

When it comes to providing effective and reliable service to its clients, Transworld Systems Commercial Division takes the competition to school. Just ask this client!

Company Background:

Company Name:	Carson-Dellosa Publishing, LLC
Industry:	Educational Materials Distribution
Credit Supervisor:	Susan Powell
Location:	Greensboro, NC
Number of Employees:	200+
Number of Customers:	4,000+

Whether they know it or not, millions of adults and children across the world have grown and developed thanks in part to Carson-Dellosa Publishing. Throughout the company's 35-plus year history, Carson-Dellosa has been enhancing children's learning potential and environment through quality curriculum, supplemental learning materials and classroom resources. Founded by two North Carolina school teachers, today Carson-Dellosa is a leading educational solutions provider of high-quality educational materials, including digital content and paper-based products, to both teachers and parents.

Scenario:

When Susan Powell, Credit Supervisor at Carson-Dellosa, transitioned to the company's Credit Department in 2004, one of her first goals was to evaluate the department's procedures and determine where she could make improvements and operate more efficiently. One thing she quickly noticed was that Carson-Dellosa utilized several collections agencies to recover from their slow-paying customers. Powell's job then became to assess the performance of those agencies and select the one most effective to serve as Carson-Dellosa's preferred provider. There was only one problem with that strategy; none of them were effective.

"In the past, receiving quality, reliable service from collections agencies was a major challenge," recalls Powell. "What made it even more difficult was that our accounts receivables were all over the place."

Powell decided to begin the search for a new commercial collections vendor who could separate themselves from the competition, as well as handle all of Carson-Dellosa's delinquent accounts. That's when she came across Transworld Systems Commercial Division and everything changed.

Implementation:

To this day, it brings a smile to Powell's face when she reminisces about the seamless transition of Carson-Dellosa's commercial collections assignments to Transworld Systems. It was a quick, painless process that was and is reflected during the order process. Currently, Powell submits accounts whenever Carson-Dellosa's final demand process is completed, which can be as aged as one year after terms due to special terms and the industry. In addition, she typically submits accounts on a weekly basis and sometimes as often as daily.

Results:

Since Transworld Systems came on board as Carson-Dellosa's preferred collections provider in 2004, the company has experienced a **49% recovery rate on net dollars assigned**, as well as an astonishing **return-on-investment of more than 500%**.

While she admits that Carson-Dellosa's accounts receivables are still a challenge, Powell also recognizes they are much improved since Transworld Systems came on board. Not only has the agency been able to bring consistency and stability to Carson-Dellosa's Credit Department; they have also proven their ability to collect on even the most difficult accounts.