



quest news

"Building trust in a connected world"



To the Collection Agency... or not... *How & when do you decide that you're ready for professional collections assistance?*



Let's face it. Your work is piling up. You have a stack of paperwork marked "urgent" and you don't really have the time for other tasks. Your accounts receivable outstanding is increasing. You have no one who can assist you. Outsourcing your accounts receivable may be the answer.

Competition for quality employees is often fierce and reliable talent is increasingly harder to find with increased salaries and sky-rocking overheads. Using external sources to help with routine business chores will save you time and allow you to concentrate on your core competencies.

Generally if an account is more than 90 days old, attention should be placed on such accounts. At that point, most creditors would have sent out several statements, reminder letters and made several collection calls. The customer's lack of response to the reminder letters and phone calls usually indicates that there is a cash flow problem or lack

of concern. A collection problem exists and the account should be placed with a reliable and professional collection agency.



Collection problems also exist if you encounter any of the following situations :

- (a) Two or more broken promises of payments
- (b) Your customer claims that he did not receive the invoice and requests repeatedly for copies of the invoices
- (c) Your customer refuses to make a commitment for payment or to work out a payment schedule
- (d) Your customer repeatedly avoids your phone calls
- (e) Your customer disputes the bill after more than 6 months
- (f) The telephone number of your customer has been given up and he is no longer contactable

If all the above sounds familiar and you think you might need to talk, contact Mr Gregory Chua at 6477 9789 or email at gregory@dpgroup.com.sg.



Customer Day 2005 @ Bar None *An Annual Pilgrimage to the Bar*



[26 August 2005] - Bar None, Marriott Hotel. Destination of DP Info Group's annual bar pilgrimage, aka "Customer Day 2005". We served booze. We served good food... and we delivered undying gratitude. It was a night for DP Info to show our appreciation to our customers and business associates who have supported us through a

whopping 28 years in the business and credit information business.

Both customers and DP Info staff were finally able to put a face to each other's voices after tele-conversations and email exchanges through QN-Chat. It was a good night to meet up, mingle, network, strengthen existing friendships and build new ones.

Our guests were also treated to a short snippet of QuestNet's evolution over the years - marking the improvements and enhancements on the system to meet the ever-changing demands of the industry.

For those that have missed out this year's Customer's Day, fret not! Just be sure to turn up for next year's annual bar pilgrimage! Our way of saying 'Thanks!'... and have a drink, on us!

Snippets of our annual Bar Pilgrimage @ Bar None



MEET A DP PERSONALITY

Gregory Chua, Business Manager



When I tell those I meet of what I work as, I love to see the expressions on their faces as they exclaim "tai ee long!" Fact is, I am far from being one. You see, I am the business manager of Datapool (S) Pte Ltd and we are in the business of providing debt recovery and accounts receivable services – *legal services*,

that is. My job is to meet companies who face collection problems and work with them to hand over those problem cases to us so that we can assist in the recovery. It certainly is never a monotonous or boring job! Our clientele include those in the banking/financial industries, telcos, healthcare, insurance and the list goes on.

In my line of work, I get to meet not only corporations but individuals as well. Sometimes I find myself taking on the role of a counselor – especially when there is little or no hope in recovering any money.

Another interesting aspect of my role is in conducting public seminars and workshops as well as in-house training for various companies. Current topics include "Effective Debt Recovery Strategies" (next scheduled for 21/11/05), "Telephone Etiquette & Manners", "Professional Sales Negotiation Techniques" (next scheduled for 23/11/05) and "Customer Care & Loyalty". Public seminars/workshops are usually held monthly at a local hotel. A full listing of the seminars can also be

found on our website at www.dpgroup.com.sg.

Enough said of my corporate life. Let me share a bit of my private life with you, married for the past 17 years to my wonderful homemaker wife, I have a 13-year old son. A small family indeed! Weekdays are usually quiet affairs but weekends are usually spent exploring the various eating spots in Singapore for a sumptuous lunch and dinner, my tummy can testify that!

We usually take a year-end break out of Singapore to our favourite destination, Hong Kong. For someone who does not fancy long distance flying, Hong Kong is an ideal location as it is just a few hours away from home. Not forgetting the fantastic shopping and good food with the favourable exchange rates! I totally agree with the tourism ad for Hong Kong – it is THE place for shopping, eating! Oh yes, and the cool weather during winter unlike the humidity back home! Geez, I am starting to sound like the tourism ambassador of Hong Kong!



Well, that is about it for me for the moment. You know where to reach me should you wish to share some interesting sights or food in Hong Kong or maybe, need help in recovering that problem case of yours... gregory@dpgroup.com.sg

CALENDAR OF EVENTS

What's happening around DP Info

"Customer Care & Loyalty"

21 November 2005, 9.00am – 5.00pm

"The customer is king" or so the saying goes, but are they loyal – to you and your business? With an increasingly competitive market, people now have a wider choice when selecting who they want to give their business to. This workshop is specially designed to train those who are involved in the customer service and care in your business.

"Professional Sales Negotiation Techniques"

23 November 2005, 8.30am – 5.30pm

With the marketplace becoming ever more competitive, many companies are finding it more difficult to gain a bigger market share with their products and services. Does your sales team have what it takes to survive in these challenging times? Are they opting to give more discounts just to get that sale? Are your profit margins affected? This workshop is specially designed to train your sales team to achieve greater heights in performance through face-to-face selling.

"Telephone Etiquette & Manners"

25 November 2005, 9.00am – 1.00pm

Emailing and instant messaging (SMS) are quickly becoming standard forms of office communication. However, the telephone still plays a fundamental and critical role in business communication. Just like a face-to-face meeting, telephone conversations are still an important element in making a business impression, forming partnerships and ultimately closing a deal. This workshop provides you with tips to make the experience more productive and fruitful and is important for anyone who plays a frontline role for your company.

"Effective Debt Recovery Strategies"

21 December 2005, 8.30am – 5.30pm

Le Meridien Singapore

Since the economic crisis stuck, many companies have been forced to focus almost exclusively on survival the recovery of debt. Collections through calling are the most cost efficient and effective method to minimize bad debts. This course is designed to help your staff understand and learn how successful calling strategies can help your company recover debts in a faster and more cost effective way.

For more information on the above seminars, please contact Mr Gregory Chua at 6477 9789 or email at gregory@dpgroup.com.sg.



19th Annual Singapore 1000 & Singapore SME 500 Awards Gala Dinner

18 January 2006, 6.00pm – 10.00pm

The Ritz Carlton Millenia, Singapore

Join us for the most anticipated event of the year – The 19th Annual Singapore 1000 & Singapore SME 500 Awards Gala Dinner where we honour the top performing companies.

Network with key executives of high profile companies and government officials. Learn how top performing companies overcome the odds to being one of Singapore's top performing companies.

Want to be part of this prestigious event? Please contact Mr Eustace Fernandez at 6215 1090 or email at eustace@dpgroup.com.sg. For other marketing and advertising opportunities, please contact Mr Mark Chionh at 6215 1091 or email at mark@dpgroup.com.sg.

CLARIFICATIONS

"E-ENABLING SERVICE FOR SMEs" - Questnews Sep/Oct 2005
DP Bureau's service offering for SMEs of 10 or fewer employees is an independent service of DP Bureau and not a joint partnership between CPF Board and us; nor are we acting as an agent of the board. We further clarify that the Auto-eXcel Program is developed and owned by the CPF Board solely. We regret any inconvenience and misinterpretations caused.