

INDEX

A

Accounts receivable, 40
Authorization, 21

B

Bad:

check, 47
credit, 8, 69
debt, 23–26, 59

Bankruptcy, 187

Billing, 26

Business, 3

credit, 10, 68

Business owners, 4

C

Cash:

flow, 17
on Delivery (COD), 9

Collection:

agency, 16, 25, 159–167
calls, 111–117
letters, 40, 50, 104–108
policy, 12, 38, 49

Contract, 15

Credit, 7–8, 12

application, 9, 11, 20, 26–27

approved, 12, 18

bureaus, 181

limits, 4

Management, 3–13, 33

accounts payable, 3

business credit, 3, 36, 67–70

mistakes, 42

receivables, 3

policies, 3–13, 18–20, 26–33,

54, 60

report, 26

risk, 9, 13–14, 16–20

D

Debt, 15, 23, 52

Debtor, 34

Deductions, 103

Default, 13

risk, 13

Discounts, 76

Dunning, 50, 104–108, 142

INDEX

E

E-mail, 121–131, 133, 135–138,
140–144
Emotions, 91
Entrepreneur, 6–7
Extend credit, 17, 22

F

Fair Credit Reporting Act
(FCRA), 35, 179–181
Fair Debt Collection Practices Act
(FDCPA), 19, 53, 123–124,
127–128, 132, 143, 172–179.
See also Laws
Federal Trade Commission
(FTC), 128–132

I

Incentives, 97
Identity theft, 134
Interest, 76
Invoicing, 73

L

Late fees, 76
Laws, 35, 62, 127, 171, 181

M

Mini-Miranda, 123
Mission, 28, 31

N

Negotiation, 90, 93

P

Payment:
arrangements, 79–99
terms, 12, 17, 70–75
Permissible purpose, 36
Personal guarantee, 18
Policies, 8–10, 57
Procedures, 4, 28–29, 32

R

References, 21
Resources, 53
Responsibility, 29, 32
Revolving credit, 18

S

Settlement, 87
Skills, 33
Skiptracing, 190–193
Social networks, 121, 147–156,
193
State laws, 35
Statements, 75, 95–96

T

Terms of sale, 32, 55

<http://www.pbookshop.com>

<http://www.pbookshop.com>