

Cash Flow Fulfilment Amicable Pre-Legal Debt Collection of Business-to-Business Accounts

The ethos at Cash Flow Fulfilment is to help our clients maintain good customer relations with their valued but sometimes late paying customers while delivering positive cash-flow, reduced bad debts and increased profitability to their business.

We deliver our service with total transparency to best in industry codes of practice.

Our management core has over 30 years experience in Credit Management and Overdue Account Recovery within some of Ireland's leading trading and debt collection companies.

Our expertise has developed through a longstanding involvement in overdue account management, this ensures that our clients receive payment of their outstanding accounts in the shortest possible lead time at the most competitive cost, our costs are directly related to the service provision and cash flow benefit to our client's business.

Why Cash Flow Fulfilment Amicable Debt Collection?

We possess management expertise with a proven track record in achieving the best return from the debtor's ledger of both Trading and Insolvent Companies.

Through our long history and extensive experience in Business-to-Business debtors management we have worked with Small, Medium and Large Trading Companies, Insolvency Practitioners, Banks etc. therefore we have a very good understanding of most business structures and their cash flow management requirements and priorities.

In our previous contracts we have managed the collection of debtors accounts from a host of different industry sectors including those servicing the construction sector for manufacturing, distribution, and state agencies.

From a contracts value and account volume levels standing we have successfully completed projects in the past ranging in scale from single accounts to larger debtor books with in excess of 5,000 debtors accounts and have managed individual debtors' ledgers with a total monetary value in excess of €11,500,000 therefore we can accommodate and have the expertise to manage every possible service volume to correspond with the client's specific business needs.

As a consequence of our combined credit management and collections expertise we have developed a sensitivity and approach that demonstrates to the client's customers that preservation of their business relationship with their supplier is important and very worthwhile because we understand the dynamics of the supplier customer business relationship and practice the correct and best ways to approach our clients valued customers that have developed payment performance issues.

Sometimes the debtor payment performance problem is a temporary and transient situation that is preventing the supplier from obtaining payment from their customer, occasionally it's a more serious issue that could result in a bad debt, regardless of the debtor's circumstances Cash Flow Fulfilment always take a professional sensitive but firm approach founded on engagement and objective dialogue to ensure that the best outcome and preservation of the supplier customer relationship is achieved. Cash Flow Fulfilment always operates in a manner that ensures we (where possible) preserve the clients business relationships with their customer while promptly obtaining the all-important business overdue account payment in a cost-effective manner.

Overview.

- We manage business to business debts.
- We have a simple commission / fee structure applied against payment value or agreed return of goods
- We always instruct the debtor to make payment to the client's bank account thereby giving the benefit of immediate cash flow to the client's business.
- We invoice our commission fees against the value of payments etc. received.
- We have cost of service that is directly related to the collection activity and cash flow benefit provided.
- We provide our expertise & resources to our clients at our expense.
- We have a fee structure that is fair and competitive, rates starting in single digits as low as 4.00%.
- We preserve & restore important business relationships.
- We deliver positive cash flow, reduced bad debt ratios & increased profitability to our client's business.
- We provide our service on a first or third-party basis to suit the client's debtor's management strategy and resources requirements.

Service Scope:

Services that can be provided;

Management and Collection of debtors ledgers and overdue and outstanding accounts on the debtor's ledger(s) of the Client business to incorporate but not limited to Collection Strategy Credit Management Consultancy, First Party Credit Control, Amicable Debt Collection, for debtor's located in Ireland and Internationally.

Daily Query Reporting;

The Cash Flow Fulfilment / client's debtor query management function is operated through e-mail for the transfer of queries arising on a day-to-day basis, these queries will generally relate to settlements offered and payments plans proposed that fall outside the Cash Flow Fulfilment discretionary threshold levels (where agreed with the Client) and other items that Cash Flow Fulfilment cannot adjudicate on.

The Client will be required to deal with queries raised and payment proposals received within 48 hours (two working days) with a response from the individual within the client's office with responsibility for the specific debtor's ledger and customer service query resolution tasks as agreed between the client / the Cash Flow Fulfilment client relationship manager.

Collection Cycle and Workflows;

The collection cycle will run for a minimum of 6 to 8 weeks within which time the debtor will be routinely contacted for settlement of the outstanding account.

Interaction with the customer will be done in a proactive and customer service orientated but firm request for immediate payment manner with direct contact through telephone and email, the intensity of the contact level will underpin the success of the collection activities to provide the shortest possible lead-time to payment of the overdue account, during the entire contact process an ongoing emphasis will be put on immediate payment and the importance of early payment to minimise the debtor's late payment interest liability and the benefit of the restoration and preservation of the supplier customer bond.

Standard Payment Demand Letter Templates;

Customised Cash Flow Fulfilment letter templates will be created based on the standard payment demand text in the Cash Flow Fulfilment standard letter templates, these written requests for payment are sent by e-mail to support the direct customer contact, copies of the Cash Flow Fulfilment letter templates are available to clients on request.


Payment Processing and Remittance of Payments;

The client's customer is always encouraged and requested to make payment to the client directly with payments to be processed through the agreed client's bank accounts (where volumes of accounts and the client's circumstances dictate an Escrow Bank Account can be set up for clients in jurisdictions outside Ireland with Client / Cash Flow Fulfilment dual digital payment authorisation signatory for security), the client will have responsibility for bank account charges and transaction fees for such bank accounts.

Cash Flow Fulfilment will lodge all payments received directly at their office into the Client's bank account where possible through the banking systems (the customer will be instructed to make cheques etc. payable to the Client company).

Payment made by EFT and other bank transfer methods of payment including card payments received by the Client must be notified immediately on an individual payment basis by the client to Cash Flow Fulfilment with 24 hours / one working day from the date the payment occurs, payment receipt notifications to Cash Flow Fulfilment will be received by e-mail to pascal@cashflowfulfilment.com.

Commission Rates B2B Irish Accounts

 B2B Third Party Debt Collection Rates	Oldest Invoice Age & Commission Rates			
	< 180 Days	> < 181 - 365 Days	> < 366 - 731 Days	Greater than 732 Days
Debt Values Band				
€ 100,000 to € 9,999,999	4.00%	8.00%	10.00%	14.00%
€ 50,000 to € 100,000	5.00%	10.00%	12.00%	16.00%
€ 20,000 to € 50,000	6.00%	12.00%	14.00%	18.00%
€ 7,500 to € 20,000	8.00%	14.00%	16.00%	20.00%
€ 2500 to € 7,500	10.00%	16.00%	18.00%	22.00%
€ 1 to € 2,500	12.00%	18.00%	20.00%	25.00%