



Chaser Collections

Recover aged receivables faster with our insights and expertise.

CHASER

- Introduction to Chaser Collections
- Why choose to escalate to collections?
- Why choose Chaser for your collections?
- What's included?
- How it works
- About Chaser
- Proven results
- Chaser Technologies Limited

Contents

- Introduction to Chaser Collections..... 3
- Why choose to escalate to collections? 4
- Why choose Chaser for your collections? 5
- What's included?..... 6
- How it works 7
- About Chaser..... 8
- Proven results..... 9
- Chaser Technologies Limited 10

Introduction to Chaser Collections

Protect your customer relationships and your reputation

You spend time, money and effort building profitable, positive relationships with your customers. But sometimes, customers don't pay their bills. Knowing what to do in this situation can be difficult and debt collection can seem risky as damaging customer relationships could hinder your company's growth and reputation. But you shouldn't sacrifice your bottom line by not collecting on late payments when there is a better way.

Chaser Collections is a people-first cash collections service for small and medium businesses that speeds up debt recovery and protects your customer relationships. Using data and insights from our award winning credit control software, we:

- Personalise messages specific to the customer;
- Optimise when to reach out;
- Choose the right channel; and
- Offer the best payment arrangements that works for everyone
- Act as a mediator, enabling you to maintain positive relationships with your customers

Chaser Collections is the first-of-its-kind to combine data, technology and in-house collections experts with years of experience in empathetic, personalised invoice chasing. This unique combination leads to superior debt recovery rates, ensures a better customer experience and helps resolve even the most difficult cash collections problems.

Don't put your reputation at risk by collecting the wrong way at the wrong time.

- Get paid what you're owed.
- Protect your cash flow.
- Grow your business.

Book a meeting to learn how you can recover aged receivables with **Chaser Collections**

[Book a meeting](#)

"Our goal is to collect your payments in the friendliest way!"

Inga Schibsted | Chaser team

Escalate to collection ⓘ

Our considerate collections operate on a no-win, no-fee basis.

Invoices (4)

Invoice nr	Outstanding	Due
0001	£4,200	21 Jun 20
	£3,600	16 Apr 2
	£3,000	16 Apr
	£1,800	16

...ore invoices from this custom

Why choose to escalate to collections?

Spending time managing late payments is an unfortunate, and all too regular, part of running a small or medium business (SME). According to [Dun and Bradstreet's research](#), the average SME is owed around £63,881 in late payments.

35% of companies experience cash flow difficulties because of non-payment of invoices, and 58% reported that late payments put their business at risk of failure.

While it might seem like escalating an unpaid invoice to a debt collector is a worst-case scenario, it's more productive to think of it as just another tool in your toolbox.

Escalating to debt recovery services can feel risky as you don't want to put a strain on your customer relationships. On the other hand, writing off an unpaid invoice simply because contracting a debt collections agency seems like too much hard work is throwing away money.

Having a strong process in place to chase customers when payment isn't made is key and helps inform when it's best to escalate to a collection agency. As a rule of thumb, you should be consistently following up with your customers as soon as an invoice is due. However, if after politely and persistently requesting payment over a period of 30 days and you still have no joy, it's usually time to engage an external agency.

Do your research before picking an agency. The best debt recovery services will keep you in the loop at all times, always abide by the correct legal process, and are entirely transparent with you about all costs.

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The average SME is owed around **£63k** in late payments

35% of businesses experience cash flow challenges due to late payments

Why choose Chaser for your collections?

When it comes to late payments, no one understands this better than Chaser. The award-winning Chaser App helps over 3,000 users successfully automate credit control, reduce debtor days and boost cash flow, all while fostering great customer relationships. With best practice invoice chasing already in place, which will get up to 80% of your invoices paid, Chaser Collections takes you the rest of the way, when and if needed, to ensure that you have the confidence that all invoices will be paid in the unfortunate eventuality of a delinquent customer.

In the Chaser app, escalating to our Collections service is simple, straightforward and transparent.

Chaser Collections is a considerate debt recovery service and a service available from within your Chaser account. It's the first-of-its-kind to combine data, technology and in-house collections experts with years of experience in empathetic, personalised invoice chasing.

Traditionally, debt collection agencies can be expensive, time-consuming and aggressive with customers. Extensive research showed us that there was no existing debt recovery service focusing on the importance of getting the right balance between 'getting paid' and maintaining 'great relationships', which has been one of Chaser's core values since the very beginning. Using data and insights from the Chaser application throughout the entire collections process, messages are personalised specifically for each debtor. The process is optimised for when to reach out according to the best way to contact them. Chaser's team leverages its combined knowledge and expertise to act as a mediator, enabling you to maintain a positive relationship with your customers.

With Chaser Collections:

- Protect your customer relationships and your reputation
- Recover more compared to traditional agencies
- Get your quote in app

Chaser Collections is priced separately from our credit control functionality, so you only pay for what you use. We offer a cost-effective alternative to traditional debt collections agencies

Book a meeting to learn how you can recover aged receivables with **Chaser Collections**

[Book a meeting](#)

What's included?

Using Chaser Collections is straightforward, quick and easy. Included in the service is:

- A dedicated account manager to guide you through the process
- A no-win-no-fee promise to recover invoices
- A considerate approach to collecting debt that won't damage customer relationships
- Transparency from start to finish

The Chaser Collections Team uses a considerate approach to collections. We encourage you to provide as much information as you can to help us collect the outstanding debt as efficiently as possible. The History log in the Chaser Credit Control application empowers our team to identify any disputes and allows them handle the collection in the most effective and sensitive manner possible.

We understand how important it is for you to be in the know, which is why we use the Chaser Credit Control app to update you each time we make contact, or attempt to make contact with your debtor. These updates will be visible for all Chaser users connected to your account and you'll receive an email notification for any important notes or action required from your side.

[Chasefeed](#)[Receivables](#)[Collections](#)[Reports](#)[Manage](#)

Ready to collect

£ 292,905

[32 invoices](#)

Collecting

£ 8,100

[6 invoices](#)

Collected

£ 10,980

[2 invoices](#)

Overdue

In progress

Filter

Pagination

20

1 of 13

<

>

<input type="checkbox"/>	Invoice no ▾	Customer ▾	Overdue days ▾	Outstanding ▾	Invoice fee ▾	
<input type="checkbox"/>	#0093	Down Under Ltd	5	£7,800	15%	<button>Collect</button>
<input type="checkbox"/>	#0084	Doogood Enterprises	11	£1,800	15%	<button>Collect</button>
<input type="checkbox"/>	#0082	Regewell Stores	14	£800	15%	<button>Collect</button>
<input type="checkbox"/>	#0079	Happy Dreams Academy	23	£11,800	15%	<button>Collect</button>

How it works

Chaser Collections has been designed to be as transparent as possible throughout the whole process. With a dedicated account manager and an in-app portal to communicate with the team, you're always in the loop.

Once your invoice is approved for collection, the three stage collection process starts. Should your invoice need to move from one stage to the next, the team will let you know before moving to the next stage and inform you of any additional cost.

Your Account Manager is available to answer any questions you might have from Monday to Friday, 9:00 am, to 5:30 pm GMT/BST. Your Account Manager can provide a weekly status update upon request.

	Stage 1	Stage 2	Stage 3
Availability	Must be a Chaser customer		
Offering	Third Party Chasing and Management of Collections Service	Letter Before Action	Legal Services

To learn more and to find out about pricing

[Book a meeting](#)

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What's included?

How it works

About Chaser

Proven results

Chaser Technologies Limited

About Chaser

Chaser helps SMEs worldwide get paid in an efficient and friendly way so that they improve cash flow.

[Learn more](#)



Automate invoice payment reminders.



Get paid faster.



Maintain great customer relationships.

Rated 5/5 overall on the



App Marketplace



OVER 400



5 STAR REVIEWS



Award winning

- ▶ Accounting Excellence Cloud App of The Year, 17', 18', 19'
- ▶ Xero App of The Year 16'



Chaser Collections

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Proven results

Chaser customers get paid faster



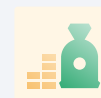
15+ hours

Each week saved
on credit control management



25%

Reduction in
Days Sales Outstanding (DSO)*
Paystream Advisors study



16+ days

Sooner
Our customers get paid, on
average, 16 days sooner



"Being able to escalate an overdue invoice directly within the Chaser app has revolutionised our debt collection procedure. We've had payment from 4 customers in just a couple of weeks of using Chaser Collections, and all communication has been handled in an extremely professional manner. This is especially important to us during these difficult times. The Chaser Collections team also makes sure I'm always kept in the loop. I'd definitely recommend this service."

Vanilla Accounting



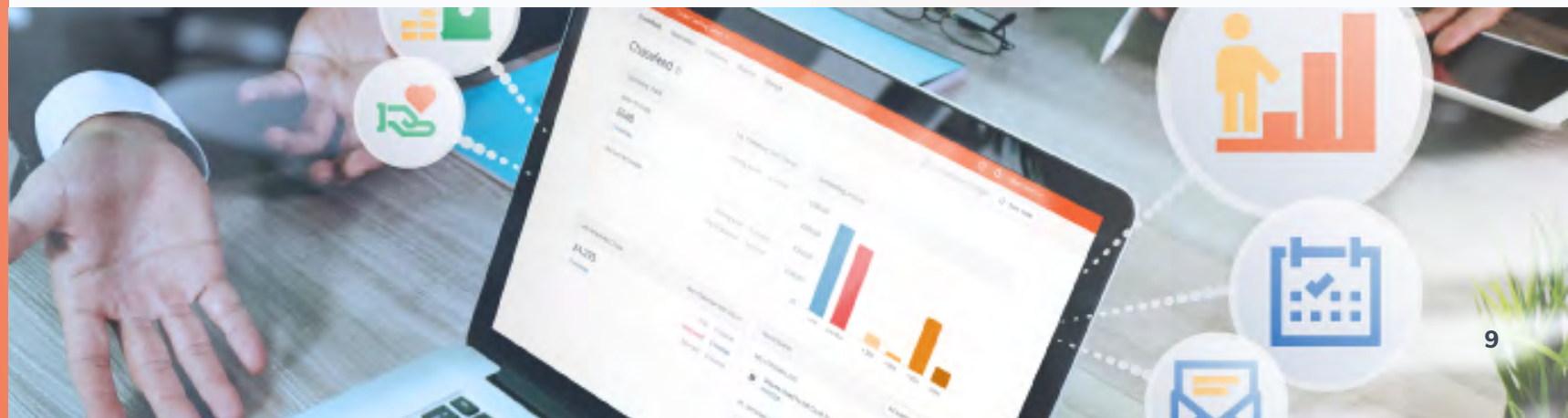
"Chaser really has freed up my time. You can schedule a number of emails and word them all slightly differently, making them personal yet getting the point across. We invoice every two weeks and have payment terms of 48 hours so this software really is a godsend!"

Gemma David, Finance Manager, Lead-Tech



"Our experience with Chaser has been very positive - we've seen almost immediate results. The functionality Chaser offers is a complete personalised debt chasing solution. If you're serious about managing your cashflow, Chaser is a no-brainer really."

Paul Bulpitt, Co-Founder, The Wow Company



Chaser Technologies Limited

Businesses spend countless hours manually chasing invoices. Since launching in 2014, Chaser has been dedicated to solving this late payment problem for all businesses that sell on payment terms. By sending automatic and intelligent email chasers, the software and service provider effectively gets invoices paid on time without losing the human touch. To date, Chaser has helped users chase over £3 billion in overdue invoices.

Chaser was named the Accounting Excellence 'Cloud App of the Year' three years in a row (2017, 2018, and 2019), Xero's 'App Partner of the Year' (2016), and App Partner of the Month (August 2019).

Contact us for more information about our pricing



chaserhq.com



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https://twitter.com/chaser_hq



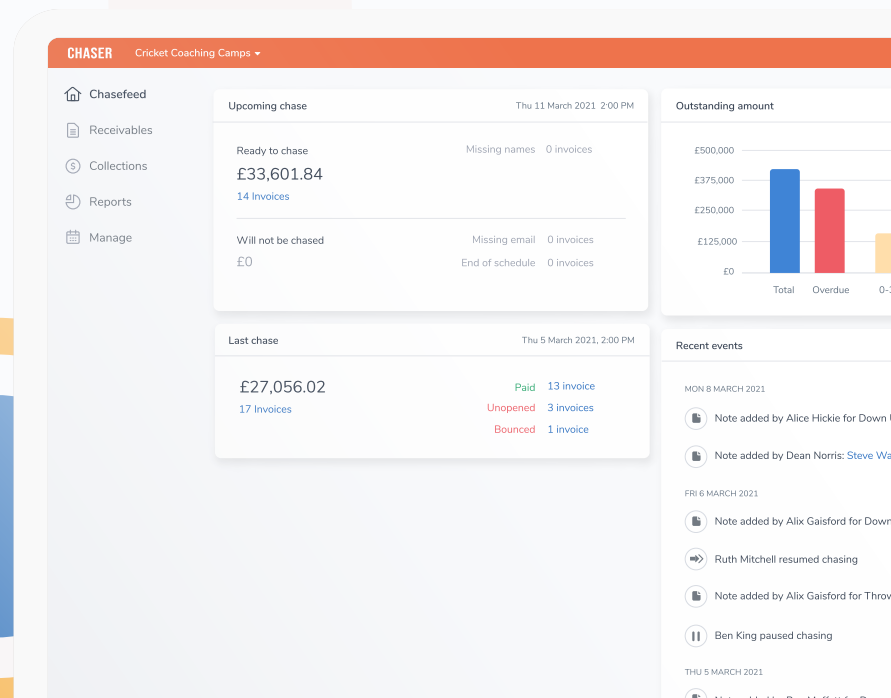
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