



What our customers have to say:  
“An outsider can exert more  
influence”

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▼ Short summary: What does the customer say

## Results partnership PreZero

- Debt collection with customer retention
- Streamlined processes
- Clear overview of debt collection files
- Personal contact with the debtor within 24 hour

## What Rick Dijkers says

- ▶ “BVCM helps us pass on as few of those cases as possible, which I think is quite special. It means BVCM itself then sees its inflow decrease. This clearly shows that for BVCM, the client’s interests come first.”
- ▶ “BVCM focuses on quality, not quantity. Together, we, therefore, also work on streamlined processes.”
- ▶ “BVCM does that with a user-friendly portal where I can easily log in to view and track my collection files, and we do this by supplying files that can be read into the system instantly.”
- ▶ “Often, my customers are contacted on the same day or the next day”



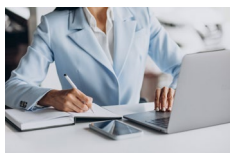
## ▼ Introduction

PreZero, one of the biggest environmental service providers in waste collection, treatment and recycling, issues hundreds of thousands of invoices annually. Not all those invoices are paid on time. BVCM helps PreZero to collect unpaid debts and reduce the number of collection cases.



Credit manager Rick Dijkers has been around for a while at PreZero, previously known as SUEZ and as SITA before that. “I started at Sita at the time and was looking for a new collection partner. BVCM was one of three prospective candidates, but I chose another party with much experience in our industry. Not a great signal toward BVCM at the time, so I found it extraordinary how BVCM took it. Carel, BVCM’s commercial director, was very positive about the partner I chose. Unlike the other party that didn’t make it: I had made a big mistake, according to them. To BVCM I said: if I see new opportunities, you’ll be top of mind. That moment came. I called Carel immediately: ‘OK, we are going to make a start’. A man is a man, and a promise is a promise.”

Added to this is that from the start, for Rick, there is an “apparent connection” with BVCM. Rick: “We have the same vision. A collection partner is not a party that you just dump all your problems on. I see the service as an extension of our process. BVCM sees it exactly like that, in the same way”. PreZero seeks BVCM’s help when customers fail to pay, and the final summons must be sent. “An outsider can exert more influence”, says Rick. “Amounts still not paid after that final warning, then go for final collection.”



Want to know more about our Collections solutions? For more information, please visit [bvcm.nl/incasso](https://bvcm.nl/incasso)



## ▼ Customer-friendly

A customer who doesn't pay is still a customer. In this respect, too, Rick is on the same wavelength as BVCM. "We never speak of 'debtors', but of 'customers'. After all, it is hardly customer-friendly to suddenly see a customer as a debtor. There can be all kinds of reasons why a customer doesn't pay. It could be that someone wants to but is unable to because he has been strapped for cash for a while, for instance. Then we will make a reasonable and realistic payment arrangement. It's important to me that the customer feels good about being able to make his payments so that we can continue to do business. A customer who tells me he can't pay has to cross a high threshold. I respect that. Unfortunately, there are sometimes customers who say they are going to pay but then don't. When a customer fails to fulfil his promise, I must be clear. Those who don't pay will eventually be sued."

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**Rick Dijkers** Credit Manager



## ▼ Streamlined processes

Prevention is better than cure. BVCM gives Rick tips and advice to reduce the number of debt collection cases. “BVCM helps us pass on as few of those cases as possible, which I think is quite special. It means BVCM itself then sees its inflow decrease. This clearly shows that for BVCM, the client’s interests come first. BVCM focuses on quality, not quantity. Together, we, therefore, also work on streamlined processes. BVCM does that with a user-friendly portal where I can easily log in to view and track my collection files, and we do this by supplying files that can be read into the system instantly. Often, my customers are contacted on the same day or the next day.”



## ▼ About BVCM

BVCM (bureau for credit management) is your (international) partner for the entire prospect-to-cash process. From our years of experience, we optimise your entire credit management with our partners, services and people. From the selection of your customer to (e)-invoicing and the payment of your invoice.

We do this by using intelligent modern digital solutions such as e-invoicing to deliver the invoice to your customer optimally or by applying machine learning to determine the most efficient route.

Would you like to know more about our BPO services? Feel free to contact us via [sales@bvcm.nl](mailto:sales@bvcm.nl) or 020 34 60 746.

Rather make an appointment directly? You can do so using the button below!

[Schedule an appointment](#)