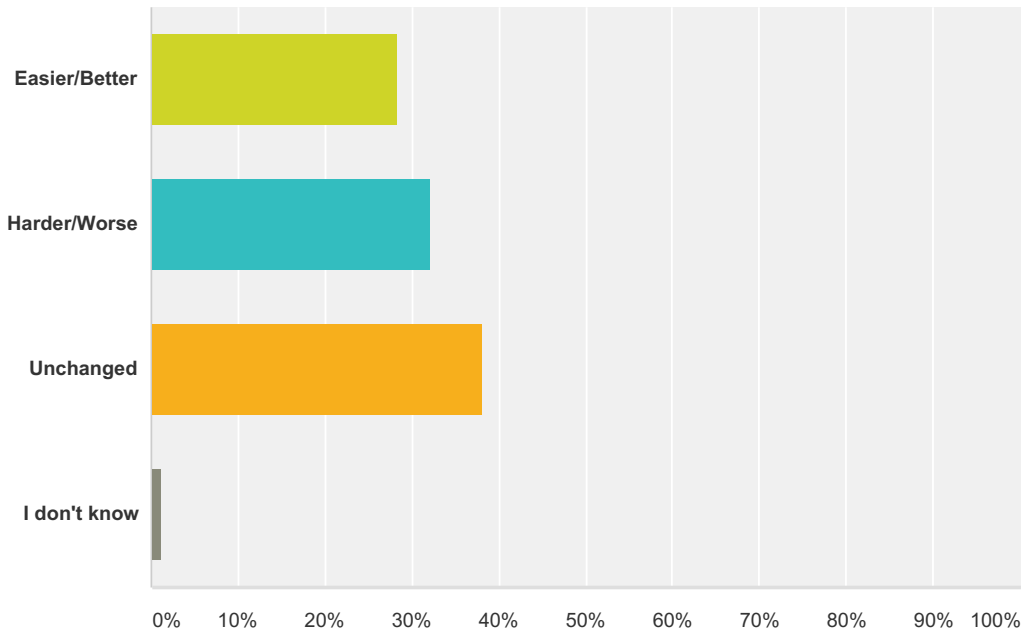


Q1 Compared with conditions one year ago, how would you rate the level of difficulty of collecting from your debtors? If things have improved or worsened, please briefly note the biggest factor you believe influenced the change in the comments section.

Answered: 385 Skipped: 2



Answer Choices	Responses
Easier/Better	28.31% 109
Harder/Worse	32.21% 124
Unchanged	38.18% 147
I don't know	1.30% 5
Total	385

#	Comments	Date
1	A year ago collections were slowly getting better month after month while this year has moments when it looks like it will be a record year and then the next month nose dives.	4/21/2015 7:09 PM
2	Push Back Terms are a big factor.	4/20/2015 9:59 AM
3	Economic downturn forced closure of competition driving customers to the companies that weathered the downturn	4/17/2015 11:32 AM
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5	Economic downturn forced closure of competition driving customers to the companies that weathered the downturn	4/17/2015 11:32 AM

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6	Economic downturn forced closure of competition driving customers to the companies that weathered the downturn	4/17/2015 11:32 AM
7	Economic downturn forced closure of competition driving customers to the companies that weathered the downturn	4/17/2015 11:32 AM
8	Customers are more inclined to work out payment schedules rather than default.	4/16/2015 11:59 PM
9	Construction projects have picked up. Our business is driven mainly by commercial construction projects.	4/16/2015 4:41 PM
10	I Have been with the company for one year now and getting to know the customers and working with them to pay on time.	4/16/2015 2:53 PM
11	The economy is better, more residential starts and consistent commercial work.	4/15/2015 7:01 PM
12	CLients are stretching us out at every opportunity, using ebilling systems to reject/deduct/delay.	4/15/2015 3:29 PM
13	Our customers have more work, and are able to take the better margin jobs and work for the better paying customers therefore they have more cash flow.	4/15/2015 1:27 PM
14	Comparison not valid due to change in distribution/sales model	4/15/2015 1:03 PM
15	Placing accounts on cod sooner.	4/15/2015 11:04 AM
16	Customers are more in line with their purchases then last year.	4/15/2015 10:29 AM
17	Customers are pushing back for longer pay terms	4/15/2015 8:41 AM
18	Dealing with the Department of Defense we've seen conditions improve. It has taken them this long to finally figure out how to deal with sequestration.	4/14/2015 6:07 PM
19	Customer disputes as a result of lack of communication between the sales, the billing department and our customer seems to be the biggest culprit.	4/14/2015 5:32 PM
20	sales of physical books are declining rapidly	4/14/2015 4:49 PM
21	Meeting my customers in person always helps	4/14/2015 4:28 PM
22	I feel some of the builders still using the same excuse.... Of course with the bad winter in the south it didn't help us credit managers collect our funds any faster!	4/14/2015 4:02 PM
23	The biggest challenge was collecting from our govt accounts	4/14/2015 2:55 PM
24	Analytics have allowed us to keep an eye on the customer more.	4/14/2015 1:43 PM
25	the economy	4/14/2015 1:23 PM
26	Customers claiming not getting invoices, we are emailing them	4/14/2015 1:22 PM
27	overall better economic conditions-bad Winter weather hurt some	4/14/2015 12:56 PM
28	after placing some accounts on temporary credit hold until current, their payment manners changed.	4/14/2015 12:55 PM
29	I feel business/the economy, in general, has improved, as has my department's efforts.	4/14/2015 11:21 AM
30	excuses range from doc issues to cash flow constraints	4/14/2015 11:03 AM
31	We noticed a slowdown throughout the country which started last fall. The weather and cold temps which affected the Midwest and Northeast during January and February created further problems as contractors were unable to work during these months. In some areas, it was mid-March before contractors were able to get back onto job sites. .	4/14/2015 11:02 AM
32	Available capital - our customers are purchasing significantly more product.	4/14/2015 11:00 AM
33	Economy is improving	4/14/2015 10:55 AM
34	carriers have slowed down their upgrades	4/14/2015 10:55 AM
35	Customers are demanding extended terms. Still blaming slow pay on slow year end sales.	4/14/2015 10:35 AM
36	Weather	4/14/2015 10:27 AM
37	unknown, but collections are slower	4/14/2015 10:03 AM

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38	EDI issues-customers are refusing to accept paper substitutes for rejected invoices.	4/14/2015 9:55 AM
39	Frequency and average payments up.	4/14/2015 9:41 AM
40	Frequency and average payments up.	4/14/2015 9:41 AM
41	Improved in US, but facing significant slow pay with our Canadian customers due to the strength of the USD	4/14/2015 9:30 AM
42	The economy is very fragile. Accounts are using their suppliers as their bank and extending the payment times.	4/14/2015 9:23 AM
43	Relationships have improved	4/14/2015 9:16 AM
44	The housing market continues to improve	4/14/2015 9:16 AM
45	Problem account had terms changed to COD or restrictions placed on their accounts	4/14/2015 9:05 AM
46	More focus on contacting debtors earlier in process.	4/14/2015 9:03 AM
47	While getting paid is easier because funds seem to be more available, it still is a slow process when discrepancies/disputes need to be settled - the effects of more with less	4/14/2015 8:54 AM
48	There will always be a company who has a cash flow issues. So for me, with the volume of customers, the level of difficulty hasn't changed.	4/14/2015 8:52 AM
49	slight up tech in our percent current. the bad debt is down slightly, as well.	4/14/2015 8:50 AM
50	In all my years of doing collections, this time of year along with weather conditions have some effect but we are finding that attitudes are changing where a good number of debtors are not concerned if their account runs past due ...some feel this is an entitlement.	4/14/2015 8:46 AM
51	oil patch is harder. Elsewhere is unchanged.	4/14/2015 8:46 AM
52	Market price fluctuations is my assumption.	4/14/2015 8:44 AM
53	Customers tell me they are getting paid late	4/14/2015 8:37 AM
54	We're seeing a slowdown, but not an increase in uncollectible accounts.	4/14/2015 7:59 AM
55	even usual good payers are late!	4/14/2015 7:43 AM
56	Lower prices in the industry helping; customers financing hurting	4/14/2015 7:30 AM
57	There has been some turnover in the accounts payable area of our customers and learning curve.	4/14/2015 6:54 AM
58	I believe we need to be more diligent and consistent on monitoring payments at this time. Some accounts will allow payments to drag out unless prompted.	4/14/2015 6:43 AM
59	Lack of sales by debtors	4/14/2015 6:13 AM
60	We are doing about the same amount in sales and collecting only slightly better. I think it is due to the stock market doing well and consumers staying employed so generating more sales.	4/13/2015 10:20 PM
61	difficulty is only that we have nearly doubled our sales. but as for percentage collected, it is about the same.	4/13/2015 8:13 PM
62	There are always some that pay great and some that don't. Biggest problem is customers still demanding extended terms.	4/13/2015 7:52 PM
63	The problems are too numerous to report.	4/13/2015 6:53 PM
64	Building a competent credit department over the last year has made it easier to collect from debtors.	4/13/2015 6:37 PM
65	Sending out more statements and reminders	4/13/2015 6:26 PM
66	Our corporate structure changed/allowances for past due are tighter	4/13/2015 6:17 PM
67	customers are busier	4/13/2015 6:10 PM
68	The lower gas prices have helped profitability for the convenience store group.	4/13/2015 6:07 PM
69	They are dictating their own terms. Or "paid when Paid" terms.	4/13/2015 6:01 PM
70	More and more customers are waiting until they receive our collection call to pay. Some may need multiple calls. As more customers outsource their payables it becomes more difficult to collect. The various portals customers want us to use only delays payment.	4/13/2015 6:00 PM

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71	The. world economy is in a slump. The sales have slowed also. It is taking multiple contacts to get paid..	4/13/2015 5:59 PM
72	As the economy has picked up more marginal accounts are getting back in the game.	4/13/2015 5:51 PM
73	the economy has gotten better	4/13/2015 5:42 PM
74	Easter Coast extended Winter weather is to blame!	4/13/2015 5:33 PM
75	Economy improving, but at a barely detectable rate	4/13/2015 5:18 PM
76	Due to market conditions in my industry, customers are paying slower due to slower moving inventory.	4/13/2015 5:17 PM
77	improvement within construction industry/financing	4/13/2015 5:17 PM
78	The west coast port slowdowns had a major negative impact on our business.	4/13/2015 5:15 PM
79	Internal Issues	4/13/2015 5:14 PM
80	being petitioned regularly for extended terms	4/13/2015 5:09 PM
81	The difficulty is relative to having to adhere to the customers process/procedures in getting the invoices paid.	4/13/2015 5:06 PM
82	Economy	4/13/2015 5:03 PM
83	cash flow problems, much like in 2009	4/13/2015 5:03 PM
84	holding orders earlier	4/13/2015 5:01 PM
85	More acquisition accounts to chase after	4/13/2015 5:00 PM
86	Impact on economy due to drop in oil prices and stronger US dollar have impacted our ability to collect from our customers.	4/13/2015 4:59 PM
87	We are doing early warning letters on construction jobs. Many pay prior to that deadline now.	4/13/2015 4:57 PM
88	Things seem to be much stronger this year.	4/13/2015 4:54 PM
89	Our industry has become challenging however the collection effort has not changed.	4/13/2015 4:53 PM
90	Cash flow seems a bit better for our customers	4/13/2015 4:53 PM
91	Domestic comparable to last year, Export more difficult	4/13/2015 4:53 PM
92	While certain things have improved, others remain the same	4/13/2015 4:50 PM
93	currency conversion	4/13/2015 4:49 PM
94	People have jobs	4/13/2015 4:49 PM
95	Strong US dollar is causing some additional collection challenges	4/13/2015 4:48 PM
96	Having more jobs with private sector versus more public jobs a year ago.	4/13/2015 4:47 PM
97	Import pressure and dropping prices	4/13/2015 4:46 PM
98	Even or up, US economy growing (slowly)	4/13/2015 4:44 PM
99	Cash flow - economy - end of American Recov & Reinv Act	4/13/2015 4:43 PM
100	Clients extending terms to Net 60, 90, etc.	4/13/2015 4:43 PM
101	But it's a slow improvement.	4/13/2015 4:41 PM
102	cash flow	4/13/2015 4:39 PM
103	Economy is getting better resulting in overall favorable trend.. However larger customers are starting to squeeze their suppliers a bit more.	4/13/2015 4:38 PM
104	Slow pay; less responsive	4/13/2015 4:38 PM
105	Fewer accounts are past due with no way to pay.	4/13/2015 4:38 PM
106	International situation has not gotten much better, in fact in a number of countries things are wors than last year.	4/13/2015 4:37 PM

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107	We had updated our accounting software to alert us when an account is: 1.) Past Due and 2.) Over credit limit. Orders does not get process until all past due invoices are paid.	4/13/2015 4:35 PM
108	I believe the construction industry is stronger, but there are always a few customers who get in over their heads and I lose control.	4/13/2015 4:34 PM
109	Difficult time of year - should improve now that the weather is improving	4/13/2015 4:32 PM
110	In an effort to make 'doing business with us easier' our senior management team made it more difficult. We have more past due AR but its because of multiple banks and computer systems and our customer's don't know who to pay what. Its very confusing to them and to my teams, both collections and cash applicaitons.	4/13/2015 4:31 PM
111	We are seeing slowing payments from customer who service the oil patch and coal mines out west.	4/13/2015 4:29 PM
112	We have customers in the ports on the West Coast and that is part of the issue.	4/13/2015 4:27 PM
113	Everyone seems to want extended terms. No one really cares what the suppliers terms of sale are.	4/13/2015 4:25 PM
114	I create monthly payment schedules for those customers who I find difficult to pay their balances on time. In doing so, the customer no longer decides what he/she is to pay, they simply look at the payment schedule and send the check to me.	4/13/2015 4:22 PM
115	Slightly better, no sure why.....	4/13/2015 4:22 PM
116	More of our customers have more jobs right now and have been able to clear up their old debt and pay quicker. But not as quick as they would like. The General Contractors, Owners and Banks are still paying slow.	4/13/2015 4:22 PM
117	Things have improved slightly; I think the major contributing factor would have to be an increased level of understanding of what our expectations are. As we increase the frequency of transactions with our customers, we try to communicate our needs and expectations as well as the consequences (in a nice way), so that there are no surprises or misunderstandings in our customer/supplier relationship.	4/13/2015 4:20 PM
118	cost of raw materials have increased dramatically causing higher prices to the consumer and lack of demand resulting in slower turnover of cash	4/13/2015 4:20 PM
119	customers are pushing back on terms and paying 20-30 days slower than last year.	4/13/2015 4:20 PM
120	The bursting of the "oil bubble" and the skittish foreign exchange market has had an impact on cash flow in the construction and mining industries. It has become more difficult to pry payment out of some fingers!	4/13/2015 4:19 PM
121	Budget Cuts	4/13/2015 4:19 PM
122	DSO and %31+ have gotten slightly worse	4/13/2015 4:19 PM
123	They are waiting on payments.	4/13/2015 4:19 PM
124	Sales are lower, customers (oil related) are asking for a 10 - 25% decrease in prices, and then are taking 90 and over to pay	4/13/2015 4:18 PM
125	It seems our customers have improved their ability to take on work that will pay them.	4/13/2015 4:18 PM
126	Owners taking longer to pay- waiting until completion/inspections	4/13/2015 4:18 PM
127	Third party payable/procurement platforms, enterprise customers dictating terms, and just a general sense that businesses are holding onto money longer for, in some cases, no reason other than float has made it difficult to collect.	4/13/2015 4:18 PM
128	Everyone seems to thinkl they are entitlede to better terms than they deserve and often find invalid reasons not to pay.	4/13/2015 4:16 PM
129	International worse, US better bcuz clients will talk evenif tehy don't pay	4/13/2015 4:16 PM
130	Economy is improving	4/13/2015 4:16 PM
131	All weather related	4/13/2015 4:16 PM
132	Less credit worthiness, thus lower ethical behavior by customers	4/13/2015 4:15 PM
133	reduced business due to oil price reductions	4/13/2015 4:15 PM
134	Economy	4/13/2015 4:15 PM
135	Definitely feels more challenging than last year!	4/13/2015 4:15 PM

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136	Addressed issues earlier in the process	4/13/2015 4:15 PM
137	Seems like monies are flowing, thus customers are more able to pay.	4/13/2015 4:15 PM
138	Home foreclosures and deaths	4/13/2015 4:14 PM
139	foreign exchange pumps up revenues for some companies but creates importing nightmares re equipment, etc. for other customers.	4/13/2015 4:14 PM
140	the drop in oil prices is hitting my gas and oil customers hard	4/13/2015 4:14 PM
141	Over 60% is greater than a year ago. Customers seem to be holding onto their money.	4/13/2015 4:14 PM
142	I just started at this position	4/13/2015 4:13 PM
143	We are heavy in the oil industry and the drop in oil prices has had an impact on prompt payments by these customers.	4/13/2015 4:13 PM
144	The numbers line up as better over the previous year but our sales have dropped off significantly in the Pacific NW.	4/13/2015 4:13 PM
145	Between Mother Nature wreaking havoc in the Northeast and the recent port slow down, the lack of movement from product we've sold has significantly curtailed cash flow and, in turn, timely payments from our customers. Hoping that will improve very soon...	4/13/2015 4:13 PM
146	Only slightly harder. Seems to be operational issues more than financial issues.	4/13/2015 4:12 PM
147	Not sure, it seems to be accross the board with our customers cusotmers paying them slow. Possible the economy is in another slump.	4/13/2015 4:12 PM
148	We are in property management. Being able to file Failure To Pay in court and proceed with eviction is our avenue for tenants that do not pay.	4/13/2015 4:12 PM
149	Debtors better at avoidance and legal tactics	4/13/2015 4:11 PM
150	taking longer to pay.	4/13/2015 4:11 PM
151	dont see much change fromlast year.	4/13/2015 4:11 PM
152	One more year away from the Great Recession!	4/13/2015 4:11 PM
153	Larger agencies getting slower	4/13/2015 4:10 PM
154	Customers are trying to stretch their terms.	4/13/2015 4:10 PM