

Hello, is _____ (the owner of accounts receivable) available? My name is _____ (your name), and I'm with EPS90. I represent a "No Credit Check EZ Payment Plan" that gives your customers up to \$5,000 credit With No Credit Check once approved. We guarantee the cash and you have no liability if they don't pay, as long as you follow the terms and conditions of the agreement. I'm going to have a bank representative in your area tomorrow and would like to have them stop by and explain the program in greater detail and how it relates to your business. Most importantly, how we can help you drive more sales into your business and in turn, Make More Money. Is morning or afternoon better for you? Drive for the appointment we send a walking brochure to answer all of your questions. I'm simply a call center representative, not specifically trained in the program, and since every business is different, we know that the only way to have your questions answered, we must send a rep. Tomorrow is good for us. It should only take 25-30 minutes to go over the program in its entirety. Is morning or afternoon better for you?

Hello _____, your business is qualified for a No Credit Check EZ Payment Plan for your customers to pay for your services, with no risk to you and your company, and we guarantee you the money. I will have a bank agent in your area that will stop by, explain it in more detail, and answer any questions you have. Is the morning or afternoon better for you?

Good morning/Afternoon! My name is _____ (your full name) with Electronic Payment systems. I'm calling today to inform you that _____ (contacted company) has been pre-approved for our EPS 90 product. This is a product that will allow you to finance your "less than creditworthy" customers on purchases up to \$5,000. The program is 2 years in the making and has proved very successful for merchants such as AAMCOs and Ashley Furniture Reps. These businesses and many others are currently utilizing the program and are seeing increases in sales by up to 30%. It works by allowing them to finance sales to their customers over a 90 day period, and absolutely No Risk to them. In other words EPS bears the risk on the transaction(s), allowing your customers to receive your products or serviced today, and pay for them on an individual payment schedule over 90 days. In short, it allows customers to purchase products that they would otherwise be unable to afford, by allowing them to make up to 20 smaller payments equaling the total. Each customer makes his or her own payment schedule, and approvals are made on the spot, electronically, and best of all do not require a Credit Check. We think it will be a great fit for _____ (contacted company), and would like a bank representative to stop by tomorrow and explain the program to you in greater detail. Would morning or afternoon be better for you?

Hello _____ this is _____ from EPS. How are you today? **(#1)** EPS is a company that works with small business's to help them recover from the effects of the economy. Our solutions allow you to offer your customers a NO Credit Check purchase program up to \$5,000. This is instant, while the customer is still in your store. This program will help you close up to 95% of your customers and dramatically increase your profits. Are you ok with that? **(#2)** What we need to do now is set up an appointment time that will work best for you so that our bank advisor is able to provide you the information you need to put your business back in the black. The appointment will take approximately 30-40 minutes depending on the amount of questions you have. What time would work better for you tomorrow? **(#3)** Great _____ will be perfect. My supervisor needs to confirm your address and your appointment time **(#4)**.

#1

A: If the owner is having a bad day, be understanding.

- Relate with them... Yeah I've had those days too... Sorry to hear that
- Show Passion and interest but don't waste time chatting
- Shadow the owner's voice by paying attention to volume and speed.

B: If the owner is having a good day

- Great... Terrific... Wonderful
- Use words and responses that you typically would use, words that you are comfortable using
- Be as personable as you would be when calling a friends, but stay professional

#2

A: If the owner answers no

- Help me to understand; you are not interested in increasing your profits because?
- Business is down?
- You're afraid of the economy?
- Are you going out of business?

If they answer yes to any of these questions

- I understand how you feel and other clients of ours have felt the same way, but what they have found is our program is an economy blaster.
- Continue with script and book appointment

B: If the owner's answer is yes

- book appointment.

#3

A: If the owner can't book for the next day

- Ask what day is better
- Set the appointment and follow with a T.O.
- Let the owner know that your supervisor will be calling the day before to confirm the appointment time and date
- The owner must be available when supervisor calls in order to keep appointment time.
- After supervisor completes T.O. for later day appointments a tickler must be completed and calendar must be updated.
- This does not count for an appointment for today.

B: If the owner is available for a next day appointment

- Start with two specific times that are available.
- Suggesting a morning and afternoon appointment.
- If neither appointment time is compatible with owners schedule ask what time would be good for the following day?
- Make sure the appointment time chosen by owner is available on board.
- Make sure to write the appointment time on call sheet.

#4

A: If the owner doesn't want to wait for a supervisor

- Inform them that confirmation must be completed before appointment is set.
- Inform owner confirmation only requires 2 more minutes of their time.
- Remind them of the importance of the appointment and how it will change their business.

B: When the owner is cooperative and holds for confirmation

- Simply mute phone and ask supervisor for a T.O.
- If supervisor is assisting another co-worker with a T.O. go back to your merchant and let them know you will begin the process until supervisor is available.
- Start by simply verifying their business phone number, asking for a second contact number where they can be reached, also verify the spelling of their first and last name, business name and spelling.