



## IACC Coronavirus Information and Resources

In response to recent development to the on-going COVID-19 Pandemic, IACC wants to connect Members to a number of resources to keep Members up-to-date as the pandemic continues to unfold.

**A number of resources have become available through ACA International's public website that cover the impact of COVID-19 on the Accounts Receivable Management industry:**

- [Licensing Guidance from State Agencies in Response to Coronavirus](#)
- [Business Resources to Help Members Manage Pandemic Preparedness](#)
- [Is Your Organization Prepared for the Coronavirus? Including a Coronavirus Preparedness Kit](#)

**Other Resources Pages to bookmark for reference:**

- [ACA News COVID-19 UPDATES](#)
- [insideARM COVID-19 Resource Page](#)

- » All inside ARM COVID-19 coverage
- » State and federal notices
- » Practical guidance
- » A guide to relevant tech solutions
- » All in one place

**As business owners, the CARES Act may provide you some financial relief options.**

- This link contains a summary of the new legislation including great information on the forgivable loans to small businesses: [Summary of CARES Act](#)
- [IACC CARES Act Press Release](#)
- [New York State Creditors Bar Association \(NYSCBA\) - Best Practices Regarding Stimulus Funds](#)
- [New York Attorney General - Guidance CARES Act Payments](#)

**Coronavirus (COVID-19): Small Business Guidance & Loan Resources**

[Summary from SBA](#)

- The Small Business Administration has posted [additional guidance](#) about the Paycheck Protection Program to its website, including a [sample application](#) (.pdf), and the Department of Treasury has provided its own [fact sheet](#) (.pdf), too. Lenders began processing PPP loan applications on Friday, April 3, 2020. Although the program will accept applications until June 30, 2020, most experts anticipate that the \$349 billion fund will be exhausted quickly.
- [CFPB - Clarifications to Support Small Business Applying for PPP Loans](#)

**Employment Decisions After FFCRA and CARES- A PDF resource covering the topics below for IACC members.**

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## PRESIDENT'S

## LETTER

# IACC Updates from the Continuing President

*By Tony Terry, IACC President*

**D**ear Valued Member,  
I hope all of you are staying safe and haven't been too negatively impacted due to the Coronavirus Pandemic. With any luck, the shutdown most if not all of you have been dealing with will be eased in the not too distant future.

Rest assured the IACC will continue to provide resources to our members for as long as is necessary. You can find those resources on the IACC home page at [commercialcollector.com](http://commercialcollector.com).

As you may have heard, we unfortunately had to cancel our mid-year conference scheduled for June at the Hyatt Regency in Austin, Texas. We are currently working on scheduling the 2022 mid-year conference at the same hotel. We are hopeful things will be back to normal at that time.

Meanwhile, we are exploring the possibility of providing some of the educational sessions which would have taken place in Austin through virtual means. If we determine there is enough interest amongst our membership, we will travel down that path.

Our annual conference is still on the calendar for January 20th – 22nd, 2021 at the Wyndham Grand in Clearwater Beach, Florida and our 2021 mid-year in July in Las Vegas. We will closely monitor things over the coming months and keep our members apprised of the situation. First and foremost, we will make sure the environment is safe for attendees in our decision making.

Finally, the IACC continues to monitor the activity in Washington as it relates to any restrictions placed on our industry. If you haven't written your representative on Capitol Hill, I would encourage you to do so. Sample letters are available to you on the IACC home page.

Although, 2020 has proven to be a year like no other, I am still honored for the opportunity to serve as your president.

Wishing you and your families all the best. Stay safe and I hope to see you soon!

Sincerely,

Tony Terry  
IACC President

**Thank You**  
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## Member News

Our members have been active with communications to their peers and co-workers with developing and publishing blogs and newsletters of their own. Below are just a couple resources for industry news from our members.

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Our International member NCS Mena Co. has a weekly newsletter providing COVID-19 highlights and information from each GCC country.

“NCS Mena Co. is proud to publish this newsletter, as part of its corporate social responsibility to keep our global Stakeholders up-to-date on the latest developments taken by the Gulf Cooperative Countries(GCC) – Bahrain, Kuwait, Oman, Saudi Arabia, Qatar and the United Arab Emirates.”

Email [info@ncsmena.com](mailto:info@ncsmena.com) if you'd like to contribute or sign up to receive the newsletter.

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Another International member, Cobroamericas, publishes weekly to daily articles on their blog. They cover a wide variety of information from soft skills, leadership skills to B2B collection information and specific information related to Latin America and the Caribbean.

Access their blog via their website [cobroamericas.com](http://cobroamericas.com) and selecting their Blog section in the top right corner.

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\*If you'd like to submit any member news or press releases to be published in the next issue of scope please email [iacc@commercialcollector.com](mailto:iacc@commercialcollector.com).

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## MEMBER REPORT

### NEW AGENCY MEMBERS:

**United States Credit Adjustment Corporation**  
Primary Contact: Anna C. Eskin  
Vero Beach, FL

**ACCS international B.V.**  
Primary Contact: J.J.C.H Janssen  
Eindhoven, Netherlands

### NEW CERTIFIED COLLECTORS:

**Steve Maziarz**  
**Rose Beldinelli**  
Commercial Collection Corp.  
of NY  
Tonawanda, NY

## IACC 2020 Mid-Year Conference Canceled

It is with much regret that I announce to you today that after much contemplation, and out of respect for the challenges our members are facing during this difficult time, we have decided to cancel our 2020 Mid-Year Conference scheduled for Austin, Texas in June.

We were hopeful that the world health situation would have improved by that time, but we know that your businesses will need your attention for the foreseeable future. We are exploring options to bring you more online education later in the year and will be communicating with you soon about that.

Please be assured that we are still planning for a fantastic Annual Convention in January 2021 in Clearwater, Florida. IACC is here for you now and throughout this pandemic and



beyond. If there is anything you need, please do not hesitate to reach out to us. And please check back frequently to our COVID-19 resources page on the website since we are adding additional resources for members every day.

Stay safe and stay healthy,  
Jessica Hartmann, Executive Director  
International Association  
of Commercial Collectors

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For more information on the IACC Certified Commercial Collector Program, visit the IACC website at <https://www.commercialcollector.com> and click on “Members” then on “Collector Certification.”

- Employment aspects of the Families First Coronavirus Response Act (FFCRA) and the Coronavirus Aid, Relief, and Economic Security (CARES) Act
- CARES Act Unemployment Benefits
- Practical Considerations for Employers

### Best Practices and Suggestions for Office Policies During the COVID-19 Pandemic

*\*Please note although the examples are based on Minnesota's guidelines, they provide information that can be viewed universally as best practices.*

- [ACA Huddle 04/30/2020 PPT Presentation](#)
- [MN COVID-19 Business Plan Template](#)
- [MN Employer Preparedness Plan Requirements Checklist](#)

### Other Industry Newsletters featuring Covid-19 articles specific to the receivables industry:

- [www.creditandcollectionnews.com](http://www.creditandcollectionnews.com)
- <https://www.insidearm.com/news/>
- <https://www.accountsrecovery.net/>
- <https://www.acainternational.org/news/aca-daily>
- <https://news.google.com/topics/CAAqIggKIhxDQkFTRHdvSkwyMHZNREZqY0hsNUVnSmxiaWdBUAE?hl=en-US&gl=US&ceid=US%3Aen>

### For the most up-to-date and trusted information on the COVID-19 Pandemic, please follow the CDC Guidelines:

To connect to the CDC's guidelines on COVID-19, please click [HERE](#).

IACC encourages following the links below about the CDC and their responses and suggestions in the midst of the spread.

Please remember to engage in social distancing and remember to wash your hands with soap and water regularly for at least 20 seconds, about the length of

singing the 'ABCs' or 'Twinkle Twinkle Little Star' to yourself twice.

**The CDC also has a number of recommendation articles. We have listed a few below for your reference.**

- [CDC Guidance on Preparing Workplaces for COVID-19](#)
- [Action Steps to Keep Your Business and Employees Healthy](#)
- [Keeping the workplace safe – Encouraging Employees to...](#)
- [Resources for Businesses and Employers](#)

The CDC has a printout for a 'Feeling Sick- Work from Home' poster – to find it, please click [HERE](#).

**IACC would also like to direct our Members to some articles about working from and managing workers from home.**

- [A Guide to Managing Your \(Newly\) Remote Workers](#) – From the Harvard Business Review
- [A Guide for Working \(From Home\) for Parents](#) – From the Harvard Business Review
- [10 Tips From CEOs on Working From Home Effectively and Happily](#) – From the Entrepreneur

### Business Resources

Here are some resources that may be helpful:

- [Zoom](#) - video conferencing and conference calls. Different plans and some are free.
- [Microsoft team](#) - similar to skype but can share applications and screens, like zoom, but integrated within Microsoft 365. See Microsoft for training video
- [Stamps.com](#) for Stamps and postage



- ACH transactions; also Venmo or Zelle for business
- Efax and Evoice - send transmissions via email and send voice reception anywhere;
- [Lawyaw.com](#) - Has online forms for various states/courts and also can integrate word documents into fillable fields. Also has the ability to obtain e-signatures with digital recognition.

Since people are working at home it is good to have team meetings so not only are the employees/members updated with rapid changes but they also can still feel connected to the business and colleagues.

**Costco and Staples does deliver for not only cleaning supplies, etc, but they also have office supplies, like paper, toner, and home all in one printers, etc.**

### HR Information

- <https://www.shrm.org/resourcesandtools/hr-topics/benefits/pages/health-wellness-leave-benefits-help-employees-with-coronavirus.aspx>

### Tax/Accounting Resources

CliftonLarsonAllen, the auditing firm for CLLA/IACC's Agency Certification Program, hosts a COVID-19 Resources page including Tax, Accounting and other Resources

- <https://www.claconnect.com/campaign/covid-19>

## International Association of Commercial Collectors Is Here For You

**B**elow are the previous correspondence letters to our members from President Tony Terry sent through email. To sign up for our emails communications please email [iacc@commercialcollector.com](mailto:iacc@commercialcollector.com).



### 1st Letter from the IACC President

March 23rd, 2020

Greetings everyone,

First and foremost, I hope all of you, your families, employees and friends are all well. As you know, we are dealing with unprecedented times and many challenges no one could have foreseen with the COVID-19 emergency.

I know many of you are in areas like us here in California, where you have been ordered to stay at home and shelter in place, unless you work for a company in one of the federal critical infrastructure sectors. If you have not received a similar order, you likely will in the very near future.

Consequently, if you haven't already done so, you should be reviewing your emergency preparedness plans. Many of us have employees who work remotely and others who are being set up to work remotely.

In addition, some of our government representatives are stepping forward and introducing legislation which could have a negative impact on our industry. IACC is monitoring this activity and taking an active role in working with other industry association leaders to make sure our voice is being heard in Washington.

Given the steps being taken to fight the COVID-19 Pandemic, and the resulting negative effect on the global economy, we can expect a negative impact on our industry. Our efforts collectively to work with our teams to express understanding, compassion and empathy in our collection efforts can go a long way. The last thing we need is a rise in complaints against debt collectors to add to the recovery challenges we can all expect in the weeks and months to come.

It's important to be transparent with your clients as to the adjustments you are making to manage their claims and meet their expectations. The same is true for your employees in meeting their needs.

The IACC is here to assist you in any way we can as we navigate these uncharted waters together with you. All of us have an opportunity to embrace the obstacles we currently face and in time, come out stronger on the other side.

Best wishes to each and every one of you and stay safe.

Sincerely,  
Tony  
Tony Terry  
IACC President

## IACC Advocacy and Legislative Actions

Please visit the IACC [website](#) for the sample letter information and directions.

- **3/25** – President Tony Terry drafted a letter explaining the importance of our industry to the American Economy and asked for members to use the letter as a template and participate in grassroots advocacy.
- **4/1** – IACC works with sister organization ACA International in a grassroots campaign calling our members to contact congress on behalf of the industry.
- **4/9** – President Tony Terry drafted new letters regarding the H.R. 6379 House bill and the S. 3565 Senate bill. Members were notified of IACC contacting House Representatives and asked members to do the same with the letter templates.
- **4/13** – IACC joins other industry groups in statement of support of any action to protect the Coronavirus Aid, Relief, and Economic Security (CARES) Act stimulus payments to individuals from garnishment.
- **4/17** – IACC responds to a petition filed in the Indiana Supreme Court Order, in line with IACC's support of the premise that the CARES Act payments should not be garnished.
- **5/8** – IACC presented a letter in response to the relief legislation from the New York City Council.

Keep an outlook on our website for more updates or get connected to our email list by emailing [iacc@commercialcollector.com](mailto:iacc@commercialcollector.com)

continued on page 6

## 2nd Letter from the IACC President

April 2, 2020

Greetings everyone,

I hope all of you, your families, employees and friends are all well. I wanted to update you on steps the IACC is taking to assist our membership during the COVID-19 emergency.

By now, most of you have been ordered to stay at home, which has forced you and your employees to work remotely. I hope you have been successful in that endeavor.

As you know, the IACC has been communicating orders made by several states regarding the collection industry and will continue to do so. Most of these orders are focused on consumer

collections, but could also impact commercial collectors.

In the last few weeks, the IACC leadership has participated in a series of conference calls with the leadership of three other industry associations. The major topic of these conversations has been on how to respond to steps being taken in Washington which could have a negative effect on the debt collection industry.

Most of these associations have sent letters to our leaders in Washington and have encouraged their respective membership to send similar letters to their local lawmakers.

A bill was introduced just over a week ago in the Senate, S. 3565 and also in the House, H.R. 6379, which are being

closely monitored by the IACC. I was able to speak to a 26 year former US Representative from my local community who suggested targeting the committees handling the bills. We are in the process of identifying those lawmakers and will be sending letters to each of them.

In the meantime, as we continue to learn of resources helpful to IACC members, we continue to communicate that to you.

Best wishes to each and every one of you and stay safe.

Sincerely,

Tony Terry  
IACC President

# IACC 2021 Annual Convention

January 19-22, 2021 ~ Clearwater Beach, Florida

## We'll see you there!



# IACC Members Only Collaboration LinkedIn Group

## Your Worldwide Connection to Commercial Collections

IACC encourages the use of our Members Only Collaboration LinkedIn Group. During current times communication and support from members and peers is crucial. This group is a forum for IACC members to post questions and information about the commercial collection industry to be answered by fellow members.

### What is the purpose of this group?

This group is a place for collaborative idea exchange between IACC members. This members-only group empowers members with answers to their questions and helpful resources from other members. It is a forum for IACC members to post questions about the commercial collection industry to be answered by fellow members. The IACC board and staff also use the list to update members on important developments in the industry.

### Why should I participate?

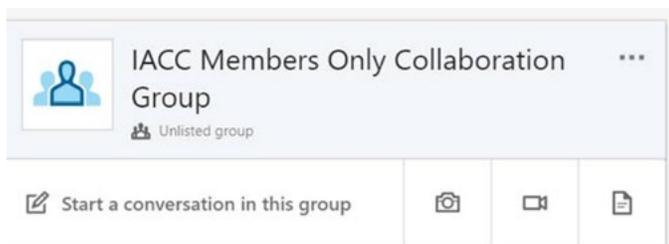
The IACC Collaboration Group is an excellent networking tool. Participants share information, questions and experiences with hundreds of other commercial collection professionals. Even when you have not posted a question to the list, you will learn about the issues and topics concerning your peers and benefit from the experiences of other members.

### How do I sign up?

First, you will need a LinkedIn account to participate. Log in to your LinkedIn account and click on this link: <https://www.linkedin.com/groups/12230333/>. Once on the group page, select “Request to Join”.

Once you sign up to participate in the IACC Collaboration Group, you will begin receiving notifications through your LinkedIn account with messages from the group.

- To post a question to the list, simply go to the group page and select “Start a conversation in this group”.



- To respond to another member’s question or post, you simply click on “Comment” and write in your comment.



Be sure to share this group with your staff as well. As long as you work at an IACC member agency, or you are an individual member of IACC, you are free to participate in this dynamic electronic forum!

### Am I able to receive e-mail notifications for groups?

Yes, to set up e-mail notifications for your groups follow these instructions. (Note: this setting is across the board for all of your LinkedIn groups.)

- Log in to your LinkedIn account.
- Click on “Me” and then “Settings and Privacy”.



- Click on “Communications” and then next to “Notifications on LinkedIn” select “Change”.



- Select “Updates from your groups”.



- Update your preference as you wish. You will want to turn on “Posts shared in a group you are in” to receive e-mails about the posts.



### What kinds of questions are posted?

Anything related to commercial collections is appropriate.

Examples include:

- I'd appreciate some advice on how other agencies are setting quotas on their salespeople. Is it done on an increasing scale? Do commission rates change?
- We understand that phone monitoring is most often used on incoming calls. And, we have researched phone monitoring laws by state in an effort to ensure compliance at our agency on outbound calls. Does anyone have experience or information they can share about monitoring OUTBOUND calls?

*A note about postings:* This group is for business-related postings only. The use of the group for jokes or stories is prohibited. The IACC staff reserves the right to edit/delete those types of messages.

### Questions?

Contact [iacc@commercialcollector.com](mailto:iacc@commercialcollector.com) for more questions or more information.

## IACC AFFINITY PARTNERS

The IACC Board and Affinity Committee have been working diligently on providing members additional benefits to their IACC membership through the Affinity Program. Each of these partners offers discounts exclusive to IACC members. For more information on a specific partner, visit the IACC website at [www.commercialcollector.com](http://www.commercialcollector.com).

If you have any questions about the Affinity Program, contact IACC at [iacc@commercialcollector.com](mailto:iacc@commercialcollector.com)

or  
(800) 859-9526. Please continue to watch your email for more Affinity partners!



**Optilingua** INTERNATIONAL

Alphatrad provides documentation translation and telephone interpretation services.



Polaris Assessment Systems, Inc. helps organizational leaders make smart decisions about the people they hire.



Applied Innovation offers a suite of software solutions specifically for the collection industry.



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Bridge Capital Partners provides payment processing services.



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Codix is a debt collection and recovery software provider for an all-in-one software solution called iMX Debt Collection.



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### **IACC Promotion:**

For IACC members we are waiving all start-up costs (including payment build costs) and cancellation costs, so you can try us risk free. We are also offering specialized pricing - we guarantee to beat your current vendors pricing!

If you would like some more information on our services or a quote please contact Dan.

#### **Dan Cadesky**

Dan@bcpartners-llc.com

Desk: 416-546-6571

# 3 Tips for Training Leaders to Work With Remote Teams

By Business News Daily Editor, Expert Updated: May 7, 2020

Working remotely is becoming more and more popular, which means that leadership now happens virtually for many teams. Whether an onsite manager works with remote employees or the leaders work remotely themselves, leading people you don't see face to face every day requires a slightly different skill set. When you're working across time zones and everyone's interacting from behind their screens, communication becomes even more paramount.

Training leaders to manage remote workers effectively is vital to the success of any remote work program, according to Sara Sutton Fell, CEO and founder of FlexJobs. In general, a remote leader's focus needs to be managed based on results and processes rather than facetime, which is so often relied upon in traditional office settings.

Sutton Fell and other leaders of remote workforces offered their best advice on developing managers who work effectively with dispersed teams.

## Teach them proactive communication

One of the most useful areas of remote leadership training is proactive communication practices amongst teams and colleagues, said Sutton Fell.

"Proactive communication – taking the initiative to reach out when an idea, question or challenge comes up, rather than waiting to be asked or waiting for a scheduled meeting – can really help to develop a more transparent, open management process, as well as build trust and prevent problems from going unnoticed," she said.

"It's exponentially harder for a remote leader to manage a team, compared with a leader who is managing a team in person," added Phil Shawe, co-founder and co-CEO of translation services company



» Remote leadership has special challenges and requires unique skills. «

» Proactive communication is essential for success. «

» Remote leadership courses can help give you the skills you need. «

[TransPerfect](#). "To manage a team from a remote location, it's best to make a strong effort to keep in touch with that employee."

Leaders can proactively communicate by holding regular and individual meetings specifically to address questions and help solve problems (not just to give a laundry list of updates), and by setting guidelines so all team members know which communication method – email, phone, IM, video conference, etc. – to use in certain circumstances. For instance, Shawe advised against using email to convey "feelings" or any important updates that might invite a lot of follow-up questions.

Bryan Miles, CEO of [Belay](#), added that remote leaders must also learn to communicate the "why" of important tasks and projects more than the "what," "when" and "how."

"When the leader is not accessible, any hard-working adults can fill in the

blank of the 'what,' 'when' and 'how' when they know the 'why,'" Miles said.

## Help leaders translate the company culture

Another big piece of the puzzle is training leaders to translate the company's culture for their remote team members. Shawe noted that creating a culture that fosters true leadership is hard enough to do when you're in the same office as someone, and it gets harder the more remote the team becomes.

When Sutton Fell started FlexJobs as a remote company, she was very conscientious in considering how to translate the best traditional office elements and activities to a virtual environment. She advised reaching out to employees regularly to engage in casual conversations – like water-cooler conversations that might happen in the physical office.

*continued on page 11*

## Bring people together

Whether it's once a month, once a quarter or twice a year, Shawe said remote leaders should get on the plane to attend a meeting at the company headquarters. This way, they will be able to interact with the rest of their team in person and receive sufficient training for the skills they need. In addition to this, remote leaders should use common conference (industry or internal training) to increase face-to-face opportunities.

Sutton Fell said leadership training needs to focus on "best practices," regardless of whether the leader is remote or onsite.

"Successful leaders focus on communication and culture, challenge and empower their team members, focus on short- and long-term strategy, and the list can go on," she said. "These are all the same approaches that I've used to lead in onsite roles."

## Remote leadership training and courses

There are special skills needed for remote leadership. Remote leadership training and courses will teach you how to best manage employees remotely, and address the common issues that arise.

### Remote Leadership Institute

[Remote Leadership Institute](#) provides courses, blog posts and other resources to help you learn to manage your team. They offer a [Remote Team Assessment tool](#) to help you assess how well your team communicates and identify ways to maximize productivity.

The Remote Leadership Course includes short mobile-friendly videos that offer step by step instructions for implementing what you learn, checklists and other tools. The course has 18 modules, including "Managing Remote Teams," "Planning Virtual Meetings" and "Keys to Remote Accountability."

## Workplaceless

[Workplaceless](#) creates assignments that help you build the skills you'll need as a remote leader. They include practical lessons with case studies and advice from

experienced remote leaders. They offer guided facilitation sessions that can be customized to meet the needs of your team. Modules include "Remote Team Culture," "Conflict Management," and "Learning and Development."

The course includes:

- Videos
- Interactive lessons
- Downloadable worksheets
- Assessments
- Digital certification upon completion

## Evolve

[Evolve](#) provides e-learning solutions for business owners. Courses are available for groups and individuals. You can also create custom bundles. Evolve recommends offering all remote employees the "[How to Work From Home Successfully](#)" course.

Evolve's remote leadership toolkit provides 18 microcourses in six modules. These include "Introduction to the Remote Leader," "Leading Effective Virtual Meetings" and "Remote Coaching Feedback."

## Remote How

[Remote How's](#) online training program is a six-week course you complete at your own pace. It requires approximately two to three hours per

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Successful leaders focus on communication and culture, challenge and empower their team members, focus on short- and long-term strategy, and the list can go on.

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week. It has six hours of videos, 20 assessments and cheat sheets, and three expert webinars.

The "Managing Distributed Teams" course includes:

- A community forum
- Master classes
- Biweekly consulting sessions
- A certificate of completion

### Business News Daily Editor

*Business News Daily was founded in 2010 as a resource for small business owners at all stages of their entrepreneurial journey. Our site is focused exclusively on giving small business advice, tutorials and insider insights. Business News Daily is owned by Business.com.*

*<https://www.businessnewsdaily.com/10169-training-remote-leaders.html>*



# Applied Innovation™

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ClientAccessWeb is Applied Innovation's flagship software solution, automating workflow between agencies and their clients. Communicate with clients via secure messaging, receive placements with customizable templates, and provide clients with interactive account inquiry screens and on demand reporting tools. Streamline your business and turn those prospects into clients by implementing ClientAccessWeb.

## PayStream™

Designed to get your consumer debts paid, 24/7, while reducing your overhead. Applied Innovation's virtual collector, PayStream, will walk the consumer through various payment scenarios based upon your business practices. Compliance is never an issue with identity authentication, customized legal language and notifications. Eliminate processing fees by using PayStreamZ, further increasing your bottom line.

## Papyrus™

Applied Innovation's Papyrus is a robust content management software solution that will increase profitability. Papyrus allows seamless delivery of statements, reports, voice and data files directly to ClientAccessWeb; reducing print and mail costs. Security features include encrypted messaging, permission-based access to files and redaction. Nearly instantaneous file retrieval saves time and money.

## GreenLight™

GreenLight is an E-signature solution for accounts receivable management organizations. Designed to speed up the pace of receivables, GreenLight allows consumers to provide consent for payment. The platform allows company personnel to create a payment plan while the consumer is on the phone and send the plan via SMS text or email to the consumer for immediate approval. The authorizations contain all requirements set forth by EFTA and Regulation E.

• Call to learn more and ask for a virtual demo •  
800.589.5651      [sales@appliedinnovationinc.com](mailto:sales@appliedinnovationinc.com)  
[www.appliedinnovationinc.com](http://www.appliedinnovationinc.com)

*Scope* is a bi-monthly newsletter available to members of IACC. IACC is located at 4040 W. 70th St., Minneapolis, MN 55435. You may contact the IACC office at (952) 925-0760 or via email at [iacc@commercialcollector.com](mailto:iacc@commercialcollector.com).

This information is not intended as legal advice and may not be used as legal advice. It should not be used to replace the advice of your own legal counsel. Any information contained in this material is based on current research into the issues and on the specific facts involved herein.

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## UPCOMING IACC EDUCATION

### Keep an Eye Out for Upcoming Education

We are working on adding more online education opportunities for our members. With the success of our past few International Online Discussions and Hot Topic teleseminars we are working on scheduling more of these opportunities for our members in the future and are looking at adding online seminars in replacement of the Mid-Year Conference education opportunities. The Certified Commercial Collector programing for continuing education renewal requirements will begin again as well.

Visit [www.commercialcollector.com/events](http://www.commercialcollector.com/events) to register. Additional topics and dates will be added. Watch the website calendar for updates.

## Directory of Associate Members

When forwarding accounts, please use IACC's Associate (attorney) members! Remember to let the Associate member know you are forwarding to them because they are IACC members so they will see the value in their membership with IACC.

- To find complete contact information, please visit the Member Directory on the IACC website at [www.commercialcollector.com](http://www.commercialcollector.com) and click on the directory button on the top right hand side of the home page.
- When forwarding to Associate Member law firms, we recommend that you designate IACC and a Law List in your forwarding letter and notify the Law List designated. These actions will ensure your account is covered by the Law List's bond and let the associate member know it is coming from a fellow IACC member. The Law Lists that are members of IACC include:
  - » American Lawyers Quarterly [www.alqlist.com](http://www.alqlist.com)
  - » The Columbia Law List [www.columbialist.com](http://www.columbialist.com)
  - » The Forwarders List of Attorneys [www.forwarderslist.com](http://www.forwarderslist.com)
  - » General Bar Law Directory [www.generalbar.com](http://www.generalbar.com)
  - » International Lawyers Company [www.lawlistil.com](http://www.lawlistil.com)
  - » Wright Holmes Law List [www.collectioncenter.com](http://www.collectioncenter.com)

If you have any questions, please do not hesitate to contact the IACC staff at (952) 925-0760 or [iacc@commercialcollector.com](mailto:iacc@commercialcollector.com).