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PHONE POWER COLLECTIONS

The 6 Step Process

Upcoming Webinar

Presenter: Bart Frankel

June 21, 2023
9:00 – 10:00 AM CDT

Attendance Fee:

- \$65 for BCMA/WCA Members
- \$79 for Non-Members

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“Six Steps to Improve Cash Flow”

Many people believe personal contact via phone is the most effective way to improve collections. True or false? True!!!! When contacting a customer in person or by phone, speaking to them, gives the customer a sense of sincerity and commitment to solving their problem as to why they are not paying. This assumes your customer is not using you as a bank, on the verge of bankruptcy/ bankrupt but just not happy with your company’s goods or services. Phone Power Collections/ Six step process shows the collector the holistic approach to collection throughout the organization (all departments) working together to improve cash flow and reduce over dues. The holistic approach to collections allows the collector to become intimately familiar with the products or services sold.

Meet your Speaker: *Bart Frankel* has over 21 years of experience with Raytheon Technologies, formally United Technologies, in accounting function. The last 10 years was spent in credit and collection at Pratt & Whitney, reducing overdue receivable by \$400 million dollars. Bart uses his holistic approach, by empowering associates to help solve upstream business problems that are delaying customer payments.

WEBINAR REGISTRATION

Phone Power Collections- The 6 Step Process to Improve Cash Flow
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