

## More Use Delivers Higher Recovery Rate



**Client: Bourne's Energy**  
**Contact: Amanda Gravel**

Bourne's Energy supplies propane and fuel oil to both residential and commercial properties. Becoming a client of Transworld Systems in March 2008, it didn't take them long to realize the full potential of the Transworld service. "Getting clients in early and being persistent utilizing all available phases delivers the best results," said Amanda Gravel, Bourne's Credit and Accounts Receivable Supervisor.

"The economy has played a part in our collections and the biggest challenge we face is getting them to follow through with a payment plan after they've set it up with us. They seem to have a harder time these days sticking with it," said Amanda.

Bourne's chose to use Transworld Systems because of the price of the Phase 1 service. After consistently seeing great results, the company decided to add Phase 2 to their collections efforts. Though Phase 1 has proven to be the most beneficial for their particular business, Phase 2 has also provided some solid results in the short time they have been using it.

"Since using Transworld Systems, we've recovered over \$142,000 total," said Amanda. "We've discovered that the biggest benefits of using Transworld include it being very easy to upload and manage our debtors, the recovery rate we consistently receive, and the fact that we have a very helpful sales agent. Paul is always available to answer even the smallest question promptly."

Bourne's has also been using Transworld's new First Party/Third Party service since September. In the last nine months, they have submitted 137 accounts and recovered \$39,000. Nearly 27% of the total amount Transworld Systems has recovered for Bourne's has been a result of the First Party/Third Party service.

Paul Donatio, Bourne's Energy's sales agent, said Bourne's is just another example of a client following our suggestions and using the system correctly and to its full potential. "Amanda does a fantastic job using our service in a timely fashion, and she's using the Phase 2 service more frequently now as well. We're even keeping her from dealing with the small claims court," said Paul.

"Bourne's had previously used Transworld and saw good results, but they stopped using us thinking they could manage it as effectively themselves in-house. After CFO Steve Dobrin found himself in a meeting with another satisfied Transworld client who was raving about his results, Steve realized it was a smart decision to

begin using our services again and he called me right away," said Paul. "They're uploading clients consistently and reaping the benefits!"

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