TURN COLLECTION SEASON INTO

OPPORTUNITY!

Switch Your Mindset

View collection season as a chance to deepen client relationships, learn new things and possible opportunities, add value, not just to recover money. Be proactive, show genuine interest, and approach each interaction as an opportunity to strengthen relationships.

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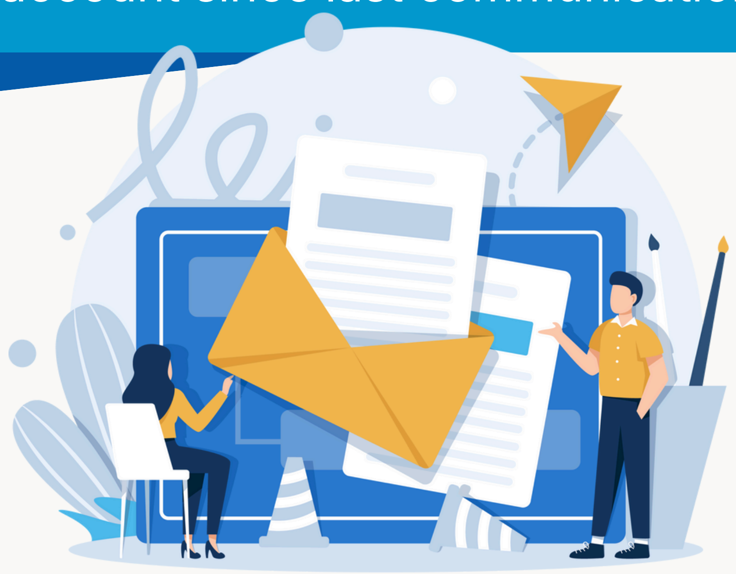
Prepare, Prioritize, Plan

- Make a prioritized list of accounts with outstanding balances. Request a summary of bills, invoices sent to date, AR, and age.
- Coordinate with billing/collections staff re all previous outreach (emails, calls, content, results).
- Ask staff to gather recent news on companies and key contacts.
- Review recent cases or matters or notable updates for each account since last communication.



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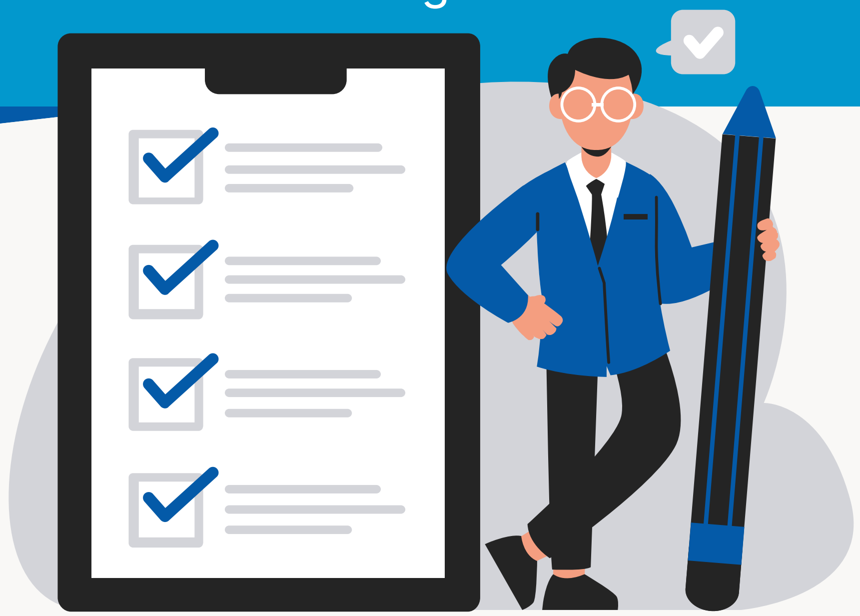
Enlist Resources

- Seek support from colleagues, billing teams, and research personnel.
- Identify any tools or outside expertise to help maximize collection strategies.



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Gather & Upgrade Information

- Learn each client's current circumstances; investigate alternatives to traditional payment (e.g.,payment plan, ACH, wire, credit card).
- Find ways to "bring something" of value to them - news, insights, relevant updates, or a token gift or coffee - whenever meeting with clients regarding collections.

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Action Steps

- For large amounts outstanding: Drop by or show up in person or send something tangible, demonstrate concern, and ask priority questions.
- For distant clients: Senda message, follow with a call and immediate follow-up email, schedule future touchpoints.
- Ask questions relating to future plans, projects, budgets, etc.
- Be sure to thank the client for the opportunity to work with and for them.

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Follow-Up Systems

- Do not bill for the time spent trying to collect. Betteryet, notate it on your invoice with a NB (not billed).
- Prepare a written follow-up template and use "forward-able" emails for easy sharing.
- Set auto-reminders to track ongoing follow-up until payment is complete.