

29th June 2010

Monica Nathan
MCS Mercantile Collection Services Pty Ltd
185 Port Rd
Hindmarsh SA 5007

Hello Monica,

I would like to officially thank yourself and the staff at Mercantile Collection Services for their professional approach and handling of our Debtors. Since giving Mercantiles access to our aging debtors we have seen some fantastic results and would like to explain where this has helped our business.

Doing call backs has always been a job that has been done by sales or admin staff within Rhino Tanks. When Rhino began most customers understood "Payment on completion" was done at the completion of the tank and debtors were easy to manage. As the business has grown and now based in all states, tracking down debtors, keeping track of conversations ,payments and all other correspondence involved in getting money back in has become a job no one has enjoyed.

We went down the path of looking into companies that do debt collection due to the fact we had a concerning amount of 30+ day debtors that were never available or accounts staff were never around when asked to pay outstanding invoices. We discovered Mercantiles and you made us aware of your Accounts Receivable Department.

Since taking MCS on we have had some fantastic results. The mood within the Rhino office is more positive and productive due to not having to chase monies. Our debtors days have shortened dramatically. Any customer that has run into financial difficulties has been dealt with professionally to work out payment schedules that are appropriate for both parties. So far we haven't had to put any accounts into Debt Collection as previously done, due to the success you have had collecting outstanding invoices.

To say we are very pleased is an understatement and thank your company for these great results. I would recommend your Accounts Receivable service to anyone looking to improve this area of their own business and welcome anyone looking for a reference

Regards

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