

Industry: Publishing, Information Services  
 Solution: Third Party Collections  
 Results: Collected 31% of the past due accounts in under 90 days

**Summary**

This top publisher of magazines and information services for the arts was searching for help in addressing their unattended receivables. RMS offered a perfect blend of both publishing industry experience combined with over 165 years of receivable services.

**Customer Profile**



With an annual readership of almost 15 million, association with thousands of museums and galleries, and over 7,500 educational programs, this publisher is changing the way the arts are viewed and information is disseminated. Their customers include individuals such as art dealers, appraisers and art patrons, as well as businesses (museums, galleries, libraries, government agencies, and art centers). Their distribution network covers North and South America, Asia, Australia, Europe, the Middle East, Africa and Russia.

**RMS Solution**

The customer wanted to clean up their existing past due accounts, which had been unattended for awhile, and they wanted it done as quickly as possible. RMS suggested using our Third Party Collection Services to personally contact the debtors. The RMS solution plan included:

- Review claim profiles for payment history and account details
- Utilize personal contact so that the RMS Associate could immediately address any questions or issues the debtor might have that were preventing payment
- Propose, review and get agreement with the debtor on implementing payment
- Immediate follow up with debtor on payments not received as was agreed

*“Customers are thrilled to find a company that not only has a true depth of experience in both the publishing industry and receivables, but that is so willing to work with them as a team. Customers can retain as much control of their accounts as they choose while gaining access to RMS’ expertise, information and personnel resources.”*

**Robert M. Short**  
 Account Manager

**Results**

In less than 3 months, the customer realized a significant cash flow improvement. They were so pleased with the results, and the value of the services provided by RMS, that they immediately started looking to add collection letter campaigns to their accounts receivable program as a means of keeping their advertisers up-to-date with payments and their company cash flow more solvent.

- **Fast and Effective:** In less than 90 days, RMS collected 31% of the claims that were initially placed with us - *this represented almost a quarter of a million dollar boost to their bottom line.*
- **Relationships Intact:** The customer was able to retain good relationships with both their advertisers and clients throughout the process
- **Expanded Services:** An immediate conversation was implemented by the customer concerning adding RMS’ collection letters to their Accounts Receivable processes

