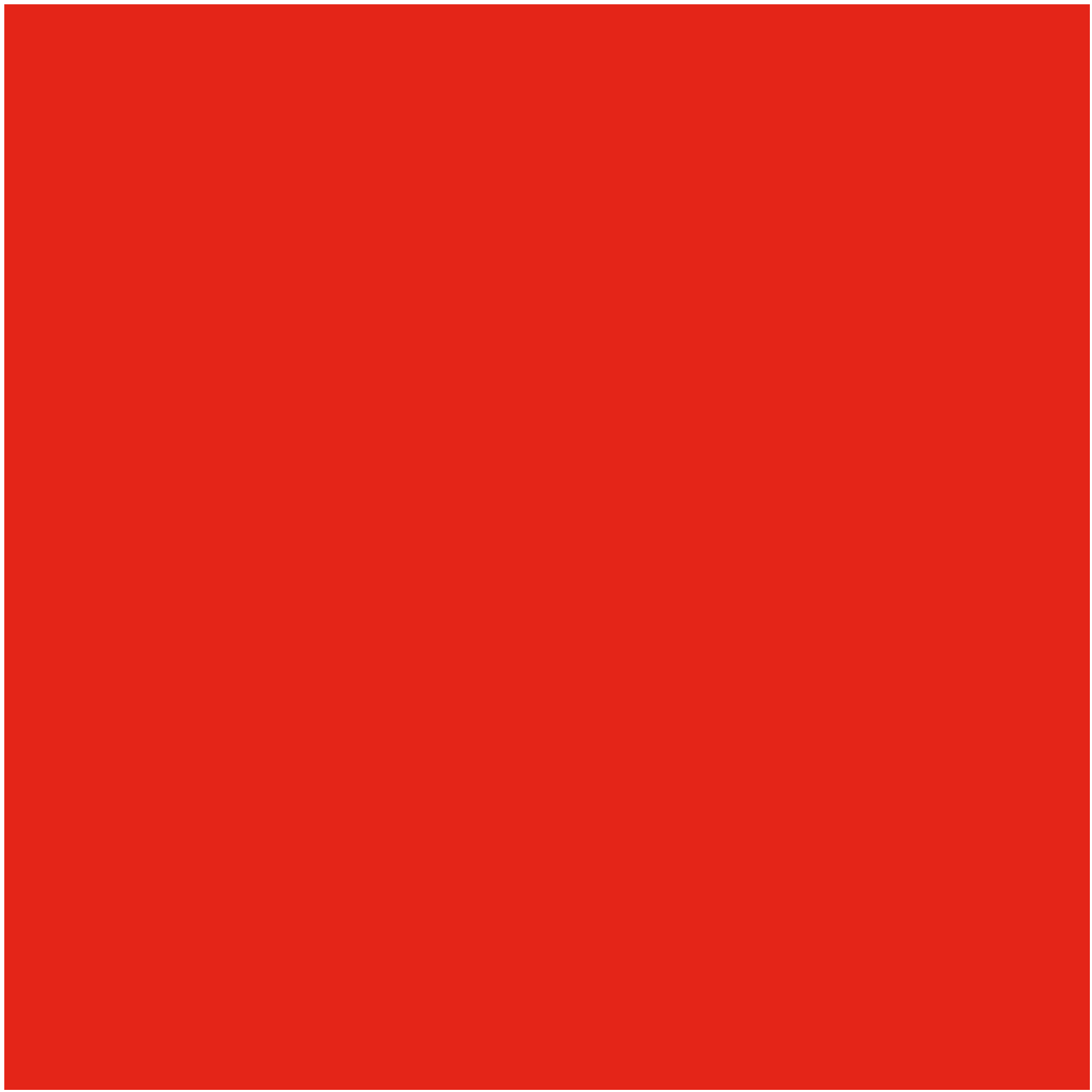


What use is an invoice if it never gets paid?

Debt collection solutions to maximise cashflow





The challenge

Every business is different, yet they all have one thing in common; the challenge to ensure the business gets paid on time. As simple as this sounds, it can be the one headache businesses find difficult to cure. In many instances, there are additional barriers to overcome, such as cross-border trading or disputes to resolve. Poor cashflow can be the root cause of many financial problems for a business so getting the credit management function right should be a key priority.

Outsourcing all or part of your sales ledger can have a positive impact on the cashflow of your business. At PricewaterhouseCoopers we have an experienced team of multilingual specialists that can work alongside your existing credit team to provide tangible, hands-on support to drive cash collection and dispute resolution.

Getting to the root of the problem

We manage your customers as if they were our own and make sure that disputes are solved, debts are paid and that business relationships continue to flourish.

Dispute resolution

There can be many reasons why a debt remains unpaid. For some collection agencies the reason for non-payment is irrelevant; for our collections team it's a vital part of the process.

Our approach is to help clients to resolve disputes as quickly as possible and so maintain the flow of cash into the business.

During the course of any assignment, we always seek to determine why a debt might remain unpaid, by obtaining information behind missing invoices or disputed orders.

We can provide a dedicated team member to handle disputes, so that your team can focus on its core activities. Ignoring or failing to respond to a dispute can cause long term damage to a relationship with a customer. We manage your customers as if they were our own and make sure that disputes are solved, debts paid and good business relationships can continue to flourish.

It's your money so why wait?

Our focus is on unlocking your cash so that you see an immediate cashflow benefit. With this in mind, we make sure that money we recover goes directly into your account, not ours.

Improved cashflow

Using a collections agency should mean that your cashflow improves with immediate effect. But when an agency instructs a debtor to pay them, and not you directly, it may be some time before the funds collected are realised in your account. We do things differently. We make sure that payment arrangements stay the same, so that every successful debt cleared means an immediate boost to your cashflow.

Our approach does not disrupt the established payment systems that your customers have with you. Because we don't change anything about how and where they pay, we avoid creating more problems, for instance, payments ending up in the wrong account and needing more time to resolve.

Our collections services maximise your cashflow without disrupting the flow of your business.

Making debt understood in any language

We can integrate seamlessly and work confidentially as part of your team so that your debtors are unaware of our involvement, or, if you prefer, use the name of PricewaterhouseCoopers; instantly recognised around the world.

Multilingual local solutions

Companies are increasingly operating on a more complex cross-border basis, making multilingual capabilities a fundamental part of an effective collections process.

PricewaterhouseCoopers collections specialists, many of whom are foreign nationals, provide a multilingual solution for our clients. Our service is built around our knowledge of the entire receivables management process; we have experience of handling complex debt issues and can integrate seamlessly with the rest of your operations.

Our flexible approach means we can help with the collection of a single debt through to a complete ledger, and our no collection, no fee structure¹ means you can more efficiently manage your overseas collection overheads.

We can work confidentially as part of your team, so that your debtors are unaware of our involvement, or use the globally recognised name of PricewaterhouseCoopers.

¹ not available to SEC restricted audit clients

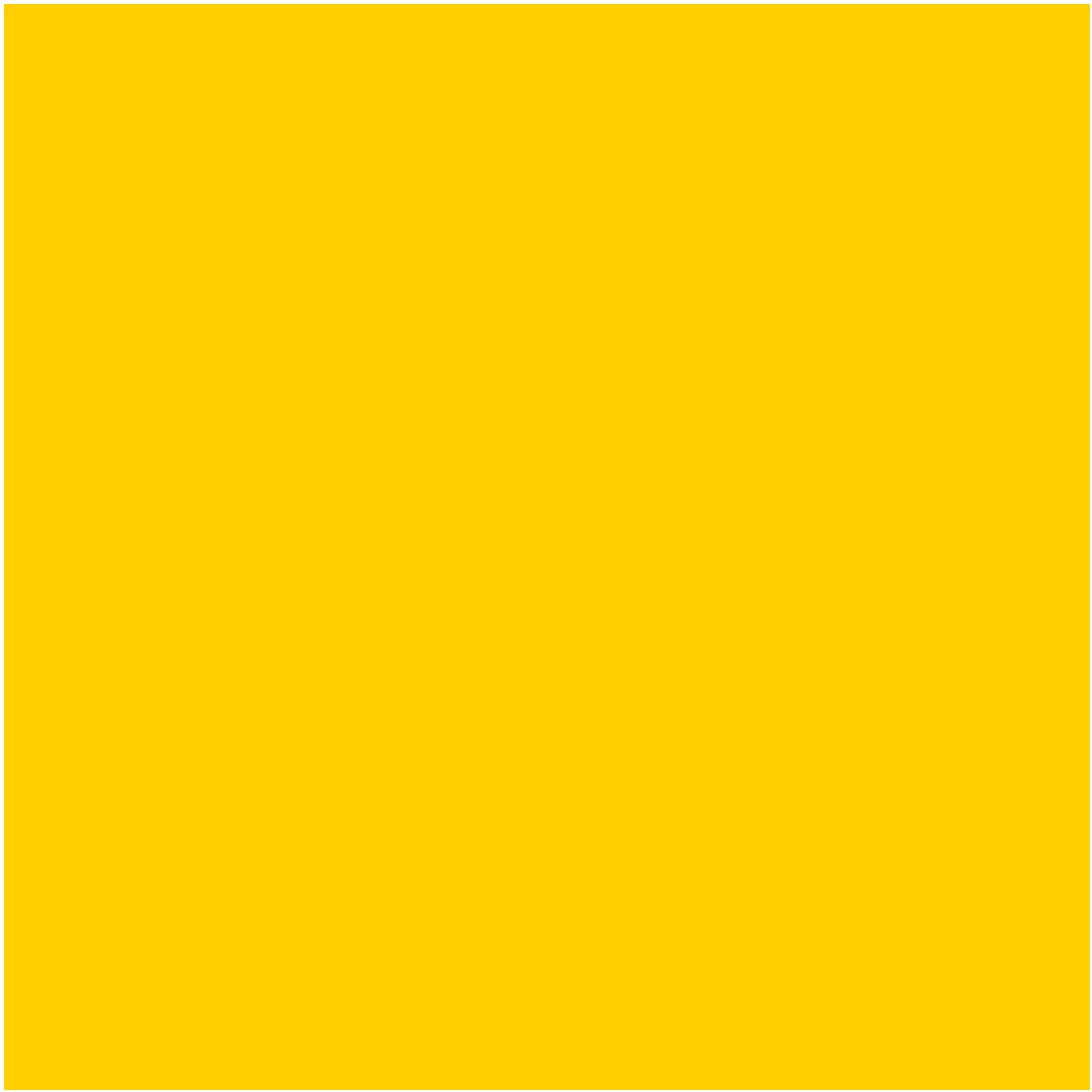
In summary

Experienced in both the public and private sectors, across a wide range of industries, our experienced multilingual collection specialists work alongside your credit team to provide tangible, hands-on support to drive local and multi-territory cash collection and dispute resolution.

We adopt a flexible approach; we can help with the collection of a single debt through to a complete ledger and work on a no collection, no fee basis².

We can integrate seamlessly behind the scenes and work confidentially as part of your team so that your debtors are unaware of our involvement, or, if you prefer, use the name of PricewaterhouseCoopers; instantly recognised around the world.

² not available to SEC restricted audit clients



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