



# Credit & Collection E-Alert



**“It is a cost center, but if you let me do my job, I’ll save you a lot of money.”**

~Harold Fraizer, Director of Credit for Reliance Steel & Aluminum Company (Unknown - July 18, 2017)  
when asked how senior finance executives view the role of credit and the idea that credit can be spun as a profit center.\*

## Here is what you’ll find today in this issue:

- **Education: Everything you always wanted to know about Chapter 11 but were afraid to ask...**
- **DAL Credit & A/R Educational Seminar**
- **Is your email getting returned because the attached file is too large? There’s a site for that!**
- **What’s New at DAL...Technology, Automation & AI**

## Education: Everything you always wanted to know about Chapter 11 but were afraid to ask...

Can an individual file under Chapter 11? Can a Chapter 11 be involuntary? What is a “Debtor in Possession”? What is the role of the US Trustee or Bankruptcy Administrator? What is the role of the Creditor’s Committee? What is an Automatic Stay and when does it take effect? [Find out all this and more directly from the US Courts website.](#)

## Upcoming Events:

### **2018 Spring Credit and A/R Educational Seminar - May 9, 2018**

In conjunction with the National Network of Credit & Financial Professionals, DAL is sponsoring a one-day event to provide continuing education and CEU credits to the Order-to-Cash Professional.

Along with the education and professional development, don’t miss this opportunity to network in person with your credit peers for best practices- you can’t find that in a book or online!

Complimentary Admission with Early Registration for Clients and Friends of DAL (\$79.99 Value). [For more information or to register, click here.](#)

### **Billtrust Summit 2018, April 23-25, 2018, Baltimore Inner Harbor**

DAL is proud to be one of the key sponsors for this event and part of the Billtrust Community. [If you will be attending, let us know and stop by to see us at Summit Square.](#)

## Quick Links

[www.dalcollects.com](http://www.dalcollects.com)

[About DAL](#)

[DAL Client Service Center](#)

[Place a Claim](#)

## DAL’s Top Ten Debtor Excuse

“I called a customer to find out payment status for a balance that rolled past due. She told me that she couldn’t see to write the check because she accidentally grabbed nail glue from her purse instead of eye drops and glued her eyes shut.”

Submitted by:  
Nikki Keahey, Credit Manager  
Ferguson Enterprises, Inc.

[Read More of DAL’s Top Ten Debtor Excuses!](#)

[Send us your best debtor excuse. If we use it, we’ll send you \\$25!](#)

## Is your email getting returned because the attached file is too large? There's a site for that!

**Solution:** WeTransfer is the answer. It's easy, secure and quickly gets your file where it needs to be! Best of all, WeTransfer encrypts your data and does not collect or distribute your email address or those with whom you shared content. ([WeTransfer Privacy Policy](#)).

## What's New at DAL?

Technology – Automation – Artificial Intelligence (AI for short!) Everybody wants it but not everybody has it.

Maybe your company has the best and the finest – maybe you have a Wish List– maybe you have lost hope for your Wish List. Let's face it...credit is not usually at the top of the list for IT!

So, what can you do? You might already have ways to automate and don't even know it. Can you export your data? If yes, now with a few clicks, you can segment your database. Are you saving documentation in an electronic folder? Congratulations – you are moving away from paper files that can get lost, damaged and misplaced.

Maybe you have a repository for all documentation, including the credit application and personal guaranty under your Customer's Account # for quick access. Whoa – you Hit the Jackpot! Without proper documentation of the debt and the contract, an account can be deemed invalid in the eyes of the courts.

At DAL, we continually strive to automate recurring duties and logic for follow-up on files. What does this do for you? It gives the DAL Collectors, who work each file on an individual basis, the time to properly work a file to its' conclusion. Hopefully a successful one– or at least you know when an account is placed with DAL for collection, all steps have been taken to resolve your file.

In addition, DAL can integrate with your collection software/billing company to apply the same principles that DAL was built on:

- Keep the Client Informed – We can add our data, financials and notes directly to your system for a one-stop location for information on a file.
- Keep the Agency Informed – Save time on placements and requests for documentation; Automate the placement of accounts and incorporate a daily export with direct payment information on files placed.

For a complimentary DAL AutoPlace Snapshot and review of how DAL can add to your technology, automation, and AI goals, contact your DAL Account Manager to assist you with all your credit and collection needs.



## Have a Delinquent Account?

Continue the collection process by escalating it to DAL. Don't delay –

Place your Claim today!

## DAL, Inc. Services

Commercial Collections

DAL Client Service Center

Skip Trace Services

Outsourcing Services

Credit Executive Letter Writing

Worldwide Attorney Network

PayDAL -  
A Debtor Payment Portal



DAL, Inc. | Since 1974 | Your Partner in Credit & Collections  
800-355-9999 | [dal@dalcollects.com](mailto:dal@dalcollects.com) | [dalcollects.com](http://dalcollects.com)

\*Used by permission from Mike Mitchell. [Click here to read Mike's Blog in Memorium of Harold Frazier.](#)

