

NCR CORPORATION

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A WORKSHOP

COLLECTION OF OUTSTANDING
DUES

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We are doing an excellent job

For that little extra

Is there scope?

A company like ours
will have
a policy
a strategy
a system
a discipline
and able people
to handle the above

So often a Cinderella

A WORKSHOP

We can learn from each other
here as well as elsewhere

YOUR ORIENTATION TO THE TASK

Economics of collection
Sociology of collection
Psychology of collection
Politics of collection
Problems of collection
Blocks to collection

PROBLEM OR
AN OPPORTUNITY?

Strategic importance
not adequately appreciated

We are the great
contributors
to
the financial health
of the company

Getting business
is relatively easy

Getting our money in time is not

Consistent appreciation
and support
crucial

Now for this workshop

AIM

To get our money
in our pocket
in agreed time
at least cost
without losing valued customers

ALL is ideal
otherwise
more and more,
faster and faster
and surer and surer

Some case histories

A LEARNING GRID

What is the current status?
How much we have lost
on whose account?
And losing each day?

What are our current practices?

Sales of interest to both
but collection to only one

A type, B type, C type
customers
number, size of business

A-type customers

pay in time

and their percentage is 20?

B-type pay after due date

with much effort

from our side

and they are 70%

C-type does not pay

for a long, long time

and they “kill” us

What are we doing to keep
A type

A type?

What are we doing
to upgrade
the B type?

Why are the C type ?
What slip ups on our side?

What are we doing
to upgrade C type
to B type?

Do we want C type customers
and if so
on what terms?

THREE SECRETS OF BUSINESS SUCCESS

CASH!
CASH!!
CASH!!!

Economic pie

That small percentage
for survival
and success

Good is not good enough

Economics of collection

Last pie matters

Interest does not observe even

Republic Day

It costs to collect

A CHECKLIST

pre – during – post

who all can do

what all

so

collection remains

an opportunity

and not a problem

Credit is only for
the credit worthy

Loop holes –
an invitation!

INFORMATION INCENTIVE

A CELEBRATION

Thank you.