



Return on Investment Questionnaire

- 1) How many collectors do you have?
- 2) How many customer service representatives?
- 3) How many Managers need access?
- 4) What is your annual revenue? Is it flat, falling or increasing?
- 5) What is the balance outstanding? Is it flat, falling or increasing?
- 6) What is your DSO? Is it flat, falling or increasing?
- 7) What is your AR turnover?
- 8) What is your AR growth rate?
- 9) What percentage of debt is past terms?
- 10) How many invoices do you issue per week?
- 11) What percentage of bad debt is collected?
- 12) What is the annual bad debt provision?
- 13) What are your standard terms?
- 14) What quantity and value of invoices are in dispute at any time?
- 15) How long on average does each dispute take to resolve?

16)What other issues does the dispute process cause?

17)What is the internal cost of capital?

18)When is your fiscal end of year?

19)What problems are you looking to address in AR?

20)What are the implications of not solving these problems?

21)Is there a specific project in this area?

22)What is the project status?

23)Has a requirements document been drawn up?

24)Is the project budgeted?

25)Who is driving the project?

26)What is the project timeframe?

27)What ERP system (including version) do you use? Are there any plans to change/upgrade?

28)Do you use any specific collections tool?

29)Why change from what you're currently using? What benefits are you expecting from a system?