

KempsPetersons



KEMPS PETERSONS RECEIVABLES

www.kpr.com.au

We are proud members of:



COMPANY PROFILE

KPR has provided a comprehensive receivables management service inclusive of debt collection services, legal support, credit management and reporting to industrial, commercial and private clients in Australia for more than seventy years.

As a client of KPR you can expect the highest level of service through individual attention, expert advice and outstanding results. The majority of our business comes from referrals which is testament to the level of service and client satisfaction we strive for. We understand the need for accurate information, professional advice and timely action.

Your success is our business and we understand the importance of maintaining a sustainable cash flow. KPR will provide a superior edge by offering a complete range of services to assist you in achieving your goals.

Our Solicitors are experienced in all aspects of Commercial Debt Recovery & Insolvency and work exclusively for you. In addition, they have instant access to external Barristers, Mediators and litigation experts throughout Australia.

Our Management and staff have the depth and expertise in all aspects of Credit Management and Collection Services for overdue accounts nationally on behalf of a diverse clientele. Being experts in the body corporate field and commercial collections, KPR has the edge to make a difference to your cashflow.



OUR PROMISE

Kemps Petersons Receivables endeavours to be a market leader by concentrating on service and communication with our clients who remain an integral part of our business.

With a focus on our core business of receivable management we offer a broad spectrum of services to provide confidence to our clients.

Regular reviews are conducted to monitor turnaround times, fulfilment of the Service Level Agreement and development of performance criteria. Key Performance Indicators are integrated to regulate our effectiveness of collection of delinquent accounts and response times to collection matters.

KPR offer a wide range of International services which include:

SPECIALISTS IN COMMERCIAL & STRATA DEBT COLLECTION

We specialise in both Commercial and Strata Title debt collection with proven success in recovery of outstanding invoices, levies and arrears.

CREDIT MANAGEMENT

KPR can tailor a service that monitors your incoming payments, allocates them against respective invoices and manages those left unpaid with follow up with your customers. This can save you the expense of employing your own Credit Manager.

INVOICING SERVICES

Rather than using valuable staff to complete regular invoicing, outsource the task entirely. KPR's Credit Management service can then monitor the payments as they come in.

DEBT COLLECTION

With no minimum debt amounts, no lock in contracts and no annual fees, KPR is experienced in both early and late stage collections.

LITIGATION/LEGAL SERVICES

When efforts are exhausted to collect monies, KPR's independent legal practitioners are conveniently in-house and work exclusively for our clients. Ease of communication and timely action is paramount when collecting your debts. Everything from issuing Claim through to enforcements and Judgment, bankruptcy and wind up procedures.

ONLINE COLLECTIONS SERVICE

Access to your accounts online has never been this easy. If you have referred a debt to KPR, you can check the account status, amounts paid and still left outstanding, payment arrangements, file notes and even print off your own Demand Letters for next to no cost to you and no commission. D.I.Y. Demands are perfect for those needing that little extra push.

KPRISK

In addition to collecting debts on behalf of our clients, KPR also offer KPRisk to assist in the prevention of defaulting customers. There are four valuable services available:- KPRiskcheck, KPRreference, KPRreferral and KPRisk Alert. Reliable information is sourced and made available to assist you to evaluate your prospective customers, from comprehensive credit reports, risk alerts, reference checks etc.

SKIP TRACING

If you are having trouble locating your debtor, we organise skip tracing on your behalf. With a choice of our in-house searches or a sub-contracted agency, KPR will do everything possible to locate them.



TECHNOLOGY & DATA SECURITY

With state of the art technology, KPR can offer it's clients a robust, stable, flexible and secure environment. With off-site secure data storage, on-site security and a documented Business Continuity Plan (Disaster Action Plan) you can be confident your data is safe. Our database provides your Account Manager with the tools to proactively and effectively offer you strategies and solutions, receivables management, Debt Collection, Credit Management, Credit Reporting or Risk Management.

KPR CONNECT

KPR Connect is a complimentary online service offering all KPR clients the ability to log in using a personal User ID and Password to access all referred file information. You can instantly view account progress, historical reports, lodge new debtors, email instructions to your Account Manager and much more. Information is readily available to you and important summaries and reports can be attained within seconds.

KPR Connect can supply printable Demand Letters on KPR letterhead. These are perfect for those smaller debts or for controlling late payments before you send them through to us for further collection activity.



WHY CHOOSE KPR

Personalised Service – your Account Manager has an understanding of your business and the accounts that you refer. It is their focus to recover the maximum amount on your behalf.

24/7 Live Online Service – know the status of your accounts, conveniently correspond with your Account Manager, access reports and historical data.

Confidence comes with experience – with a collection of 75 years of experience, KPR offers advice on any issues relating to Debt Collection, Credit Management or Litigation.

Tailored Services – our team can put together a specialised service that can focused only on what needs fixing, not what already works well.

We put ourselves in your shoes – we understand the need for efficient receivables management and continuous communication.

A wider variety of services – from in house Solicitors, to our DIY online Demand Letters, there is a service available for clients or accounts of any size.



QUALITY ASSURANCE

The Company is committed to providing professional ethical services meeting our Clients' specified instructions and expectations. To this end, the Company ensures management and staff are qualified, have the depth of knowledge and expertise to meet clients needs for confidentiality, accurate information, professional timely advice and optimised action.

The Company has established, documented and maintains a quality management system complying with requirements of AS/NZS ISO 9001 and are regularly audited by SAI Global. The Company is committed to continually improving the effectiveness of its system and processes ensuring the focus remains on quality outcomes.



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