



*A new way to improve your
accounts receivable function*
Credit & collection services



Credit & collection services

In your business, fewer outstanding account balances mean a better cash flow, fewer bad debts and write-offs, and enhanced profitability. Yet often the crucial task of dealing with late payments is neglected due to the lack of time and special skills. Fortunately, Deloitte ACS Credit & Collection Services can step in to fill the gap.

A vital function

Although companies have traditionally viewed accounts receivable as a basic function, they are now realising that improving the process can lead to significant gains. However, this vital job is often seen as a secondary task to be done whenever there's a bit extra time. Moreover, accountants are not usually trained in the "people & commercial skills" needed to deal with late payments. So it's easy to find excuses to avoid picking up the phone.

The human touch

Deloitte ACS offers a range of credit and collection services to suit the needs of any organisation. We have a mastery of the analytical practices and software tools required for the efficient handling of accounts receivable. But our approach goes beyond facts and figures. We recognise that personal communication skills and a commercial instinct are essential to successfully undertake credit and collection tasks. After all, collection handled badly can damage your customer relationships. On the other hand, if handled with skill it can actually enhance them.

Deloitte ACS credit & collection services can:

- Strengthen your cash flow position
- Optimise working capital
- Reduce risk of bad debts
- Boost revenue
- Improve processes and save time
- Control dispute management and create happy customers
- Maintain employee satisfaction

Our services

Deloitte ACS Credit & Collection Services comprise a wide range of possible tasks. The key word is flexibility. Every situation is unique and our services can be tailored accordingly in terms of specific tasks, hours and timing. ACS Credit & Collection Services cover three principal areas: Consultancy, Operational Assistance and Outsourcing.

Operational consultancy

We start with an analysis of your organisation's credit and collection processes. This might identify a lack of tools, knowledge or structure. Insufficient time could be an issue, or perhaps inadequate credit research. We then provide targeted, pragmatic advice. Maybe something as simple as introducing automatic blocks on orders when a payment is overdue or a credit limit is exceeded.

Diagnostics: ageing & DSO

- Identification: expected & unexpected causes of DSO
- Delay accepted: sales conditions, permitted delays
- Delay sustained: client payment error, errors due to internal insufficiencies
- Reporting: remarks & suggestions for improvement

Analysis of current practice & processes

- Evaluation
- Comparison to best practice
- Reporting
- Advice for improvement

We help strengthen cash flow & working capital, make processes more efficient, save time & costs, boost revenue, and improve customer satisfaction - all with a smile.

Assistance and follow-up of necessary implementations

- Work programme: step by step
- Assistance with implementing new processes
- Testing/adjusting new processes
- Reporting & follow-up

Supervision of C&C operations including reporting on AR

- Performance of the department
- Identify temporary weakness
- AR & DSO reporting

Operational assistance

Here we deal with existing issues and establish sound procedures, with flexibility the watchword. Assistance can cover a long list of services, including sending reminders, doing follow-up, checking for credit worthiness and resolving disputes. It could be mean dealing with in-house issues that irritate the customer. The goal is to create a virtuous circle of happy customers that buy again and pay on time.

Collection services at your company

- Credit worthiness of existing customers and prospects
- Determine credit limits
- Follow up of backorders: block/unblock
- Input of bank statements
- AR reconciliation: dispute management
- Process:
 - Reminder 1
 - Reminder 2 + call
 - Proof of defaults
 - Down payments
 - Lawyer
 - Insurance company
 - Bankruptcies
 - Reporting: DSO/ageing
 - Temporary or for a longer period
 - Training and follow-up of your personnel

Outsourcing

Deloitte ACS can completely take responsibility for a company's credit and collection activities, leaving the finance department free to focus on higher-level functions. Outsourcing can take place either at the company premises or at Deloitte. One advantage to this is that the company then doesn't have to invest in software tools.

- AR transfer to Deloitte offices
- Collection services

Deloitte Accounting and Compliance Solutions

Deloitte Accounting & Compliance Solutions (Deloitte ACS) provides a wide range of services for both international companies and Belgian firms with international operations.

- Financial resources
- Co-sourcing
- Belgian and European compliance
- IFRS
- Belgium business start-up
- Reporting services

Deloitte ACS won the 2008 Performance Award for client and personnel satisfaction.



For more information

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