

Training Course: **Collect Your Cash Now!**

Professional Debt Collection techniques. Everything you need to know about Debt Collection.



Our clients' feedback indicates that the management of Debtors has never been more critical. Thinking about how we can help, Professional Advantage has decided to organise and subsidise a one day **Credit Management and Debt Collection course** for customers, conducted by a professional debt collection trainer.

Who should attend this course?

- Business owners
- Managers
- Accounts staff, collection and accounts receivable staff

Topics to be covered in this course:

- Credit documentation
- Assessing credit limits
- Conducting trade reference checks
- The benefits of appropriate Terms & Conditions, particularly charging of interest
- Debt collection fees and legal fees, etc.
- Making the collection call
- Commencing the collection process
- How to be more effective in collection activities
- Rebuttal of excuses
- Building customer rapport
- The ACCC and debt collection, the Privacy Act
- And much more.

SPECIAL FOR PA CUSTOMERS ONLY!

Normally priced at \$395 excl. GST per person

For PA customers - \$199 excl. GST per person

Be quick to register- this will sell out!

REGISTRATION & DETAILS:

Phone: 02 9919 8937

Email: rita.huynh@pa.com.au

Fee: \$199 plus GST

Time: 8.30am – 5pm

Melbourne

Date: 26 August 2009

Venue: Level 10, 500 Collins Street Melbourne

Sydney

Date: 27 August 2009

Venue: Level 16, 124 Walker Street North Sydney

Brisbane

Date: 28 August 2009

Venue: Conrad Treasury - 130 William Street Brisbane



FAX BACK FORM - Attention: Rita Huynh

Please complete the form below and fax back to: 02 9923 1415 to reserve your seat.

Name: _____

Company: _____

Contact Number: _____

Email Address: _____

Venue: Melbourne Sydney Brisbane