

Collectors, have you ever wondered...

- How to confidently collect more money?
- What to say on a collection call?
- How to diffuse fire-breathing, upset customers, and still collect the money?
- How to quickly overcome payment excuses and objections?
- How to convert more accounts into “Promises to Pay”?
- How to enjoy your job more?

Supervisors, have you ever wondered.....

- How to motivate and lead your collection teams to new heights?
- How to get your new collectors “up-to-speed” quickly?
- How to move your experienced collectors to the next level?

Managers and business owners, have you ever wondered.....

- How to ensure more accounts pay on time?
- How does the West manage such low bad debt rates?
- How to ensure your staff are effective AND professional?
- How to minimize bad debt risk while doing business in Asia?
- How to raise your department’s exposure to reflect the importance of the job they do?
- How to get your new team leads “up-to-speed” quickly?

This book answers these questions and more. It’s full of creative, PRACTICAL ideas to strategically manage your firm’s accounts receivables with techniques used in the West and in the Far East.

This book should be read with the understanding that the author is not engaged in rendering legal advice. If legal advice is required, the services of an attorney should be sought. No warranties are expressed or implied for any vendors mentioned in this book. Please do your own due diligence on any vendor mentioned.

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ATTENTION: Business Owners, Collection Managers, and Supervisors

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<ul style="list-style-type: none">• Avoiding Friendly Fire: Working with the Sales People	<ul style="list-style-type: none">• Credit & Collections for Sales People

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Note: Any names used for customers and debtors are invented. If, in any case, I have used a real name, it's purely coincidental.

In this book, the words "credit" and "collections" are used interchangeably. If you see either of these two words- the other is implied. The exception to this rule is Chapter 2: In the Beginning There Was Credit, where credit is the chapter's sole focus.

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John Ikazaki

This book is dedicated to Credit and Collections professionals who – often quietly – contribute immensely to their organization’s survival.

Debt Collections:
Stir-Fried or Deep-Fried?
Asian and Western strategies to collect more money, reduce
bad debts and keep more customers

Steven F. Coyle, CCE

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Preface

As a collection manager, I often needed quick, practical ideas from others in the field. Sometimes I turned to books, but few were geared to the credit practitioner. Sure, there were plenty of books for students and professionals who needed to pass tests, but those kinds of books are usually bogged down with theories and formulas for calculating probabilities of payback. From experience, theories and formulas have collected me less money than having the right people, processes, and systems in place.

This book is written in a practical style for credit and collections people, at all levels, from new collectors to experienced managers. Its seven sections are divided as follows:

Part	Section's Name	Target Audience
I	Introduction	All Credit & Collection Professionals
II	The Credit Field	Credit Professionals
III	The Collection Field	Collectors, Collection Leaders & Future Leaders
IV	How to Become a Professional Collector?	Collectors
V	Fostering Alliances & Strategic Partnerships	Collection Leaders & Future Leaders
VI	Leading Collection Professionals	Collection Leaders & Future Leaders
VII	The Future of Collections	All Credit & Collection Professionals

This book mixes collection practices from both Asia where I live, and from the West where Seattle is my original hometown. Collections people from both sides of the world can learn from each other.

I'm lucky being a collections consultant and trainer based in Asia. I'm able to devote time to a subject I enjoy while flying to interesting places. If you have any comments or questions about this book or about the field of collections, please feel free to contact me.

Terima kasih,

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Debt Collections:
Stir-Fried or Deep-Fried?

Asian and Western strategies to collect more money, reduce
bad debts and keep more customers

*With special application for collection call centers, agencies, telcos, celcos,
banks, finance companies, credit card centers, insurance companies, cable/
satellite TV providers, tax departments, and Internet Service Providers*

Steven Coyle, CCE

