

COFACE COLLECTION



HIGHER RECEIVABLES REPRESENT
A BURDEN FOR LIQUIDITY

Coface Collection improves liquidity and safeguards profits. Our experts use their wide-ranging expertise to provide you with support on all collection-related issues. Coface also takes care of the time-consuming collection measures – so you can concentrate on your business. Our collection specialists have in-depth knowledge of the business cultures in the CEE region and a detailed understanding of the economic factors that influence payment behaviour.

“Services from a single hand”

DEBT COLLECTION

The involvement of a third party accelerates the collection process. We concentrate on time-consuming and frustrating procedures, and this allows our clients to focus on their core activities.

We help to lower risk, increase liquidity, improve cash flow and therefore return on capital employed, which leads to an enhanced credit assessment for our clients.

Service Specifics:

Local and international B2B collection of undisputed debts

Close-knit local and international correspondent network

Order placement, monitoring of collection steps, status reports and statistics via DCON



Collection workflows adapted to debt, debtor and customer characteristics

Standard collection measures include reminder service, telephone intervention, personal visits and payment schedule negotiations

Legal advice and actions by specialised in-house or partner attorneys

Efficient automated recovery management system for collection of low amount debts

Electronic exchange between clients' systems and DCON for large volumes of data

CREDIT RISK MANAGEMENT CONSULTING

Our Credit Risk Management Consulting Services are designed to analyse existing systems and identify opportunities to improve processes and reduce costs.

Our consultants refer to information provided by our information database ICON as well as our experienced collection teams.

Partner law firms specialised in legal debt recovery and insolvency proceedings may join the process as required.

We also cooperate closely with the Department of Country Risk and Economic Research of the Coface Group.

Service Specifics

Analysis of outstanding amounts
Assessment of recovery methods with recommendations for improvement

Staff training in receivables management

Consulting on the design of effective reminders and efficient recovery methods

Legal assistance before, during and after recovery procedures and insolvency proceedings

RECEIVABLES MANAGEMENT

Coface Receivables Management Services cover the entire receivables chain. Our experts support our clients to reduce the need for outside financing by improving receivables turnover.

Our modular approach allows clients to outsource the full life cycle of an invoice, or only selected segments. Professional teams and efficient workflows streamline the entire collection process - from generating and sending invoices and reminder letters through follow-up and recovery of overdue amounts. We take over administrative duties, and our clients are free to develop their business.

Service Specifics

Outsourcing of the entire accounts receivable portfolio or specific parts for B2B collection

Support for any chosen segment of the invoice life cycle: generating invoice data, issuing invoices, sending invoices, monitoring payment, sending reminders and taking legal actions

Focus on precollection activities based on continued direct contact with debtors throughout the payment period

Automatic start of collection procedures after payment delays

Flexible interfaces for safe and smooth transfer of data

THE BIGGEST SINGLE COMPANY DATABASE IN CEE

Our experts are supported by our online debt collection database (DCON), and by up-to-date information from our information database (ICON).

The ICON database covers more than 10 million companies in Bosnia, Bulgaria, Croatia, Czech Republic, Estonia, Hungary, Kosovo, Latvia, Lithuania, Macedonia, Moldova, Montenegro, Poland, Romania, Russia, Serbia, Slovakia, Slovenia, Ukraine and the CIS countries.