

# Questions You Should Be Asking of Your Commercial Collection Agency

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Selecting a commercial collection agency is a strategic decision that impacts your organization's financial health, client relationships, and operational efficiency. Unlike consumer collections, commercial collections involve complex contracts, multiple stakeholders, and industry-specific nuances. The right partner can help you recover outstanding receivables quickly and professionally, while the wrong choice can lead to inefficiencies, compliance risks, and missed revenue opportunities. To help you make an informed decision, here are eight critical questions to ask when evaluating a commercial collection partner—along with why these questions matter and what to watch for during your evaluation.

## 1. Are you 100% focused on commercial collections?

Commercial collections require a completely different approach than consumer collections. Business-to-business recovery involves negotiating with CFOs, controllers, and procurement teams, often over complex contractual disputes. Agencies that specialize exclusively in commercial collections typically have collectors trained for these high-level conversations, ensuring...

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## About the Author



Rudy Schatzmann has spent nearly 20 years in AR Credit Collections, all with Altus Commercial Receivables, where he's widely regarded as an expert in Commercial Collections, Risk Management and Loss Mitigation. His deep industry knowledge is bolstered by a diverse career in sales, sales management, training, and business ownership across multiple industries. Rudy attributes his success to the broad range of experiences he's gained over the years, which provide valuable insights into his current role.