

# The Collector Chronicle

NORTH AMERICAN RECOVERY

December 2012

Utah's Collection Authority

## LAST MONTH'S PRIZE

The lucky winner of our client prize for November is Granite Peaks Gastroenterology. Congratulations!! We have been collecting for Granite Peaks Gastroenterology for four years and will be sending Debbie Riches two tickets to an upcoming Jazz game.



## THIS MONTH'S PRIZE

This month we will be giving away two all-day ski passes to a premier ski resort in the winner's hometown. Each client who sends new accounts during the month of December will have their name entered into a drawing. At the end of the month we'll draw a name and, if it's yours, you'll win the ski passes.

***Don't miss out on your chance to win;  
send new accounts in December!  
Good luck!!***



## High Tech Options

BY DAVID J. SAXTON

PRESIDENT, NORTH AMERICAN RECOVERY

I wanted to take some time this month and tell you about two high-tech options that are available when you assign accounts.

### ELECTRONIC FILE TRANSFER

The first method I wanted to discuss is called **Electronic File Transfer**. This option simplifies the process of assigning accounts because instead of making copies of documents and faxing or mailing them to us, you simply create an electronic file with the information about the debt and e-mail the file or upload it to our secure website.

Almost every software system used today allows you to create a standardized file format (like an Excel spreadsheet or a text file). As long as this file provides all of the necessary information about the debt you're set! Once created, the file is e-mailed or uploaded, and when we receive it, we transfer the data in a matter of minutes and begin the collection process.

Assigning accounts this way has become very popular over the past few years. In fact, almost 80% of the accounts we receive each month are assigned electronically!

While assigning accounts electronically has its advantages, there are a few items you must be aware of. First, it takes some time up front for you to create the process of building the file. Although, once established it's as simple as running a report when you need to assign accounts.

Second, it may be difficult to include all of the skiptracing information within the electronic file. Things like phone numbers of friends or relatives (originally listed on the application) may not be tracked in your computer system. If they are that's great, but if not, sending that information electronically may be impossible. This type of skiptracing information is critical to our success, so if you as-

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sign electronically—but can't include this vital information—please fax or mail a copy of the application.

Lastly, we may eventually need a copy of the signed contract/lease/agreement **and** a complete itemized breakdown of the bill. But only on accounts where the debtor disputes the debt or we sue the debtor. This isn't a big deal though because we have a system established whereby we request these documents as needed. Sending the signed agreement and itemized statement when you send the electronic file isn't necessary.

If this sounds like something that might work for you, feel free to send a test file to: [clientservice@north-american-recovery.com](mailto:clientservice@north-american-recovery.com) We will let you know when the programming on our side is complete, and we'll be ready to go! If you're not quite sure about this or have questions, give us a call. We can talk about your situation and together we'll find a solution.

## ACCOUNT ENTRY VIA OUR WEBSITE

The next high-tech option I wanted to tell you about is the ability to assign accounts by entering the information yourself through our website. This method of assigning accounts is also becoming very popular because it allows you to login to our secure website at your convenience (it's available 24 hours a day, seven days a week) and enter the specifics about a debt from the comfort of your computer!

We have a handful of clients who use this option on a regular basis, and it's gaining popularity all the time.

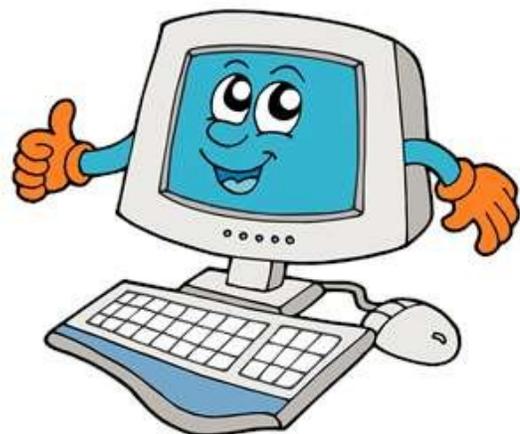
The advantages of this method are the obvious convenience it provides plus the accounts will be

added to our system much quicker. The way it works is once you input the account details a file is created. We take the file and verify that the necessary information has been included, then we address any questions before adding the information to our collection management software.

Account entry via our website offers an increased level of convenience and ease, but remember, we will still need the additional skip-tracing information and the itemized statement and contracts for some accounts.

If you would like to take advantage of this service call Client Service team at (801) 364-0777 ext. 101. Any of our client service representatives will be able to assist you. We will take care of the details and set you up so you can start using this great process.

There you have it, two high-tech alternatives that make assigning an account much easier. I encourage you to take advantage of these services if you haven't already. You'll find the process of assigning accounts quick and simple, if not enjoyable!



The *Collector Chronicle* is published monthly by  
NORTH AMERICAN RECOVERY for prospective and current clients.

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