



# Case Study

Industry: Noncommercial Research and Testing Organization  
 Solution: RMS 1st Party Collections, Collection Letters  
 Results: Placements Increased \$1.4M and Over 90 Day Past Due Decreased 16%

## Summary

This international company had slowly been developing a very high number of customers in China. Unfortunately, this business concentration was being matched by a high percentage of over 90 day past due accounts, negatively impacting the business' cash flow and operations. They were looking for an internationally experienced Accounts Receivable company that could provide fluency in multiple Asian languages and the ability to work in the time zones of the debtors.

## Customer Profile

A leading provider of product testing and certification services, this \$200M company is supported by both their own offices as well as a network of partners around the globe. The services they provide allows businesses to qualify their products for sale in a wide variety countries.



## RMS Solution

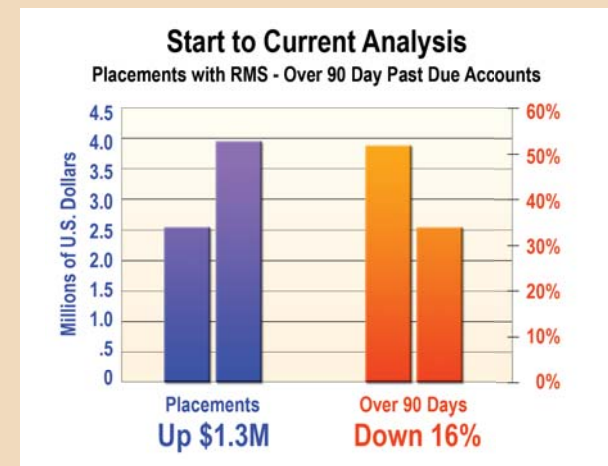
Working together, the RMS Business Process Outsourcing Canadian team would work with the RMS Hong Kong collection team to coordinate a solution and implement the plan. Combining the resources of both teams would best utilize the full knowledge, experience and skills of each group thus providing the most efficient and cost effective solution.

- RMS Hong Kong personnel, fluent in both Mandarin and Cantonese, would make the direct debtor contact
- **1<sup>st</sup> Party Collections** - Personal contact in the client's name to find out why payment has not yet been made and get a payment solution agreement
- **Collection Letters** - A series of letters escalating the demand for payment used when personal contact is unable to be established
- Shifts would be assigned to ensure contact with the debtors during their regular business hours

## Results

RMS was able to make an immediate and significant impact on the customer's 'Over 90 Day' past due accounts. The customer was so pleased that they moved additional account placements to RMS for servicing.

- Debtors were successfully communicated with so that payment solutions and plans could be agreed upon
  - Contact was made during the debtors normal business hours
  - Debtors were communicated with easily in their native language
  - By using RMS' experienced collectors, the business relationship between the customer and their debtors remained untarnished



- Placements up \$1.4M (34%)
- Over 90 day 'Past Due' down 16% despite the
  - Significant increase in placements
  - Large number of accounts rolling into the over 90 day bucket

## For more information, please contact:

Darrel Hewson  
 RMS Vice President-Business Development  
 240 Emery Street, Bethlehem PA 18015  
 Tel: 484-242-6685  
 Email: darrel.hewson@rmsna.com