



# Credit & Collection E-Alert



“Dance Like No One is Watching;  
Email Like It May One Day Be Read Aloud in a Deposition.” ~ Olivia Nuzzi

## Here is what you'll find today in this issue:

- **Education: Credit Managers Beware: Your Email Exchange can be a Written Modification of a Contract and Subject to Discovery and a Litigation Hold**
- **2017 NACM Credit Congress DAL Money Bowl Winner is...**
- **Upcoming Events:**
  - **Selling to Small & Medium Sized Business: Credit, Financial & Legal Issues for the Credit Team**
  - **Solar Eclipse: August 21, 2017 – next one for the US: 2081**
- **What's new at DAL...Manual vs. Automation – are there any savings?**
- **DAL's Newest Top Ten Debtor Excuse**

## Education: Credit Manager's Beware: An Email Exchange can be a Written Modification of a Contract and Subject to Discovery and a Litigation Hold

Everything you write in email is a written record that may be used against you and your company – particularly in litigation. Courts have held that an email exchange can indeed be a written modification of a contract. *Read on for email tips to help you and your company mitigate risk and avoid any developing legal situations.*

## 2017 NACM's 121st Credit Congress and Expo DAL Money Bowl Winner is...

Thank you to all who stopped and visited the DAL Booth at NACM's 121st Credit Congress and Expo. From the educational sessions to meeting up with our colleagues, we enjoyed it all! We wish everyone could be a winner but...

**Congratulations to Ann Gullede of Joe Piper, Inc.**

who received a DAL Check for \$544.11! Thank you to all who played and we'll see you next year in Phoenix!

## Upcoming Events

### Complimentary 60 Minute Credit Webcast

*Selling To The Small And Medium Sized Business:  
Credit, Financial And Legal Issues For The Credit Team  
Tuesday, August 22nd at 11:00 AM PDT/2:00 PM EDT*

### Solar Eclipse: August 21, 2017 – next one for the US: 2081

*Eclipse: Who? What? Where? When? And How or  
Use the Interactive Map to see what time it can be seen in your area.*

## What's New at DAL!

Don't let those accounts pile up and delay collection efforts. Save time and money by using DAL in conjunction with your collection or billing software when placing accounts for collection. For your copy of the DAL Snapshot: Cost-Comparison - Manual vs. Automation when placing accounts for collection, contact us at [dal@dalcollects.com](mailto:dal@dalcollects.com) or 800-355-9999 or better yet ask your DAL Account Manager and don't forget to ask for a Customized Proposal to see what more DAL can do for you!

## QuickLinks

[www.dalcollects.com](http://www.dalcollects.com)

[About DAL](#)

[DAL Client Service Center](#)

[Place a Claim](#)

## DAL's Top Ten Debtor Excuse

“I don't have enough money to fix my Maserati, how can I pay you?”

Submitted by:

Mike Bengert,

Director of Credit & Collections,  
Atlas World Group

[Read More of DAL's  
Top Ten Debtor Excuses!](#)

[Send us your best debtor excuse.  
If we use it, we'll send you \\$25!](#)



## Have a delinquent account?

Continue the collection process by escalating it to DAL. Don't delay –  
[Place your Claim today!](#)

## DAL, Inc. Services

[Commercial Collections](#)

[DAL Client Service Center](#)

[Skip Trace Services](#)

[Outsourcing Services](#)

[Credit Executive Letter Writing](#)

[Worldwide Attorney Network](#)

[PayDAL - A Debtor  
Payment Portal](#)

