

What's Up In the World of Collections



A Publication of The Commercial Collection Corp. of NY Inc.

February 2012

From Our President...



Robert Ingold, President
Commercial Collection Corp.

2012

New Beginnings – Fresh Start...

it's what you think of the first of every year.

Diets – Health Clubs – Resolutions...any takers?

Yes, that's where our thoughts start when we begin a new year, but at CCC it's a time to reflect as well.

In September of this year, CCC will celebrate 50 successful years. It is a unique "Accomplishment". It got me to thinking that what we do at CCC is put one day in front of another and measure success every thirty days just like all collectors, never thinking how long we have done this. I have had the opportunity to reflect on why CCC has been successful when so many other businesses have failed. First, the company was founded by Bernie Engel in 1962 using his washer/dryer tops as his filing system. He started the business with his wife and two small children, so failure was never an option. Through the years we've hired wonderful people who have stayed, thrived and built CCC into the company we are today. **We also have been blessed with wonderful clients who recognize the partnerships, relationships and friendships that we have forged over the years.**

Over 10% of our work force have been with the company for over 20 years, and many clients have been with us longer. We work with many clients who have changed jobs, and we have been part of their "team" throughout the changes. Over the next several months, you will hear from some of these professionals, as I have asked for their thoughts during our long relationship.

While CCC's leadership won't be around for the next 50 years, we have hired some exciting young staff members to carry on the CCC Tradition of Excellence over the next fifty. **You haven't seen anything yet!**

My Sincere Thanks to all who have helped us reach this milestone.

Robert Ingold
President

Save The Date - June 11, 2012

**CCC of NY will be having their 50th Anniversary Party
NACM Credit Congress
Gaylord Texan Hotel
Dallas, Texas
7pm to 10 pm**

JOIN US!!

JOIN US!!

50 Years in Business Celebrations

June 11th Gaylord Hotel
Dallas, TX
Sept. 21st Westwood Country Club
Williamsville, NY

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Management Team

Robert Ingold
President

Joseph Grieco
Exec. Vice President

Judith Mattioli
Sr. Vice President

Patricia Stelter
VP/Controller

John Chotkowski
VP of Collections

Susan Landel
VP of Collections

Darlene Evans
VP of Operations

Bryan Rafferty
VP of Sales

Frank Vecchio
Legal Manager

Valerie Ingold
Outsource Manager



Did You Know ??

We are currently witnessing a very slow and gradual recovery from a struggling economy. Many creditors are relying more on their in-house collection personnel to collect as many dollars as possible. We have generated a list of helpful tips to assist you in your collection process.

- Begin calling your accounts sooner than normal after your terms expire.
- Maintain a current credit application on file.
- If possible, incorporate a personal guaranty into your credit process.
- Cross reference credit references with any available information on a current trade report.
- Demand payment in full and set a deadline for the payment.
- Promissory notes with acceleration clauses and interest provide an added layer of protection for creditors on extended payout arrangements.
- If the amount of a claim justifies it, obtain a current credit report.
- Place your delinquent accounts earlier with your 3rd party agency in order to increase your probability of a successful recovery.

Reviewing and improving core credit processes during slow times in the economy will make your organization stronger when the economic cycle begins to strengthen and business increases.

Aquarius
Jan. 20 - Feb. 18

Best Quality - **People-Oriented**
Special Flower - **Orchid & Violet**
Special Color - **Electric Blue**
Lucky Day - **Wednesday**

Happy Birthday to:

Danielle Devlin	Serena Yates	Holly Bergstrom
Carrie Majewski	Arlene Hardy	Randy Davis
Brandi Nowak	Dee Bradza	Steve Bull
Barry Milliken	Vickie Poscharsky	Ed Baldwin
Kevin Rodriguez	Renee Stonitsch	Karen Kamber

Pisces
Feb. 19 - March 20

Best Quality - **Spiritual**
Special Flower - **Water Lily**
Special Color - **Turquoise**
Lucky Day - **Friday**

Happy Birthday to:

Apple Yin	Brenda Herring	Lori Carter
Yvonne Vigil	Jim Gardner	Chet High
Lynn Brown	Leshia Weaver	Nina Dall'Armi
Scott Wade	Sabrina Perez	Marti Reed
Teresa Tule	Jessica Smith	Rita Barbour
Bonnie Davenport	John Werner	

Brain Teaser

A carpenter agrees to work on the condition that he is paid 2 units for every day that he works, while he forfeits 3 units for every day that he does not work. At the end of 30 days, he finds that he has paid out exactly as much as he has received. How many days did he work?

Answer to last Brain Teaser: Clock

Winners of Last Drawing

1. Ms. Brandi Nowak (Carriere, MS) 2. Ms. Bonnie Johnson (Lancaster, PA)
3. Ms. Elaine Smith (Rockland, MA)
4. Mr. Eric Sigg (Pittsburgh, PA) 5. Ms. Amanda Wethey (Tulsa, OK)

All answers to be placed on enclosed Fax-O-Gram form.
5 Fax-O-Grams will be pulled at random & sent a FREE Gift.



Believe It or Not

**CCC is proud to announce
50 yrs. In Business...**

Watch for "Celebration" specials included in each of our "What's Up in the World of Collections" newsletters.

If there is a topic you would like to see appear in our newsletter, please contact Judy Mattioli at:

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