

Reduce manual intervention needed when chasing late payments by using Auto-calls

Phone calls are a staple in most businesses' credit management processes, with 61% of companies reporting that they typically use them (2022 late payment report). But chasing customer payments manually represents a significant time cost for these businesses. In fact, the average business in the USA spends over 14 hours per week following up on overdue invoices (2022 late payment report).

One of the most time-consuming parts of manual credit management is phone calls, as your finance team must prepare what to say, collate the customer's information, due dates, invoice amounts, and much more, before even picking up the phone.

Doing this multiple times a week for multiple customers can be extremely time-consuming. This is valuable time and resource that could be directed toward growing your business, instead of manually following up on customer payments.

But following up with customers over the phone doesn't need to be this way. You can now take the time and effort out of credit management phone calls by using Auto-call in Chaser to make them for you.

With Auto-call, you can schedule automated phone calls to deliver pre-scripted payment reminders. Based on phone call templates that you write, Chaser will place automatic phone calls to your debtors, which are personalized to every recipient, on the times and dates you choose.

Text-to-speech technology is utilized alongside cutting-edge automation, to ensure that you can deliver timely call reminders without committing any time or effort. In this fact sheet see how Auto-calls will help you save time, minimize late payments, and improve cash flow.



Save time

Automate personalized debtor phone calls to reduce the manual work involved in chasing late payments. Personalize every reminder automatically and eliminate human-error.



Minimize late payments

Take a proactive approach to credit management with polite, timely calls placed to remind customers of upcoming payments before they become overdue.



Reach customers with ease

Use multiple channels for automated chasing to maximize your chances of reaching customers instantly. Automate calls, emails, and SMS reminders in one place.



Phone debtors promptly

Phone calls are placed to your debtors instantly, exactly when you schedule them. Don't let debtor calls wait until you've cleared your to-do list, follow up instantly.



A seamless part of your AR workflow

Schedule in one system alongside your other reminders in Chaser to create a polite, multi-channel series of payment reminders without bombarding your customers.



"Very happy from the start. Helpful onboarding team, easy to implement, and very happy with the results, reducing our debtor days from 60 to approx 24 in a matter of months."

Ravi Kesari, Director,
Wren Accountancy
Services Ltd



Key capabilities



Automatic phone calls

Save time and get paid faster by automating the chasing of invoice payments via phone call. Create text-to-speech templates in Chaser and send call reminders according to automated schedules, on the times and days that you choose.



Multi-channel approach

Maximize your chances of reaching customers quickly, and receiving payment promptly by scheduling automated reminders across multiple channels. Utilize phone calls, SMS, and email payment reminder automation to ensure your payment reminders get seen - and that you get paid on time.



Personalize every touchpoint

Customize your auto-calls with automatic personalization fields (like business name, due date, invoice amount). Use fully editable auto-call templates that reflect your normal language and style of communication with customers.

Start using Auto-call in three simple steps

1

Sign up for your 14-day free trial

Your Name

Your email

Which accounting software do you use?

Please select

Company size

How many employees does your company have?

1. Create a Chaser account

Start using Chaser for free (no card details required) for 14 days at chaserhq.com/signup.

2

General **Templates** Schedules Email Timings Payment Portal

Email SMS **Auto-call**

Single Multi

2. Review your Auto-call templates

In your Chaser account, navigate to 'Manage' then 'Templates'. Select the 'Phone call' option and edit the existing templates if required.

3

Email	29d	Single template Early overdue	Multi template Overdue multiple	Ser	No
Email	31d	Single template Early overdue	Multi template Overdue multiple	Ser	No
Auto-call	35d	Single template Phone call - Single	Multi template Phone call - Multiple	Ser	No

Add to schedule

Email

SMS

Call reminder

Auto-call

3. Add an Auto-call to your chasing schedule

In your Chaser account, navigate to 'Manage' then 'Schedules'. Select a schedule, click the '+' icon, and select the 'Auto-call' option, and add your call template.

Chaser helps businesses get paid sooner with its all-in-one accounts receivables automation platform, debt collections and outsourced credit control services. Users can credit check, monitor debtors, chase late invoices via SMS and email, collect payments, recover debt and reconcile accounts, all in the same platform. By sending automatic and deeply personalised payment reminders, the software and service provider effectively gets invoices paid on time without losing the human touch. To date, Chaser has helped users chase over USD 30 billion in overdue invoices. Chaser was named Xero App Partner of the Year (2023) and won Best Use of Technology at the Credit Awards (2022).

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Speak to an expert