



17 Things You Should Be Doing Right Now To Reduce Outstanding Accounts Receivable

An Executives Guide to Credit & Collections Management (CCM)



Table of Contents

Introduction To Credit & Collections Management..... 3
What Is CCM?..... 3
Why CCM?..... 4
Who Needs CCM? 4
CCM Benefits..... 4
17 Things You Should Be Doing Right Now 5
1. Create a Plan 6
2. Provide Accurate & Timely Information 8
3. Develop KPIs..... 9
4. Define Roles 11
5. Standardize Messaging 12
6. Document Activities 13
7. Define Dispute Resolution Procedures 14
..... 15
8. Centralize Data & Communications 15
9. Manage Your Resources 17
10. Score Customers Using Cost of Credit 18
11. Be Proactive 19
12. Focus on Key Accounts..... 20
13. Automate Business Processes..... 22
14. Secure Financial Information 24
15. Involve Your Sales Team 25
16. Escalate Trouble Accounts 26
17. Work as a Team..... 27
Conclusion..... 28
Additional Resources 28
About Epicor Cash Collect 28
About e2b teknologies 29