



# THE BIZ

Credit & Collection News from Caine & Weiner

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

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## Caine & Weiner 85th Anniversary Celebration Continues

As we continue to celebrate our 85th year of continuous service in the credit and collection industry, we are excited to announce some recent updates to our company's branding which will be included in most of our sales and marketing materials (see below). We are also in the process of preparing to launch a newly designed version of the website and sales promotions based around our anniversary. More to come!



## Caine & Weiner Announces 85th Anniversary Customer 8.5% Appreciation Rate

We are very excited to be celebrating our 85th year of continuous service in the credit and collection industry. We want to share our good news with the people who have made it possible...you the client!

As a gift to you, we are offering a special one time 8.5% placement rate between now and 12/31/15. Please see the attached flyer or contact your client service manager for additional information.

## Refer a Friend and Get Entered to Win an Apple Watch Sport



When you refer a colleague in the month of June not only will you receive another one time 8.5% placement rate form but also a chance to enter to win an Apple Watch Sport. The drawing will be held on 7/1/15. Click on the link below to find out more and to fill out a referral! [http://www.caine-weiner.com/about/referral\\_program.php](http://www.caine-weiner.com/about/referral_program.php)





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## Caine & Weiner is Proud to Announce Partnership with American Funeral Financial

Caine & Weiner takes tremendous pride in announcing our newly formed partnership with American Funeral Financial as their dedicated credit and collections resource. CW will be providing a dedicated contact to assist the groups members with maximizing their recoveries while providing them with impeccable customer service.

As a privately-held insurance assignment funding and collection agency, American Funeral Financial is a true strategic partner within the death care industry. By assisting funeral homes and cemeteries with insurance assignment verification and funding, and debt collection, they provide quick payment, unequalled service and extraordinary value.



Their primary services include:

- Funeral Insurance Assignment Verification and Funding (immediate cash from insurance policies) without recourse to the funeral home or cemetery
- Cash out of beneficiary claims on life insurance policies following death
- Many funeral homes still offer unsecured credit to select customers only to find out that they have continued problems with collections following the service. C&W, in conjunction with AFF, partners together to facilitate the expert collection of debt in an industry where professional and dignified collection is critical

## Corporate Debt Continues to Skyrocket As Companies Do Little to Generate Cash By Optimizing Collections, Payables, and Inventory

**REL's 2015 Working Capital Survey Finds Cash Flow Improvement Opportunity of More Than \$1 Trillion; Top Performers Hold Half the Inventory, Collect from Customers Two Weeks Faster, and Pay Suppliers More Than Two Weeks Slower**

MIAMI & LONDON--(BUSINESS WIRE)--In today's business world, the old adage "Cash is King" is being replaced by "Debt is King," according to the results of the 17th annual working capital survey from REL a division of The Hackett Group, Inc. (NASDAQ:HCKT), and CFO Magazine.

The study, which examines the working capital performance of nearly 1000 of the largest public companies in the U.S., found that companies continue to take on alarming amounts of debt. Debt rose by over 9 percent in 2014 to nearly \$4.6 trillion, with companies leveraging low interest rates to fund increased investment activities. At the same time, companies once again made almost no improvement in working capital management, doing little to generate cash internally by optimizing how they collect from customers, pay suppliers, and manage inventory. A public excerpt of the survey results is available on a complimentary basis with registration at this link: <http://www.thehackettgroup.com/solutions/working-capital-management/>.

Cash on hand decreased for the first time in a decade in 2014, largely due to expenditures on acquisitions, according to REL's research. But it has risen by 74 percent since 2007, and at \$932 billion remains near its all-time high. Capex spending also continued its comeback, rising by 11 percent in one year.

**[Click here to continue](#)**





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## Better Data Drives More Focused Collections **CORTERA**

Like most things in life, the collections process follows the 80/20 rule: businesses spend 80% of their time chasing 20% of their A/R accounts.

But rather than have your best collectors follow up on accounts based on aging buckets and total value, wouldn't it be more efficient to also know about the delinquent accounts' overall payment patterns and ability to remit?

By using external data and applying analytics, companies can drive improvement by customizing strategies for different customer segments thus increasing operational efficiency and reducing Days Sales Outstanding (DSO) and past due percentages.

By partnering with Cortera, Caine & Weiner has provided their customers the ability to use Cortera Pulse™ daily and Cortera Boost® scoring monthly. With those tools, A/R managers can significantly impact DSO, increase productivity, lower costs and identify those companies that need to be placed for collection more efficiently. The Cortera Payment Rating (CPR) and the Cortera Score deliver insights on historical payment behavior and predicts the likelihood of serious delinquency in the future, respectively. By using these metrics, your company can identify segments that can yield the most improvements on the overall cash flow performance. Once customer segments are established, your organization can determine actual customer payment behavior within each tier and apply the most effective collection strategy.

For example, ACME Engines has been ordering parts from you for 5 years. They've always paid a little slow, but never a balance so high that internal alarms were set off. However, before you fulfill their next order, what if you received an alert from Cortera Pulse that their credit score had dropped significantly and that they are now rated as one of your riskiest accounts? Or, you receive an alert that a state tax lien has been filed for over \$150,000? Most likely you will not only question a new order, but you are also likely to become more proactive in pursuing your balance due.

Use account scoring and account segmentation to identify those companies more likely to pay faster and those that will not to increase cash flow. Using Cortera Pulse daily provides alerts on:

- Significant changes in payment behavior – how your customers pay
- Bankruptcy filings
- Tax liens
- Civil judgments
- Financial news – monitoring over 10,000 media outlets
- Growth clues – clues about upsell opportunities

With Pulse, you have the information needed to make rapid and informed decisions to protect your company's receivables.

**Free Trial:** Seeing is believing! To see for yourself what the Caine & Weiner branded version of Cortera Pulse can do for you, visit this link to start a free trial of Cortera Pulse:

<http://see.cortera.com/sign-up-for-caine-weiners-co-branded-version-of-pulse> Or, email Cortera to learn more: [CaineWeiner@Cortera.com](mailto:CaineWeiner@Cortera.com)





## Caine & Weiner Attends 119th NACM Credit Congress in St. Louis, MO

Caine & Weiner recently attended the largest conference in the credit and collection industry, the National Association of Credit Management (NACM), 119th Credit Congress & Expo, held from May 17-20, in St. Louis, MO. As the exclusive alliance partner of the NACM Connect Family of Companies--affiliates of the National Association of Credit Management, we were honored to not only exhibit at the show but also cohost the hospitality reception with NACM Connect.



**Networking at the hospitality event**

The year's CW booth showcased our updated company branding and proven accounts receivable management strategies; specifically 1st and 3rd party, commercial and consumer accounts receivable management services. The expo provided the chance to display what sets Caine & Weiner apart and allow face-to-face networking with other members of the industry. CW attendees included Greg Cohen, Joe Batie, Brad Schaffer, Brad Robinson, Lisa Newberg and Kenny O'Rear.



**Greg Cohen with fellow IACC member**

offered information on



**Joe Batie with a CW prize winner**



**Lisa Newberg manning the prize wheel**

"NACM Credit Congress is such a crucial event in our field, and we are honored to be involved again this year," said Greg A. Cohen, Caine & Weiner's President & CEO. "This year is particularly meaningful to us in light of the company's milestone 85th anniversary. We are proud to continue to be a part of this great partnership."

### A Look Back at Caine & Weiner's "Looks" Then and Now



### Tell Us What You Think:

The Biz is Caine & Weiner's quarterly client newsletter. If you have comments or questions please direct them to the editor: *Carrie Heinrich, Marketing Director: Carrie.heinrich@caine-weiner.com*