



# Credit & Collection E-Alert



“The manager has a short-range view; the leader has a long-term perspective.” ~ Warren Bennis

## Here is what you'll find in today's issue:

- Are you a Boss or a Leader?
- Are your Department Passwords Safe from a Cyber-attack?
- iPhone and Android Dialing Extension Tips.
- What's new at DAL...

### Quick Links

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## Are you a Boss or a Leader?

There is an enormous difference between being a boss and being a leader. Dictionary.com defines “boss” (as a verb) “to give orders in a domineering manner: order about/around; to impose one’s will.”

“Leader” on the other hand, according to entrepreneur.com, is defined as “someone who uses effort toward achievement of the greater good...stems from influence, not authority or power.” [Continue reading](#)

## DAL's Top Ten Debtor Excuse

“My cat ate the invoice and it got her all plugged up. I'm on my way to the vet right now.” ~ Anonymous

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

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

## Mitigating Risk From Cyber-attacks

Data breaches cost companies millions of dollars, so credit professionals need to be careful when dealing with internal passwords and apps. Creditors can take a few easy steps to help limit the risk of fraud and breaches. [Continue reading](#)

Think you have a good secure password? [Check out this Firefox/Mozilla list of the most popular passwords](#)  
**Spoiler Alert: If you use 'password' you made #1!**



## Have a delinquent account?

Continue the collection process by escalating it to DAL. Don't delay – [Place your Claim today!](#)

## How to Dial an Extension on Your iPhone or Android and avoid automated operators.

Let's say you need to call a company and you have the extension for the person you're trying to reach — you can use this tip to dial right to the extension without having to speak to a robot at all. It's super easy to do and will probably save you a headache in the future. Here's how:

- Enter a phone number in the dialer like you normally would.
- Then hold down the asterisk (\*) until a comma appears.
- Now enter the extension number after the comma.
- Tap the green Call button and you'll dial straight to the person you're trying to reach.

### **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](#)

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## Upcoming Events

### **On-boarding New Customers Webinar**

Tuesday July 24, 2019 3:00 - 4:00 P.M. EST - Join to see what the Best In-class organizations are doing! *For clients and friends of DAL, use code: DALEDU for complimentary access.*

### **2019 CRF August Forum and Expo**

August 12-14, 2019 Seattle, WA – DAL will be a part of this great educational and networking event. Be sure to let us know if you will be there too!

**NACM's Credit Managers' Index (CMI) made it into [Live Wire's TOP 5 CHARTS OF THE WEEK](#) last week.**

[View the latest report.](#) Have a voice from the Credit Manager perspective of assessing the state of the economy and take part of this monthly survey: <http://nacm.org/cmi.html>

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## What's new at DAL...

### ***DAL was proud to be a Key Sponsor for the annual Northeast Regional Credit Conference***

presented by The National Network of Credit & Financial Professionals (NNCFP) in conjunction with the Federation of Credit and Finance Professionals (FCFP), held on Tuesday, April 9, 2019. DAL has sponsored educational events over the years, and we are excited that each year it continues to grow in numbers and excel in content. This event is not just for local participants, but credit professionals from around the country have attended in conjunction with their other travels or to give a new credit hire an introduction to the credit world.



[If you were not able to attend, you can read the recap here.](#) If any topics are of interest to you contact your DAL Account Manager or [email DAL@dalcollects.com](mailto:email_DAL@dalcollects.com) for a copy of any of the handouts.

**Thank you for reading and make it a great day!**

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