

# The Pandemic's Effect on the Placement of Delinquent Commercial Accounts for Collection

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Commercial Collection Agencies of America collects and tracks the placement of commercial accounts with its member agencies by their clientele. Each agency member submits a report of its account placement on a quarterly basis. In aggregate, the report offers the number of accounts placed and the dollar value of said accounts. The submission of the reports is one of the requirements for an agency to maintain its Certificate of Accreditation and Compliance.

Why does Commercial Collection Agencies of America require the information? The Association's mission includes being a premier industry resource to credit grantors. The report is a vehicle which offers an overview of placements so practitioners may have a scope into collection activity across the discipline. Feedback reveals that this information is used in a multitude of ways: from furnishing C-level executives with reports to making a necessary case with the sales department for action....and everything in between.

Additionally, this data collection supplies our member agencies with a barometer – a wider lens into how like peers in the industry are faring...

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## About the Author



Annette M. Waggoner currently serves as the Executive Director of Commercial Collection Agencies of America. Annette is responsible for the enforcement of the association's certification requirements, development of educational programming, and consultation to the Board of Directors, as well as the Independent Standards Board. She also serves as the association's advocate within the credit and collection industries and is a frequent author and speaker regarding commercial collections. Annette has been in the collection industry since 1992, when she was an officer, with ownership interest, of a certified commercial collection agency. .