

BOOSTING YOUR BOTTOM LINE

**INTERNAL**

**A/R**

**COLLECTION**

**LETTERS**

BROUGHT TO YOU BY YOUR TRUSTED A/R EXPERTS A.R.M. SOLUTIONS

***Questions?***

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# Overview

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Managing accounts receivable is crucial for a healthy business, and our carefully curated collection of sample letters is designed to empower you in optimizing your cash flow. It's important to approach debt recovery strategically, and the following three letters are crafted to be used in a progressive order, each one incrementally asserting the urgency of overdue payments.

**Reminder Letter:** This initial communication serves as a friendly reminder, encouraging a prompt response to avoid any further issues.

**Follow-Up Letter:** As the second step, this letter conveys a more assertive tone, emphasizing the seriousness of the situation and the need for immediate action.

**Final Notice Letter:** The last resort, this letter is assertive and communicates the potential consequences of continued non-payment - turn over to a third party collection solution. It's a crucial step towards resolving the outstanding debt.

Remember, using these letters in sequence ensures a systematic approach to collections, allowing your customers to understand the escalating severity of their late payments. We believe this toolkit will empower your business in navigating the challenges of accounts receivable effectively.

# Reminder Letter



SCAN TO PAY ONLINE NOW!

Dear Customer,

At Lowe Pest Control, we appreciate your continued trust in our services, and your history of prompt payments has not gone unnoticed.

Our records indicate that the payment for your recent pest control service is now overdue. In the hustle and bustle of daily life, we know it's easy for things to fall through the cracks. To assist you, we've included another copy of your statement.

Consider this a friendly nudge to settle the outstanding amount. If you've already initiated the payment, thank you (and please disregard this notice)!

For your convenience, secure online payment options can be found at [www.lowepestcontrol.com](http://www.lowepestcontrol.com).

We value your business and thank you for your prompt attention to this matter.

Sincerely,

Lowe Pest Control

# Follow-Up Letter



SCAN TO PAY ONLINE NOW!

Dear Customer,

We trust this letter finds you well.

Regrettably, our records indicate that your account with Lowe Pest Control is now \_\_ days past due.

We understand that unexpected circumstances may arise, leading to delays in payments.

Attached is a detailed statement reflecting the outstanding invoices. Urgent action is essential to prevent any further complications. If prompt payment is not received, additional measures will be taken per our company's collection policy.

For your convenience and to expedite the resolution, secure online payment options are accessible at [www.lowepestcontrol.com](http://www.lowepestcontrol.com).

Your cooperation in promptly addressing this matter is greatly appreciated.

Sincerely,

Lowe Pest Control

# Final Notice Letter



SCAN TO PAY ONLINE NOW!

Dear Customer,

It is with regret that we inform you that your payment of \$\_\_\_ for pest control services rendered by Lowe Pest Control remains outstanding.

A \$\_\_\_ late fee has been applied in accordance with our credit policy. The total balance now stands at \$\_\_\_.

Without immediate payment, we will be left with no option but to forward your account to a collection agency. To avoid this, kindly settle your account today.

If the full payment is challenging, we encourage you to contact us immediately to discuss the possibility of arranging a suitable payment schedule.

Secure online payment options are conveniently available at [www.lowepestcontrol.com](http://www.lowepestcontrol.com).

Your prompt attention to this matter is of utmost importance.

Sincerely,

Lowe Pest Control



Phone calls remain a powerful tool in the arsenal of collection strategies, offering a direct and personal touch. As conversations unfold, businesses have the opportunity to not only discuss payments but also build rapport, address concerns, and reinforce positive relationships with customers. In this section, we'll delve into the art of mastering phone calls in collections, exploring strategies to ensure clear, respectful, and effective communication that encourages timely payments and maintains customer satisfaction.

*Below is a recommended flow including what should be covered on calls:*

**Advise Calls Are Recorded** – Make customers aware that calls are recorded. This ensures transparency and provides a reference for any agreements or discussions.

**Validate Service Satisfaction** – Before discussing payments, validate that the customer was satisfied with the service. This not only builds rapport but also allows for the resolution of any outstanding issues.

**Secure Payments and Auto-Pay Setup** – Take payments during the call and, if possible, encourage customers to set up auto-pay for future transactions. This minimizes the risk of late payments and streamlines the process.

**Verify Account Contact Information** – Confirm and update account contact information during the call to prevent communication gaps. Accurate details are crucial for successful follow-ups.

**Mention Additional Services and Promotions** – Utilize the call to discuss additional services or promotions. It's an opportune time to upsell and strengthen the customer-business relationship.

**Express Gratitude** – Thank the customer for their business, expressing appreciation for their continued partnership.

**Reminder Messages and Follow-ups** – Send reminders immediately following the call. If unable to reach the customer, leave voicemail messages. Assess any applicable late fees or charges allowed.

**Strategic Calling Times** – Stagger the days and times for your call attempts to maximize the chances of reaching the customer. This strategic approach enhances contact opportunities.

**Record Customer Responses** – Maintain a record of customer responses during and after calls. This documentation is valuable for tracking progress and resolving any outstanding issues.

# Bonus: Live Calls



IF INTERNAL EFFORTS FAIL...

# TRUST A.R.M. SOLUTIONS AS YOUR THIRD PARTY PROVIDER



## OUR DISTINCTIVE FLAT FEE PROGRAM



### INDUSTRY'S HIGHEST RECOVERY RATES

We exceed the national average by  
over 300%



### INDUSTRY'S LOWEST COST

1/5 the cost of traditional collection  
agencies (and no commissions)



### INSTANT CASH FLOW

All payments go directly to you



### RETAIN MORE CUSTOMERS

Our diplomatic approach protects your  
important customer relationships



### MAINTAIN CONTROL

Add, remove, and speak with  
customers at any time of the collection  
process



### SEAMLESS INTEGRATION

with the industry's top platforms



### A WORD FROM OUR CLIENT



"Who would have thought that it was cheaper to send my past due accounts to a collection agency than to have my internal staff continue to work on the accounts? A.R.M. Solutions has proved to me that it is possible. They have collected over 45% of the dollars that I placed with them. And, it has cost me less than it would have to keep the accounts in-house."

## COMPLETE A/R DEBT RECOVERY SOLUTIONS

- First Party Outsource
- Third Party Flat Fee
- Third Party Contingency
- Credit Reporting
- Litigation Services



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Schedule your free analysis today!