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Grow Your Business



Customers behind on Instrument Rental Payments?



Customers behind on Instrument Rental Payments?

Surefire Ways to IMPROVE your collections!



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Customers behind on Instrument Rental Payments?

Surefire Ways to IMPROVE your collections!



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Grow Your Business

About Your Speakers...

About Your Speakers...

Robin Jean Sassi

- Owner, San Diego Music Studio, Est. 1994
- California Licensed Attorney
 - Corporate Law
 - Business Litigation
 - Trusts and Estates





About Your Speakers...

Robin Jean Sassi

- Owner, San Diego Music Studio, Est. 1994
- California Licensed Attorney
 - Corporate Law
 - Business Litigation
 - Trusts and Estates

Kimberly Deverell

- Head of Operations, San Diego Music Studio, Est. 1994
 - Oversees a team of teachers, brick and mortar retail and online operations employees
 - Over 15 years experience in collecting





When to start the collection process?



When to start the collection process?





When to start the collection process?

RIGHT AWAY!!!





Establish a Timeline



Establish a Timeline





Establish a Timeline

Week 1: Phone call.





Establish a Timeline

Week 1: Phone call.

Week 2: Phone call, letter & email





Establish a Timeline

Week 1: Phone call.

Week 2: Phone call, letter & email

Week 3: Phone call, email





Establish a Timeline

Week 1: Phone call.

Week 2: Phone call, letter & email

Week 3: Phone call, email

Week 4: Phone call, email





Establish a Timeline

Week 1: Phone call.

Week 2: Phone call, letter & email

Week 3: Phone call, email

Week 4: Phone call, email

Week 5: Formal Letter #2 (Certified) with a Small Claims packet.



Some Little “Do’s” and “Don’ts”



Some Little “Do’s” and “Don’ts”





Some Little “Do’s” and “Don’ts”



Do: Keep a paper trail



Some Little “Do’s” and “Don’ts”



Do: Keep a paper trail

Don't: Harass the customer



They still didn't pay... now what?



They still didn't pay... now what?



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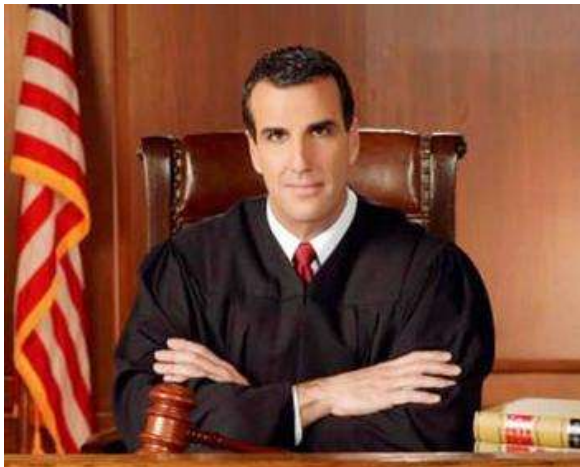
Grow Your Business

Small Claims Court

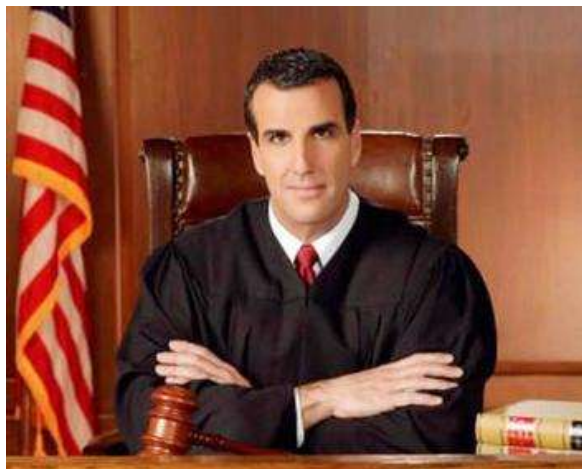
Small Claims Court



Small Claims Court



Small Claims Court





Some tips before you file....

Some tips before you file....





Some tips before you file....

- ✓ Know where your customer is employed





Some tips before you file....

- ✓ Know where your customer is employed
- ✓ Know where your customer banks





Some tips before you file....

- ✓ Know where your customer is employed
- ✓ Know where your customer banks
- ✓ Know the last 4 of their SSN





Some tips before you file....

- ✓ Know where your customer is employed
- ✓ Know where your customer banks
- ✓ Know the last 4 of their SSN
- ✓ Don't know? Tips to find out!



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Grow Your Business

Small Claims Court (Before Trial)

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Grow Your Business

Small Claims Court (Before Trial)





Small Claims Court (Before Trial)

- Get the forms





Small Claims Court (Before Trial)

- Get the forms
- Follow the directions





Small Claims Court (Before Trial)

- Get the forms
- Follow the directions
- Serve the Defendant



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Grow Your Business

Small Claims Court (During Trial)



Small Claims Court (During Trial)





Small Claims Court (During Trial)

- Have all your paperwork organized





Small Claims Court (During Trial)

- Have all your paperwork organized
- Proof of Service





Small Claims Court (During Trial)

- Have all your paperwork organized
- Proof of Service
- Timeline of events





Small Claims Court (During Trial)

- Have all your paperwork organized
- Proof of Service
- Timeline of events
- Be prepared to argue your case!



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Grow Your Business

Small Claims Court (After Trial)



Small Claims Court (After Trial)





Small Claims Court (After Trial)

Yay! You won! Now what???





Small Claims Court (After Trial)

- Yay! You won! Now what???
- More Paperwork





Small Claims Court (After Trial)

- Yay! You won! Now what???
- More Paperwork
- Garnish Wages, Bank Levy



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thank you!

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thank you!



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thank you!

*Thank
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