

RMS Recovery Services

Case Study



Industry: Transportation and Logistics
Solution: RMS Mexico's Collection and Runner Services
Results: Improved delivery of customer invoices; reduced delinquency

Summary

A large, international, package delivery and logistics company required assistance in reducing their over 60 day delinquencies and improving their cash flow. Difficulties in managing and tracking the high volume of invoices they had to deliver, combined with a labor-intensive inventory control and claims process, was significantly impacting their ability to meet delivery standards and having a negative impact on their financial results.

Customer Profile



This leading provider of specialized transportation and logistics services is one of the world's largest delivery companies. They manage the flow of goods, information and funds to more than 200 countries and territories worldwide

resulting in an annual sales volume of over \$30 billion.

RMS Solution

RMS Mexico's dedicated relationship managers quickly analyzed, scheduled and implemented our invoice delivery/pick-up 'runner' services, allowing us to quickly assume responsibility for the customer's invoice deliveries. The RMS solution included:

- Creating a team of collection coordinators to establish invoice delivery strategies, manage runner activities and follow-up on delinquent invoices
- Implementing RMS' proprietary Documentation Control Database to ensure invoices are delivered at the correct time and with all the documentation required for acceptance and processing
- Electronic scanning procedures implemented to control and track deliveries
- Customizing our web-based database to track, monitor and report on deliveries and pick-ups

Results

RMS Mexico's unique approach to invoice delivery and document control helped improve this company's cash flow and reduce its over 60 day delinquencies by applying customized solutions to its invoice delivery problems. Since the project's inception, this customer has experienced a:



- 50% Improvement in on-time delivery of customer statements and invoices
- Decrease in the 60+ by \$2.3 mil (USD), from 37% of the total portfolio to 18%
- Reduction of over one week to the amount of time required to deliver invoices and account statements to the customer
- Improved visibility of tracking, delivery and payment data via RMS' 24/7 on-line access, allowing the customer to respond more quickly and effectively to inquiries made by the debtor to their Mexico City-based customer service center

