to the refund of the full course fee. Substitutions may be made at any time prior to the start of a training course. Submission of this enrolment form constitutes acceptance of BizTech's terms and conditions.



# ENROLMENT FORM (CONT.)

## > DELEGATE DETAILS [Please print clearly]

3 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

4 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

5 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

6 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

7 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

8 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

9 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

10 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

