

Collect the revenue or protect the relationship? **With ECSI's EasyPath Delinquent Recovery Management, you can do both.**

DELINQUENT RECOVERY MANAGEMENT



At ECSI, we understand the fine line you walk trying to collect on delinquent accounts from students, parents, alumni and others. Our effortless, efficient recovery management solution combines flexibility with persistence to optimize revenue while sustaining your valuable relationships.

"It was frustrating knowing our money was out there and not being acted on the way it should have been... we just didn't have a big enough stick to motivate the students."

*Veronica Herschbach
Director of Treasury Services
Cleveland State University*

Collecting on delinquent receivables can be a big challenge for colleges and universities. You don't have the staff time needed to aggressively pursue aging accounts, so you end up referring them to a costly collection agency or simply writing off the bad debt.

ECSI's EasyPath Delinquent Recovery Management strives to optimize revenue, minimize costs and help families meet their financial obligations. We offer a variety of convenient options to help students settle their account and protect their credit rating. And we leverage a comprehensive suite of soft collection tools to maximize results for you, including regular dunning, skip tracing, credit bureau reporting, and automated calls.

With ECSI's EasyPath Delinquent Recovery Management we can customize a recovery solution to meet your school's specific needs. We can create and manage payment plans, and even delay billing for our services until all monies are collected. You also benefit from timely accounting and convenient weekly funds transfer.

Our EasyPath Delinquent Recovery Management specialists are diligent, efficient, caring and effective. We'll pursue delinquent accounts directly as long as you want us to. If a collections agency does become necessary, we provide the only auto-agency placement solution in the industry and we'll manage that process hands-on to ensure your complete satisfaction. Your administrative burden is greatly reduced, and you retain 24/7 online access to account information with up-to-the-minute status reports.

ECSI's EasyPath Delinquent Recovery Management...
Flexible. Persistent. Effective.



EasyPath Delinquent Recovery Management is already working for these institutions:

Cleveland State University

ECSI's Delinquent Recovery Solution has boosted Cleveland State's returns rates to over 30 percent. ECSI automatically sends out invoices, letters, and emails, so Cleveland State's staff is no longer bogged down with stuffing envelopes, making calls, or writing emails.

ECSI's credit bureau reporting capability is one of the biggest reasons for this success. "That tool really gives us some power, and motivated the student to send that payment in," says Veronica Herschbach, Director of Treasury Services. ECSI's solution also gives Cleveland State the ability to apply fees, creating a new revenue stream for the university. "Essentially ECSI is paying us to use them. We are getting our money, and getting it much faster," said Ms. Herschbach.

Creighton University

ECSI's Delinquent Recovery Solution has collected over \$200,000 in delinquent receivables for Creighton University, an average of more than \$33,000 per month.

The University of Toledo

Toledo's delinquent collections have totaled over \$10 million since they started working with ECSI. The university has recovered an average of \$200,000 per month, or \$2.4 million a year.

ECPI College of Technology

ECPI once considered many accounts to be "uncollectible." Since they partnered with ECSI, the college has increased its returns by 800%.

ECSI. SERVICE NEVER RESTS.

EasyPath from ECSI makes it easy for you to offer students a convenient path toward a quality education.

You can feel confident offering EasyPath, because over 1,300 colleges and universities across America currently choose ECSI for their Student Finance services.

ECSI connects with over 5.5 million customers each year through our customer care programs. These programs represent over 6 million accounts spinning on the ECSI platform, and \$700 million entrusted to ECSI with over 3 million payments processed annually.

Some offer EasyPath for the convenience, some do for the flexibility that ECSI products offer but most do for our unparalleled commitment to service.

Streamline all your student finance processes with ECSI's comprehensive EasyPath Service Suite:

- Electronic Billing and Payment
- Electronic Refund Management
- Tuition Payment Plans
- Partial Pay Plans
- Delinquent Recovery Management



 **To learn more** about ECSI's EasyPath Delinquent Recovery Management or to set up a demonstration,
 please contact your sales representative or ECSI Sales at **1.800.437.6931**, or email us at **Sales@ecsi.net**.