



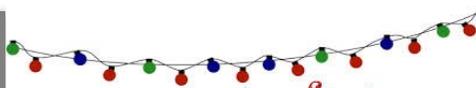
# THE BIZ

Credit & Collection News from Caine & Weiner

Q-4 2014 Volume 15 Issue 4

[www.caine-weiner.com](http://www.caine-weiner.com)

Caine & Weiner Turning 85!



*Happy Holidays!*

## from the Caine & Weiner Family!



Jake, Greg, Cami, Chris, Zac & Matt Cohen

NEWS

NEWS  
Page 2

- Where do credit teams spend their time?
- Economic Outlook for 2015

As we celebrate the Holiday Season and look forward to the New Year I wish to convey my heartfelt appreciation to our clients. We sincerely value the opportunity they've given us to provide them with innovative accounts receivable management solutions and are always mindful that they are the foundation of our success. Representing every major worldwide industry, their satisfaction is our highest priority.

We also want to thank Caine & Weiner's team of dedicated professionals. Their efforts have not gone unnoticed. They are genuinely appreciated for their selfless dedication, loyalty and commitment to excellence.

I wish everyone and their families warm holiday greetings and a Happy New Year!

Best Wishes,

*Greg A. Cohen*

President & CEO



ANNOUNCEMENTS  
Page 3

- We've Gone Mobile!
- Caine & Weiner Welcomes Brad Robinson, VP of Business Development

I wish to also acknowledge and convey my appreciation to our respected stakeholders, extraordinary alliance partners, and our trusted international partners Global Credit Solutions, for all having a shared vision, similar core values and a unified commitment to best in-class service and unmatched performance. We're honored to align ourselves with this elite group of highly esteemed domestic and worldwide partners.

## Caine & Weiner is Turning 85!

Caine & Weiner is proud to be celebrating 85 years of continued service in 2015. We look forward to sharing this celebration with our clients, alliance partners and employees. As part of our anniversary we are unveiling our new corporate identity which includes our special anniversary logo below. More to come in the New Year!



# Caine & Weiner

Excellence in Global Receivable Solutions



# CREDIT & COLLECTION NEWS

Where do credit teams spend their time? (Source: Finbarr McCarthy)



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Those who don't work in Credit Management have the perception that the credit control team spends all of its time chasing debt. However, this is not borne out by the results of the information gathered as part of the Credit Management Benchmark.

## THE C&W DEBT DETECTIVE



Let Us Uncover Answers to Your Debt Collection Questions

One Credit Manager interviewed during the process said that management in her company expects her team to be on the telephone calling customers from first thing in the morning to last thing in the evening and would be shocked if they discovered that so little time was actually spent chasing monies due.

### Slow Paying Debtors (16%)

The 16% of time actually relates to chasing slow paying debtors, those that don't pay their accounts when they fall due. You could argue that debtors should be prevented from getting into this situation in the first place, but that is not always realistic.

Let's look behind some of the other figures above to see where time is being spent by credit management teams.

### Production (5%)

This involves printing and posting invoices and while many businesses have separate Accounts Receivable and Credit Management teams, it sometimes falls to the Credit team to print and post (mail) invoices to customers, or even to manage the process of sending invoices by email to customers.

[\(CLICK HERE FOR FULL STORY\)](#)

### ASK THE DEBT DETECTIVE:

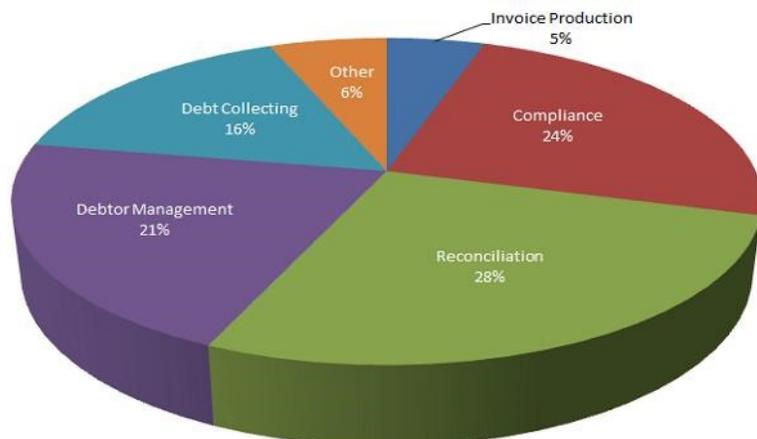
Have a question about commercial or consumer debt collection?

Let the Debt Detective uncover the answer! Send your question to:

DEBTDetective@CAINE-WEINER.COM

We will email you back what we find and include the information in our next newsletter!

## Credit Control Activities





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### Caine-Weiner.com is Now Mobile-Friendly

The site was created in response to the growing number of mobile internet users and to create a user-friendly experience for all those who visit the site.

Check it out on your mobile device!



## ECONOMIC NEWS

### Will The U.S. Economy Finally Lift Off In 2015?

(Source: Forbes)

Monetary authorities influence economic growth by raising or lowering the cost of borrowed funds. And worldwide monetary authorities have flooded the global economy with money over the last few years in an effort to stimulate economic growth by pushing interest rates lower. The beneficial effects of lower rates on growth, however, are not as effective when consumers and businesses cannot or will not spend, regardless of the cost of borrowed funds. Put simply, when businesses do not see the potential for more sales, they tend not to care how cheap borrowed money becomes. And while consumers may always desire to spend more, their financial circumstances do not always allow them to borrow. Throughout the current economic cycle, businesses have remained extremely cautious about expanding their productive capacity and consumers have lacked the financial wherewithal to spend much more.

Much of the weakness in U.S. economic growth over the course of this cycle can be traced to weak consumer demand. Statistics suggest that a shortage of spendable income accounts for more of that shortfall than the desire to spend. If the economy were creating more new jobs, consumers as a whole would certainly have more money to spend. Yet as important as jobs growth is to increased consumer spending, wage growth is even more important. Since most people are already employed, strong wage gains affect a much broader portion of the workforce.

**(CLICK HERE FOR FULL STORY)**

### Caine & Weiner Welcomes Brad Robinson

Brad Robinson has been appointed by Greg A. Cohen, Caine & Weiner's, President and CEO, as the company's Vice President, Business Development. In his new role, he will assume coordinated strategic oversight of the company's client services and business development initiatives, reporting directly to Joe Batie, Senior Vice President.



Brad is a 20+ year veteran of the Accounts Receivable Management (ARM) industry and has a long history of proven results in the client services and business development areas. Brad has been in the collection industry since 1994. He later transitioned into a sales management role focusing on skills growth and leadership. Brad will focus his client services team on the acquisition and management of clients, client satisfaction and retention, as well as overseeing all business development functions.