

**NCSPPlus Incorporated**  
**Training Module Workbook**





## Module One

### Overall Industry Knowledge and Specific Information about NCS.

1. What do collection agencies do for their clients?
2. According to the American Collectors Association, how many collection agencies operate in the USA today?
3. The common collection agency charges a percentage of the amount collected. How much do they typically charge?
4. According to the ACA, how much is usually recovered? In other words, what is the collection percentage?
5. What does the "net return" mean? How does it relate to the recovery ratio and the collection fee?
6. Typically, how long does the average creditor wait before referring an account for collection?
7. How many employees does the average collection agency have?

8. Do most attorneys specialize in collections? How many telephone collectors are employed by most collection attorneys?

9. Name 20 different types of businesses that use collection services and the recovery rates for these businesses.

10. When was NCS founded?

11. How many different clients does NCS collect for?

12. How many different types of businesses do we recover money for?

13. How many different national, regional and local business organizations and associations currently sponsor our service?

14. What is the FDCPA?

15. What is the FCRA?

16. Are the FDCA and the FCRA available in the NCS salesmen's web site? Why is it important to know the laws regarding collecting delinquent accounts?

17. What is the Statute of Limitations? Is there Statute of Limitations for delinquent accounts? Is it different for written vs. verbal contracts or accounts? Why is the Statute of Limitations important for you to know?

18. What are the fees and/or penalties that can be charged on bad checks in your state? Are there criminal or civil penalties? Why is it important for you to know this information?

19. What does the term back-up mean? Why is it important to the overall recovery ratios for your clients?

20. Please describe the different levels of service offered by NCS. Include Basic, Level I, Level II and III services, the guarantees and the methods used in pursuit of the delinquent accounts.

**This is the end of the Module One.** The next step for you is to make sure you have committed the presentation to memory. You must be able to give the presentation verbatim! Also, after completing module one, please download and read the Fair Debt Collection Practices Act (FDCPA) and the Fair Credit Reporting Act (FCRA) completely.

## Module Two

### Prospecting - Direct Business to Business Sales.

1. How are direct sales different than retail sales?
2. How is selling to businesses different than selling to consumers? Or is it the same?
3. Please name three sales functions of the NCSPlus Independent Sales Representative.
4. Of the different functions of the outside salesperson, prospecting, presentation and closing, which one is the most important and why?

5. Name the five different methods of prospecting that the NCS Representative uses to find business.
  
  
  
  
  
  
  
  
  
  
6. Of the five different prospecting techniques, canvassing, telephoning, mailing referrals and association marketing, which is most important?
  
  
  
  
  
  
  
  
  
  
7. Although the In-Person canvassing prospecting technique is the most important and the most effective, why are the NCS reps asked to start prospecting by telephone first?
  
  
  
  
  
  
  
  
  
  
8. A well-trained telephone prospector works to set appointments. How many appointments should be set for each hour worked?
  
  
  
  
  
  
  
  
  
  
9. After you have set the appointment, and made certain that you have set the appointment with the right person, what should you insist on them having ready for your meeting?
  
  
  
  
  
  
  
  
  
  
10. Describe your lead sources.



11. Once you have initiated contact, how do you keep track of your calls?

12. How do you make sure to show up on appointments or call the prospects at the proper time?

13. What do you do if a prospect does not call you back?

14. What do you do if a qualified prospect does not call you back?

15. How many mailing pieces should be sent out each and every week? What should be sent?

16. Are big deals or smaller deals more important?

17. Describe the procedure for leaving information behind when you are canvassing.

18. What do you leave behind when you are canvassing?

19. What is the biggest problem that a good prospector has?

20. What is the biggest problem that a poor prospector has?

21. What is the absolute best source of prospects?

22. What is the best time to ask for referrals?

23. What are the two principles that must be adhered to when pulling referrals?

24. Would you rather see the prospect in the morning or in the afternoon? Which is better?

25. What is the script you use for telephone prospecting and is it a personality or professional call?

26. What is the real objective in telephone prospecting?

27. When prospecting by phone or making a cold call and the prospect says, "We don't have a problem." How should you counter that?

28. How many new contacts must a representative make each day?

29. How many new presentations should a rep make each week?

30. When do you qualify the prospect? Before or after you make the appt.?

31. What is the most important qualifier when setting an appointment?

32. What are the five questions to ask before you go?

33. What are the two principals that must be adhered to when obtaining referrals?

34. The more direct the questions, the more referrals you will receive so what are the areas you should address when pulling referrals?

35. Name some times and areas where you should be pulling referrals.

36. What are the two types of referrals and explain them?

37. When calling on a business you should start looking for signs/identifiers (needs the business would have) to ask for referrals. Give an example of looking for the proper signs/identifiers if calling on a New Car Dealership?

38. What is the real key to obtaining referrals?

39. When using referral gathering techniques how many referrals do you feel you should be asking for?

40. If you utilize the techniques of gathering referrals on each and every call, what do you feel your biggest problem will be?

41. If you are out canvassing and the receptionist asks you "Do you have an appointment?", what is your response?

42. If you are out canvassing and the receptionist states "He doesn't see anyone without an appointment", what is your response?

43. When telephone prospecting or canvassing in person you are asked "What is this regarding?" What is your response?

44. The receptionist asks you "Exactly whom do you need to speak with?" What is your response?

45. The Prospect states "Someone from your company has already been by." What is your response?

46. The Prospect states "We already use/are happy with our collection agency." How do you respond?

47. The Prospect directs you to "talk with my credit manager." What is your response?

48. The Prospect states "I'm too busy to see you." What is your response?

49. The Prospect says "Leave/send me some literature." What do you do?

**This is the end of Module Two.**

## Module Three

### Pre-Conditioning and Qualifying.

1. What is the purpose of qualifying and pre-conditioning?
2. When does the rep go through qualifying and pre-conditioning?
3. What is question # 1 in pre-conditioning and qualifying and what is the purpose of this question?
4. What is question # 2 in pre-conditioning and qualifying and what is the purpose of this question?
5. What is the question # 3 and why is it critical to the process of pre-conditioning and qualifying?



6. What must you do in the pre-conditioning and qualifying in order to achieve a sale?

7. If the prospect says "I would rather not get my accounts out as they are confidential." What do you do?

8. What is question #4?

9. Why do you ask questions #3 and #4?

10. What is question #5 and why is it so important?

11. Now you have completed the pre-conditioning and qualifying segment and you are ready to start the presentation; what do you do with the information on the Qualifying and Pre-conditioning Form?

12. Does pre-conditioning and qualifying always take five questions?

13. What if the prospect says "Just go ahead and show me what you have," and doesn't seem to want to answer any questions; what do you do?

14. How do you use the information obtained during the presentation and qualifying process?

15. The object of Qualifying and Pre-Conditioning is to find out if the prospect has, has had or expects to have a delinquent accounts problem and if he/she is the person that can make a decision about this; in addition, what is another area of Pre-Conditioning and Qualifying that is very important for you to get a sale?

**This is the end of Module Three.**



5. The first step in a successful, professional presentation is to set the stage. What do we mean by this and how do you do it?

6. What is the Introduction geared to do; as you use the Introduction for the phone script, the cold call and when you go in to present the services of NCS?

7. Why does the Introduction have such long sentences and why are the words so different than the way one normally talks?

8. What is a bridging line and what are they for?

9. Trial closes are given throughout the presentation please give 3 trial close examples.

10. You have a prospect that is in need of two (2) levels of service as the accounts range from \$100 up to \$1250. How do you present this?

11. You have a prospect who you have found out has a partner involved in the business and the prospect states to you that he handles the administration and his partner handles the sales. Do you give a presentation to the one partner or re-set the appointment to have them both there and tell me why?

12. You are in a presentation and you find out during the pre-conditioning and qualifying that they have a large volume of accounts (200 – 500 monthly) after reviewing their aging. How would you handle the appointment at this time? Would you continue and hope you could get it right? Would you re-set the appointment and tell them due to their size you would like to bring in your RVP or RM who is instrumental in setting up larger accounts? Or would you just try and sell them a trial service of only 250 accounts and hope for a re-order?

13. When presenting the service what are the age of accounts we try and get? Why?

14. When do we show the fixed fee philosophy? Do we show it before or after the Sale and why?

15. The Introduction is primarily geared for what purpose?

16. In the Introduction we emphasize "what do you do with the ones you don't collect? Write them off? We specialize in those and I find a man in your position is always looking for a way to improve cash flow." Do we really want the skips, write-offs and the old accounts?

17. The Presentation not only shows the prospect what we do and how we do it, it takes it to another level through the sale. What is that level?

18. When you know the presentation verbatim and have it fully memorized (word for word) this gives you the ability to do what while you are presenting the service?

19. During the preconditioning and qualifying stage of the presentation you notice a large account and it seems to upset the prospect because they beat him out of his money. How would you use that to your advantage?

**This is the end of Module Four.**





4. You should already know what quantity will be best for the prospect when you Break the Price; tell me where you obtained this information.

5. The prospect has 2 accounts that run 60 days or more delinquent on an average monthly basis. What quantity should you use to Break the Price? Why?

6. Is there ever a circumstance where you would not follow the script in Breaking the Price?

7. Drowning in results shows the prospect what we are doing for other businesses. Should you be concerned if results are different types of business?

8. What are the different types of results that we can use?

9. The results are geared to show two (2) different items. What are they?

10. How many results should you show? Why?

11. What is the primary objective of drowning in results?

12. How do we transition to drowning in results from the Price Break?

13. What if the prospect says, "You don't need to show me anymore." What should you do next?

14. Give me the proper language you would use when you have shown all of the results you have.

15. Remember, you have already given a price break per account in the very beginning of the presentation and now you are giving the system price break. You will notice the price per account is different for 100 and the 250 so when breaking the system price before drowning in results make sure your price per account is in line with your system price and why is this important?

**This is the end of Module Five.**



5. How many steps are there in the Closing Formula?

6. Can you close without using all of the steps?

7. Give the first step in the closing formula and give an explanation of that step.

8. Give the second step in the closing formula and give an explanation of that step.

9. Give the third step in the closing formula and give an explanation of that step.

10. Give the fourth step in the closing formula and give an explanation of that step.

11. Give the fifth step in the closing formula and give an explanation of that step.

12. How many trial closes are in the presentation?

13. On Average how many closes does it take to close a sale?

14. The best presentation in the world won't make you a dime unless you know how to do what?

15. You are going through the Closing Formula and you are at Step 3 and the Prospect brings up another objection. What do you do?

16. The Closing Formula is also referred to as what?

17. At the end of the closing sequence what must you do?

**This is the end of Module Six.**

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6. What is the obvious solution to break this viscous cycle?

7. Why do credit grantors work the accounts so long before getting the involvement of a third party?

8. What are the three (3) reasons that creditors actually hold on to the accounts so long for?

9. What is a \$100.00 delinquent account worth at 90 days?

10. What is a \$100.00 delinquent account worth at one year?

11. What is one of the main benefits of the Fixed Fee Philosophy?

12. What if an NCS rep could show the creditor they should be focusing their internal efforts on the 30-60 day slow pay accounts this month, how many do you think you can keep from reaching the 90 day aging next month?

13. Now, if the credit grantor is using a reputable third party agency with the authority to go to court, such as NCS and we received the accounts between 60-90 days what kind of results do you think we would get?

14. What are the two reasons that most credit grantors give for not using this approach?

15. NCS offers fast, low cost results with full follow through to litigation when necessary which will all but eliminate what?

16. By showing the Fixed Fee Philosophy after the sale is made and the check and service agreement are in your pocket, what has it repositioned in the credit grantors mind?

**This is the end of Module Seven.**



5. What constitutes an inconvenient time or place for a consumer contact under the FDCPA?

6. May a professional debt collector assume that he has permission to communicate with a third party regarding a debt when the third party initiates the contact with the collector, and seems to know details of the situation? Why or why not?

7. May a professional debt collector threaten a consumer with arrest if the collector is collecting bad checks in a state where it is illegal to pass bad checks?

8. What steps must a professional debt collector be able to document when preparing a bona fide error defense?

9. Is it permissible for a collector to mention that non-payment of a debt could result in the consumer's embarrassment?

10. Under what circumstances may a collector call-back a skip tracing source of information?

11. Is a collection agency permitted to report information on past-due accounts to a credit bureau?

12. Does a professional debt collector's statement to a consumer that his delinquent account may be scheduled for referral to an attorney misrepresent the legal status of a debt?

13. When should a professional debt collector inform a consumer that the collector is attempting to collect a debt and that any information obtained will be used for that purpose?

14. Are professional debt collectors permitted to use an alias?

15. What is the proper procedure for a professional debt collector to take when a written dispute is received from the consumer?

16. Under what circumstances may a professional debt collector threaten a consumer with garnishment?

17. What is the definition of location information?

18. An FBI agent seeks "all the information" about a certain consumer in connection with an investigation he is conducting. Is the professional debt collector permitted to answer the agent's questions?

19. What communication with a consumer is permissible when the professional debt collector knows the consumer is represented by an attorney?

20. How may a professional debt collector communicate with a consumer who requested no further contact?

21. Are professional debt collectors required to itemize balances due when interest and service charges have been added to the principal amount?

22. Under what circumstances may a collector threaten to seize a consumer's property?

23. May collectors threaten to contact a consumer's employer?

24. May a professional debt collector give the validation notice orally?

25. What should a professional debt collector do if the consumer disputes a debt orally?

26. Under what circumstances may a professional debt collector provide information about consumers to consumer credit counseling services?

27. May a collector call a consumer's spouse regarding a debt at the spouse's place of employment?

28. When would an immediate call-back to a consumer who has hung up on a collector be considered harassment?

29. With which third parties may a collector communicate with regarding a consumer's account?

30. May collectors tell a consumer that non-payment will result in "further action"?

31. When may a collector threaten that non-payment will affect the consumer's credit record?

32. How does the FDCPA define "unfair?"

33. What skip tracing procedures may be conducted when the collector knows the consumer is represented by an attorney, but the collector is unable to locate the consumer?

34. When is the proper time to provide the consumer with the validation notice required by the FDCPA?



35. May professional debt collectors make collect calls in attempts to collect debts?

36. Under what circumstances may a professional debt collector ask a consumer's neighbor to assist in collecting a debt?

37. What hours does the FDCPA allow professional debt collectors to contact consumers?

38. Define a validation notice in your own words?

39. How is the word "harassment" defined in the FDCPA?

40. What must a professional debt collector do when accepting post-dated checks?

**This is the end of Module Eight.**