



THE CREDIT DEPARTMENT, INC.
SMART BUSINESS. STRATEGIC VALUE.

November 2002

“Improving cash flow and earnings through strategic credit management.”

Is it Time to Centralize Your Credit Department?

The issue of centralization vs. decentralization has been debated for years. Prior to today's advanced technologies and focus on cost reductions, conventional wisdom was that Credit Departments needed to be close to the customers. Recently, companies have found greater efficiencies and improved customer service, not through close proximity to customers, but through consolidating operations into one cohesive, consistent group of credit professionals.

It may be a good time for your business to centralize your credit operations...

- Are you confident that the resources in the individual credit departments are utilized efficiently?
- Is your credit reporting process constant and concise to allow for measurement between locations?
- Are credit decisions throughout the company consistently made?
- Is it simple to implement changes/improvements within the department locations?
- Is it easy and clearly understood to new and existing customers how to get their credit questions answered?
- Will the format of your current credit department allow you to easily adapt to growth?

If you are not able to answer "yes" to each of the preceding questions, it may be time for you to explore the benefits of centralization, including:

- **Significant reduction in labor costs.** By maximizing the utilization of the credit professionals, hiring needs decrease, productivity increases, and you need less credit management personnel to oversee operations.
- **Consolidated reporting.** Credit centralization allows you to gather and evaluate reports more quickly, resulting in more accurate and timely information for focusing on reducing bad debt and increasing cash-flow.

The Credit Department, Inc. can help you manage your credit needs through professional credit management outsourcing and consulting. For more information, contact us at 800.451.0164, email info@TCD.com or visit our web site at www.TCD.com.

- **Consistent, accurate credit decisions.** When your credit department is centrally located, it is easier to mandate consistency of credit decisions and processes.
- **Easier implementation of credit policy modifications.** It is considerably easier to execute changes within the credit department when you are dealing with one location rather than several different offices. In addition, the Credit Manager has more direct control over those changes and can oversee the process.
- **Improved customer relations.** With centralization comes enhanced customer service. Customers are able to call one telephone number and be served efficiently, regardless of their geographical area. Also, a centralized credit department allows customers' centralized payables functions to process payment more proficiently.
- **Allowing for growth without disruption of service.** As your business grows, centralization enables you to absorb new customers and geographic territories without the added time and expense associated with developing a new credit department. Your sales can continue to grow while keeping your credit costs steady.

Clearly, centralization cuts costs, improves results, and creates the flexibilities with your resources to help manage your business into the future.

For more information on centralizing your credit operations e-mail us at info@tcd.com or phone us at 800-451-0164.

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