

How To Find A Reputable Collection Agency

Business owners and operators have a full schedule each day managing operations, keeping routines running smoothly, keeping customers satisfied and handling emergencies. This leaves little time for other things that come up. However, there are times companies are faced with having to pursue overdue accounts which can be a slippery slope that can be difficult to navigate. Businesses do not want to be too aggressive in their efforts and end up alienating customers yet they need to settle accounts in order to keep their business functioning.

When accounts which have gone unpaid for longer than 90-days, it is time to look for an affordable and reputable collection agency. But, how do you find one that will not only get your hard-earned money back to you as well as treat your customers in a way that will help retain that customer after the collection process.

A collection agency that offers a flat-fee system which only charges between \$10 – 15 per account regardless of the amount being collected makes it possible to seek help in recovering monies owed. The [collection agency](#) you choose should have ethics and values that mirror those of your company. They will work to assist customers with finding a solution to their past due debt; resolving their debt, not just collecting debt. Additional factors to consider while searching for a reputable collection agency are:

- **Diplomatic early intervention:** A collection team that acts quickly on overdue accounts, as early as 30-days past due, can dramatically improve collections. The use of respect and core values to help settle overdue accounts evokes a more positive response from consumers and recovers past due amounts in a more expedient manner.
- **Customer-driven technology:** This feature gives business owners and operators access to their accounts on-line anytime day or night at times that accommodate their busy schedules.
- **Member of The Association of Credit and Collection Professionals (ACA International):** Make sure the collection agency is a member and that they subscribe to and follow their Code of Ethics. <http://www.acainternational.org>.
- **Personal Referrals:** Talk with other business owners or members of your local Chamber of Commerce to find an agency that others may have used and had good success with in their own companies.
- **Educated Workforce:** Be sure the [collection agency](#) you seek hires educated staff members who subscribe to a company policy built on ethics and values.

It is detrimental for a business to have accounts remain unpaid in any economy and when accounts go unpaid regardless of the approach, many businesses have had new life

breathed into their bottom line when they turned to help from an affordable and reputable collection agency. A strong collection team will strengthen current accounts receivables and give a business tools to stay profitable in the future through a good and bad economic times.

About Jeff DiMatteo:

Jeff DiMatteo is one of four partners who founded American Profit Recovery in 2004. Since that time he has helped the company grow from a one office organization to an accounts receivables management firm with offices in Massachusetts, Michigan and North Carolina. APR specializes in the collection of third-party debt in industries such as medical/dental, banking, trades, heating oil delivery, lawn care and other professional services. The firm serves approximately 2800 clients. 1-800-711-0023 The firm's web address is <http://www.americanprofit.net/>

Looking for a reputable collection agency is much easier than you think if you follow these simple tips from Jeff DiMatteo, partner at American Profit Recovery