

Best Practices in Collection

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After working in the implementation of collection systems in 3 continents (North America, South America and Europe) one of the recurring problems encountered has been the lack of the implementation of best practices in collections. Over the years working in both AMS and Financial Systems Company I have constantly had to address repeatedly the same issues over and over again in the implementation of collections software. Most issues in fact had nothing to do with software and systems but rather the lack of knowledge and/or the implementation of operational best practices. During the following posts in this blog I will explore cases (no names for obvious reasons) and give examples of some of those best practices...