You Inspect
WE INVOICE AND COLLECT

Fire Recovery USA
Fire & EMS Billing Solutions

94%
AVG. COLLECTION RATE
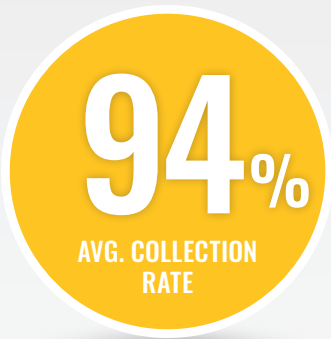
OUR PROCESS DELIVERS RESULTS

Our average collection rate is above 94%.

Call today!

> Fire Recovery USA is the leader in Cost Recovery & Efficiency services for the fire industry. Call today to find out how we can help your department.

> **1.888.640.7222**
> > **info@firerecoveryusa.com**
> > **www.firerecoveryusa.com**

INCREASED EFFICIENCY AND REVENUE

> **ELECTRONIC DATA TRANSFER** – No transposition errors. Data is extracted automatically from Streamline Inspections or from your RMS.

> **ADDRESS CONFIRMATION & ADJUSTMENT** – Adjustment Automatically updates address received to Standard Postal Code Address to ensure your lookup tables are accurate and consistent. Any billable address issues are identified up front prior to costly delays and mailings.

> **INVOICE CREATION** – The next business day after the inspection is completed we will create an invoice based on your inspection data (which is received directly from Streamline Inspections).

> **MAIL OR EMAIL THE INVOICE** – email delivery of invoices to your customer results in a faster payment. If a email address is unavailable or if it is not delivered we will mail the invoice using USPS First Class Mail.

> **ACCURACY CHECKS** – Cross Check System data with your Standard Practices to assure your invoice is billed in accordance with your standard practices. Any abnormalities are brought to your administrator's attention for confirmation and/or adjustment.

> **AUTOMATICALLY UPDATE BILLING INFORMATION** – Fire Recovery USA Staff, with the City's permission, will update billing information in the Streamline Inspections Software if more accurate billing information is found during the billing efforts.

> **ACCOUNT TRACKING/AGING** – Our system will track the invoice and all activities on this invoice from the day it is received until the day it is paid. The system is transparent to our clients so they can see the detailed status of any invoice in our system.

Invoice Processing Services
DESIGNED FOR FIRE INSPECTIONS

Integrates Seamlessly with Streamline Inspections!

FR Fire Recovery USA
Fire & EMS Billing Solutions

> **LOG ALL CUSTOMER CONTACTS** – Our system allows our Clients to see any contact with their customer by date and time. All communications are logged, date and time stamped with detail regarding the contact or action on the account.

> **CONFIRM RECEIPTS** – 10 Days after invoice we will confirm receipt with the account to affirm receipt and to answer questions or clarify details of the invoice. We stimulate resolution of questions and prompt payment of invoices.

> **EMAIL REMINDERS** – Reminder email is sent 15 days from invoice date (we recommend invoices be due upon receipt for prompt payment).

> **LATE NOTICE/FEE** – Provide late notice or billing of subsequent late fee (if your fee schedule provides for one) 30 days after invoice date.

> **PAYMENT PORTAL** – Provide online portal for making payments by credit card or e-check. (we find much faster payment remittance by this convenience) Visa/Mastercard

> **LOCKBOX PAYMENTS** – We utilize a regional lockbox system to receive mailed payments promptly and with proper logging. Based upon your location we will direct you to the nearest location.

> **PAYMENTS POSTED PROMPTLY** – We post all payments the day they are received in most cases but never longer than the next business day for prompt recording and credit to your account.

> **ISSUE NECESSARY PERMITS** – We issue the appropriate Fire Inspection Notice, Permit or Certification of Inspection when Inspection is completed and passed and payments are made.

> **ACCOUNTING & ACCOUNT RECONCILIATION** – We provide all accounting and audit trail necessary for your Municipality thus reducing the need for Municipal Accounting functions other than to confirm our Monthly Reporting and Audit Trail. This is a major advantage over our competition and significant cost savings for your Municipality. This includes Income and Expense, Adjustments and Accounts Receivable reports.

> **CUSTOMER SERVICE** – We provide customer service to your businesses via telephone and email to answer general and specific questions about inspection programs, basis for billing, and payment status. We provide W-9's as requested by inspection accounts.

> **HELP DESK** – We provide an online help desk and ticketing system to ensure communications for accounts are tracked and prompted for immediate resolution. This system notifies a department of the question we need assistance with and logs the question and response to assure we provide the proper resolution to questions and issues. It further prompts our staff for follow up on open issues, which are unresolved to assure prompt resolution. All contacts and communications are logged and retained for future reference.

> **DATA TRANSFER** – One of the key benefits of utilizing FRUSA is our ability to convey data back to your system at the conclusion of the business transaction with your client. This allows your system to update contact information and billing information to your system for future use as well as confirmation of payment.

> **SUPPORT** – Most Importantly we will provide consistent and repetitive business support for your Department. We pride ourselves on timeliness, detail, and consistency. Through this approach we become an effortless key piece of your business process. All with Best Practices and a full audit trail for your Municipality.

> **TRANSPARENCY** – All billing data and customer contacts are 100% transparent and available in real time 24x7 to the end to the end user through the secure Recovery Hub portal (www.therecoveryhub.com)

> **INTEGRATED 2 WAY API** – Works with/integrated 2 way API with Streamline Inspections

> **COMPATIBLE WITH OTHER INSPECTION SOFTWARE** – Also works with any other inspection software by uploading Excel or Csv files for billing.