

**DELIVERING A COST EFFECTIVE BOTTOM LINE**

**COLLECTION  
MANAGEMENT  
SERVICES**

**[www.collectionmanagementservices.com.au](http://www.collectionmanagementservices.com.au)**

# THE WHO, WHAT, AND WHERE OF CMS

Collection Management Service Pty Ltd – CMS is a successful market leader incorporating tried and tested collection techniques. CMS grew to fill a market niche created from the need of a more personal collection service that is focussed on a cost effective bottom line outcome.

Established in 2000 CMS has been proactive in collecting and delivering quality services to our clients with a proven track record.

Our philosophy is to identify its clients total requirements and deliver all services professionally at a fair and competitive price that is reflective of our effort and achievement.

CMS understands the importance of being able to communicate effectively and quickly, to ensure that its clients business requirements are met and outstanding debts are completed accurately and efficiently.

At CMS, we structure our clients requirements to facilitate this type of relationship, and wherever possible, become an extension of their Credit Department.

**Susan Nicolai**  
Director

Please contact Susan Nicolai on (03) 9523 7717 or organise an appointment or for an initial discussion of our Services and Products.

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# OUR APPROACH

## Collection Procedures

Tailoring collection procedures to individual clients is paramount. Different industries necessitate specific solutions in the customer / client relationship. We take an approach of resolve through mediation unless specifically instructed otherwise.

All debtors will be contacted by phone so that we can establish the reason payment has not been forthcoming, and then work with the debtor toward prompt resolution.

## Privacy

We treat all matters with the utmost privacy and client confidentiality. We strictly adhere to all other legislation that effects collection, employment and corporate activity relevant to both our clients' and our own industries.

## Skip Tracing

This system is used to trace/find an individual or a company. A number of areas are checked during this process. If after sending letters, phoning or during legal action, the debtor skips, an authorised trace can be done. A trace can be requested at any time.

Simply fax or email the information to CMS.

The more information given to us, the more chance our experienced skip tracing team will have, in being able to locate the subject. When the Debtor is located, normal recovery action can be commenced.

## Payments and disbursements

CMS will release all cleared payments in a monthly accounting cycle.

As a standard practice, all monies received on behalf of a client are paid directly into an CMS trust account.

In compliance with legislation all CMS trust accounts are subject to regular audit by external auditors.

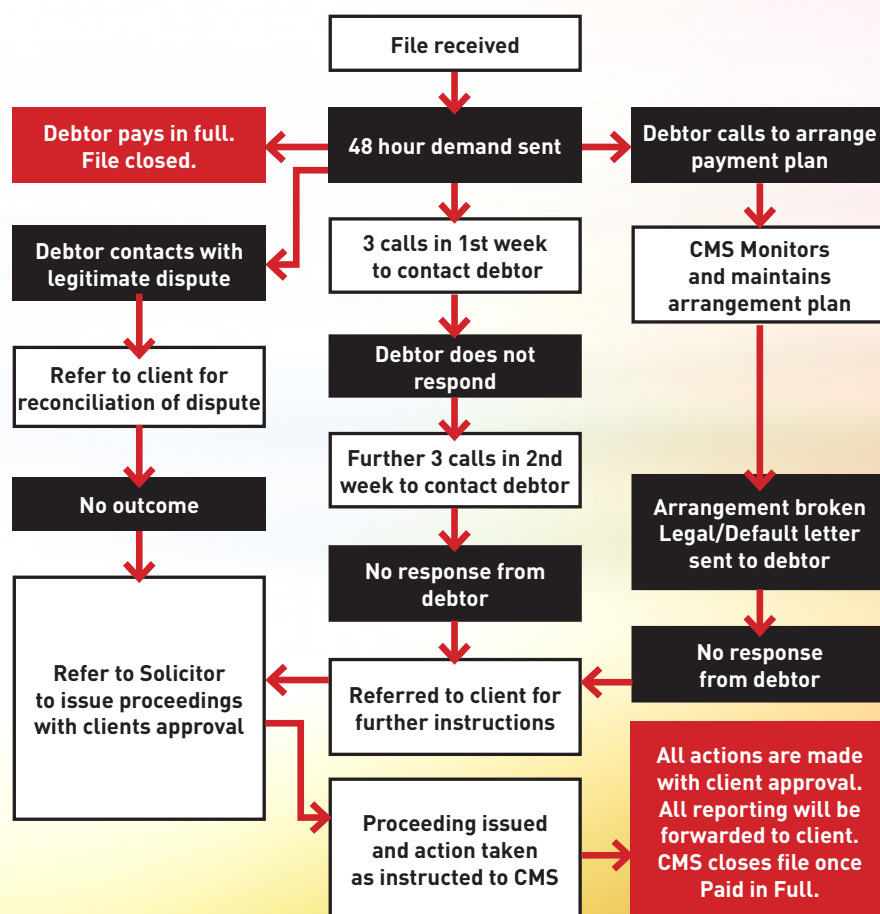
## Communication and Reporting

CMS will communicate via any medium you specify. As a rule we will seek instructions and provide feedback through your designated representative and keep you informed on progresses or changes in tactics.

As reporting requirements may differ from client to client we endeavour to resolve exactly what your requirements are and ensure they are met in every instance. CMS's technical systems support almost any form of Windows compatible software and associated file types.

Our regular monthly billing cycle will include a tax invoice detailing individual matters and subsequent charges.

## HOW IT WORKS



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# OUR SERVICES & PRODUCTS

As our client, you can:

- Deal with the same Credit Collection Officer “CCO” assigned to your company.
- Communicate as often as you like, as your “CCO” is at your service and works for you.
- Transfer your Debtor information to us by fax, post or email.
- Be assured that we can **“Search, Trace & Collect”** wherever, both Nationally and Internationally
- Remember “CMS” does not give up and is relentless in pursuing debtors.
- Be kept informed on progress by email or phone, depending on the urgency of the matter.
- Trust “CMS” to collect your debts in a professional, effective and timely manner.
- Enjoy a No Recovery – no fee service – except out-of-pocket expenses.
- Correct documentation on Terms of Trade Conditions, will ensure that costs incurred are recoverable.
- Trust “CMS” to maintain your customer relationship by way of a very successful and professional customer service approach.

## OUR SERVICES INCLUDE:

- Cash flow management
- Ledger maintenance
- Debtor recovery (tailored to your requirements.
- No recovery no charge – except “out-of - pocket expenses”
- Doubtful debt assessment
- Credit control, policy and structure
- Credit documentation
- Credit assessment
- Credit training on-site or our offices
- Credit personnel supplied – short or long term
- Credit reporting
- Litigation management
- Summonses / complaints Section 459’s etc.
- Process service
- Repossessions
- Field calls
- Searches ( Company / property)
- Skip tracing



# OUR SERVICES & PRODUCTS

## PRODUCTS AVAILABLE:

- Commercial debt recovery
- Write Off Service
- Terms of Trade – Documentation
- Training
- Train the trainer
- Legal services & advice
- Negotiations with Liquidators re return of preferential payments paid to our clients within the time framework of the 6 months prior to the official liquidation date.

## DEBT RECOVERY:

Debt recovery must be handled professionally, in a prompt and efficient manner to ensure that your business relationship, ie: “your clients” are property maintained, enabling you to do what you do best - Running your business.

Loss and Cash Flow is one of the biggest problems facing most businesses today. Imagine how your business would be financially, if you were able to collect all your outstanding monies. Your “CCO” focuses on debt management not legal proceedings, and aims to retain the goodwill of your debtors and reduce further credit abuse.

## WRITE OFF SERVICE:

For those accounts which you are considering writing off or have already written off, including Dishonoured Cheques or put into the too hard basket:

For example: Account too old, Tried everything, Too time consuming, Lost cause, Spent enough on the account or Debtor skipped etc.

CMS will instigate collection procedures including litigation and ALL related costs will be borne by CMS please note there is a \$1000 minimum to this service. The exceptions to the collection costs are: Bankruptcy, Liquidation, Administrations, Caveats and Defended Actions.

Monies collected will be split 50/50 with the collection costs deducted from the CMS portion of the collected amount.

## TERMS OF TRADE:

We offer Terms of Trade Consultation to ensure that your documents are correctly worded to protect your business against Loss of Profit, provide Indemnity from potential liability, enable changes to be imposed for late payment, and provide Reservation of Ownership until the goods are paid.

Our Terms of Trade will be designed specifically for your business requirements, and ensures that you are covered for Privacy Act 1986, Fair Trades Act, Recovery of Costs Expenses and Interest.

It also expressly establishes a No-nonsense legal relationship with your customers from the start. This will certainly improve Cash Flow, reduce and resolve disputes and is an indicative process of your rights.

## TRAINING AND TRAIN THE TRAINER:

On application, in-house or at your premises. Training encompasses all facets of debt collection, credit control, debt management, phone technique and how to get the best out of your debtors.

## LEGAL SERVICES AND ADVICE:

We enjoy a very strong relationship with Solicitors, Barristers and Lawyers to enable direction of any action to the specialist in that particular field.

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Contact CMS to find out more about how we can take the pressure of your debt collection needs and see a more profitable bottom line.

After all it is your money

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