

# Brown & Joseph Newsletter

Volume 10  
January 2010

## Brown & Joseph Offers Extensive, Customized Reporting

↳ by Harold Buchholz & Allison Sima. December 14, 2009.

**B**rown & Joseph, LTD offers plenty of unique solutions for reporting to our clients. Brown & Joseph hosts a fully automated Reporting Console that refreshes and distributes reports automatically, to anyone at anytime and on any recurring schedule, directly to their email inbox in either .pdf or .xls formats. Coupled with the Automation Console is our fully customizable menu of reporting options.

Brown & Joseph boasts quite a catalog of reports that are sure to fit our client's specific needs. Our Reporting team has the ability to "mock" or recreate any existing reports you currently use internally, or the ability to design and build any reports you wish to use/view on a recurring basis. Because of these capabilities, we are able to provide our clients with more detailed and sophisticated reports and analytics. The reports can be scheduled to run daily, weekly, monthly, hourly, on certain days of the week, certain days of the month, etc...

Harold Buchholz, Director of Outsource and Reporting, has built the reporting department to make it was it is today. "My department understands each of our clients have specific and unique needs, that can change at any time. We pride ourselves to not only to meet those needs, but to exceed them. Our unrivaled capabilities have put us in a position to offer our clients proactive reports and analytics, as opposed to reactive reports and analytics, thus putting the power (and money) back into the hands of our clients – where it belongs," says Mr. Buchholz.

For more information on how we can help you, contact us today. ↩



Stephen Powelson (left) and Dennis Falletti (right) at the October 2009 ICE Conference in Nashville, TN.

## Brown & Joseph Sponsors Training Incentive Awards for ICE Members

↳ by Dennis Falletti, SVP Business Development.  
December 21, 2009.

**B**rown & Joseph, a proud sponsor of ICE (Insurance Collection Executives), has partnered with the ICE Education Committee to reward the next EIGHT education program recipients with a \$250 training incentive reward. Brown & Joseph understands the importance of education and wanted to help the Education Committee generate interest in their program.

Dennis Falletti, SVP Business Development says, "The foundation of a successful receivables management program and delinquency reduction begins with education, the root source. Our mission and services include supporting our clients' educational advancement, which helps them be more effective internally, thus reducing bad debt write off and reducing the need for collection services. We fully support the ICE education program and encourage our clients and prospective clients to further their education through the ICE program."

For additional information on ICE or additional information on ICE's Education Committee, please visit their website at [www.theicesite.com](http://www.theicesite.com). ↩



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# Businesses Late in Paying 15% of Money They Owe

by Jan Norman, small business columnist. *The Orange County Register*. December 17, 2009.

Bill payments by businesses deteriorated in November, according to the Business Benchmark Report by Experian, the Costa Mesa-based credit report and business information giant.

That's true for all regions of the United States, most industries and sizes of business, Experian said.

The overall commercial risk score, measuring the likelihood that businesses will fall 90 days behind in paying their bills in the next 12 months has worsened since June, the report indicates.

On average, 14.7% of the money that businesses owed was delinquent in November, and 5.9% of it was more than 90 days past due, Experian said. The Construction industry was the worst with overdue bills of 25.34% of money owed. Real estate was best with just 5.12% overdue.

The percentage of money owed increased for businesses with no employees up to 99 employees and more than 1,000 employees.

"Businesses of more than 1,000 employees continue to show the highest rate of projected severe delinquency," Experian reported. "Still, businesses with 100 to 1,000 employees began showing improvement in overall dollars delinquent, indicating there may be some stability in that important business segment."

California businesses are doing better than those in many states. The average risk score for California businesses is 61, which is in the medium range for being more than 90 days delinquent within the next year. The national average score is 60.54, slightly worse. (For comparison, 77.5 to 100 is low risk; anything below 32.5 is high risk.)

For an interactive map of the United States to search commercial credit issues by state, industry and size of business, go to website:

## Word Search

Words are up, down, backward & diagonal. Answer key on page 4.

- Affidavit
- Agenda
- Awarded
- Bill
- Complaint
- Conclusion
- Conference
- Credit Risk
- Default
- Defense
- Evidence
- Festival
- Garnishment
- Granted
- Invoice
- Liable
- Letter
- Meeting
- Memo
- Mistletoe
- Monies
- Motion
- Parties
- Processor
- Promotional
- Proximity
- Special
- Wage

I E S U A L W P O M I A C X I T  
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 E L A T S E U D O N N S N A G E  
 D E F E N S E R U I U G C K E U  
 U T A C T T I U O E A W L I N O  
 R T S Y N V X A J S D D U G D P  
 D E F A U L T N S X A J S U A I  
 F R R F Y H M E H I M X I P J A  
 T G L F W M I S T L E T O E T C  
 C L L I Q T R D O C M E N Y E O  
 O M I D R P E B M W O V X A T N  
 X S G A R N I S H M E N T I H F  
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 M H L T C R E D I T R I S K D E  
 S F N K O K P I H I B D X I I N  
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 E S T I Z C G P F N S N R S Z E  
 Q T F A U B Q C R O D C P E Y R  
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 B E A M V O A W C I H E K U P A

<http://www.businesscreditfacts.com/pdp.aspx?pg=Business-benchmark-report&nofocus=1&link=5015&lsv=www>

The Business Benchmark Report is a monthly look at how U.S. companies of all sizes are doing financially, based on commercial risk score, late payments and percent of money owed that is overdue and severely overdue (more than 90 days).

To read more about the November Business Benchmark Report, go to:

<http://press.experian.com/documents/showdoc.cfm?doc=3725>



## Sending Claims to Brown & Joseph

✉ by Esther Chism, Data Entry Manager.

December 16, 2009.

**B**rown & Joseph accepts claims in a few different ways, making submissions easier for our clients. There are a four ways to send claims to Brown & Joseph:

1. **Email the claims.** Send your claim(s) to [efiles@brownandjoseph.com](mailto:efiles@brownandjoseph.com). A confirmation email that we received your file(s) will be sent to you.
2. **Fax the claims.** Fax your claims to 847-758-3020.
3. **Online claims submission.** Go to <http://www.brownandjoseph.com/claims> and fill out the claim submission form.
4. **Mail the claims.** Mail claims to our headquarters at 1701 Golf Road T2 Suite 100, Rolling Meadows, IL 60008.

If you are sending one claim at a time and would like a copy of our claim form, contact your sales representative. If you are sending multiple claims, we accept Excel files in any format you choose.

In order to process your claim, we require the following information:

- Contact Name
- Business Name (for commercial claims)
- Last Known Address
- Last Known Phone Number
- Reference Number
- Last Charge Date
- Amount Due

You are not required to give an email address and/or fax number, but please feel free to include this information if you have it. Any supporting documentation you have for the debt such as invoice, statement, credit application, signed agreement, etc. is helpful as well, but again, not required.

If you have any questions about submitting claims, please contact your sales representative or email your questions to [dataentry@brownandjoseph.com](mailto:dataentry@brownandjoseph.com). ✉

## Seven Steps to a Successful Collection Call

✉ unknown source.

1. Identify the customer and the individual to who you are talking. Discussion of the account with the wrong person is a waste of time and potential trouble if the debtor should get upset over improper disclosure.
2. Identify your company and give your name. Make sure that the debtor knows with whom he / she is speaking.
3. Identify your reason for calling. Do not hedge, but also do not try to intimidate. Be businesslike, but friendly.
4. Let the debtor talk. Let him / her tell you why they have not paid. If is is a legitimate reason, he / she will not hesitate.
5. Identify the problem. Find out what exactly is wrong: cash flow, damaged merchandise, credit due, etc.
6. Determine the solution. Do not terminate the conversation until you have reached some agreement on solving the problems regarding the past due invoices; i.e., a payment plan, balance in full merchandise return, if acceptable to you.
7. Document it! Make notes regarding the date, time, and person with whom you discussed the account. Also note your discussion and arrangements. If you feel it is necessary, send the debtor a letter outlining and confirming what is to happen and when.

**Whatever  
you said you were going  
to do - do it!**

Remember...follow up on whatever promises or arrangements are made with the debtor. Whatever you said you were going to do - do it! Follow through.

Never threaten or promise to do something you could not or would not do. ✉

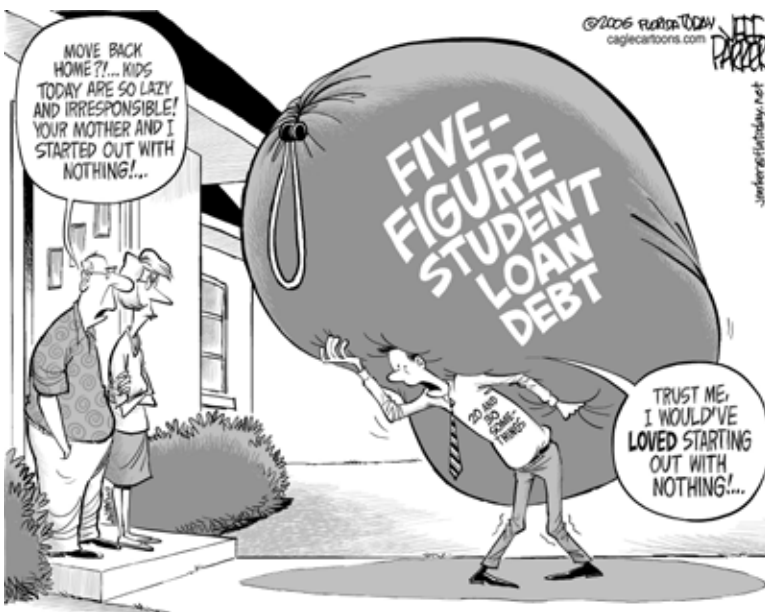
## Pay for Your Past Bills

↳ <http://www.allfreejokes.com/office-jokes/pay-for-your-past-bills.html>

A customer sent an order to a distributor for a large amount of goods totaling a great deal of money.

The distributor noticed that the previous bill hadn't been paid. The collections manager left a voice-mail for them saying, "We can't ship your new order until you pay for the last one."

The next day the collections manager received a collect phone call, "Please cancel the order. We can't wait that long." 📞



### Did you know...

- ↳ Traffic lights were used before the advent of the motorcar.
- ↳ The one place where a flag flies all day, never goes up or comes down, and does not get saluted, is the moon.
- ↳ All the planets in the solar system rotate anti-clockwise, except Venus. It is the only planet that rotates clockwise.
- ↳ The largest giant squid ever recorded was captured in the North Atlantic in 1878. It weighed 4 tons. Its tentacles measured 10 meters (35 feet) long.
- ↳ Millions of trees are accidentally planted by squirrels who bury nuts and then forget where they hid them.

## Words of Wisdom

"It is essential to learn to enjoy life. It really does not make sense to go through the motions of existence if one does not appreciate as much of it as possible" - unknown

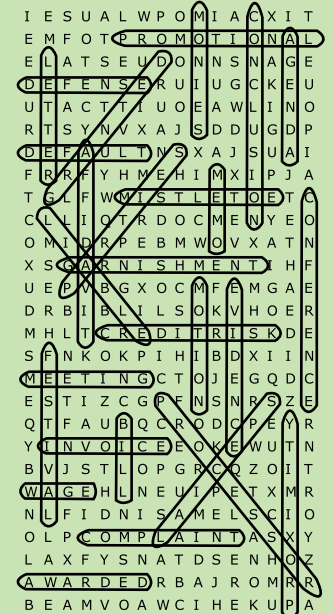
"Opportunity is missed by most people because it is dressed in overalls and looks like work." - Thomas Edison

"You must be the change you wish to see in the world." - Mahatma Gandhi

"The man of wisdom is never of two minds; the man of benevolence never worries; the man of courage is never afraid." - Confucius

"Learn to smile at every situation. See it as an opportunity to prove your strength and ability." - unknown

### Answer Key



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For letters to the editor e-mail  
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