



Internal Collections Systems and Key Tips To Finding and Hiring a Third-Party Agency



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What we will cover today:

- The minimum certifications, licenses and bonds an agency should hold
- Why operating with a trust account is important
- What communications you should expect from your agency
- Does the agency have legal capabilities
- How fast do they remit to you once paid and what is their policy

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Many people don't know that 20 plus states actually require specific collections agency licensing.

Whether it be to solicit to customers or collect from your agency should be licensed and here is why...

- Licensing is the law
- Licensing protects your money
- Licensing protects your business from a possible lawsuit
- Licensing maximizes recovery

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CERTIFIED BY CLLA
ENDORSED BY IACC

What is CLLA Certified and what does it mean for your business?

- Third party review of owners background, agency operations and financial practices
- Surety bond up to \$50,000 (depending on agency size)
- Agency leadership required to earn annual Continuing Education Credits to ensure they are up to date with collections laws and market info
- Certification is renewed annually to ensure certification requirements are always implemented

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Operating Account



YOUR MONEY

Trust Account



NOT YOUR MONEY

Why your agency should have a trust account.

- Clear separation of operating account from clients funds
- Checks can be cashed whether they are made out to clients or to the agency
- Agency can set up post dated checks and or future payments

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What legal capabilities does the agency have?

- Do they have in house counsel or is it through an attorney network?
- What additional cost might be asked of you?
- How many cases do they send to legal?
- What does the timeline for legal look like?
- Does the agency use that department as a profit center?

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How does the agency communicate results, updates and remittance and other important questions to ask...

- Does the agency provide regular reporting on a monthly, weekly or online access through a web based portal?
- How long does your agency hold funds before remitting payments to you?
- Does the agency you are looking at provide any web based tools or resources to help you collect internally before going to collections?

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Q & A

TIME !!!!!!!



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Key TIPS when hiring a Collection Agency



THANK YOU!

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