

Understanding How to Improve Your Debt Collection ...

Here's a simple routine that has helped many of our clients ...

1. Call One Week Before Statement is due for Payment

- a. Hi it's xxxxx at ABC Ltd. Could I speak to i.e..... Linda [purchase ledger] please?
- b. I'm just phoning regarding your statement and making sure that you have all the invoices and credits required for this month's payment that is due here on the 28th of this month. I'm also calling to make sure that there are no queries that I can help you with.

2. If they haven't looked at the statement yet say: That's no problem if you could a look at it this morning and I'll give you a call back this afternoon.

3. If there are no problems, say: That's great will receive your cheque by the 28th for £xxxx.

4. The Excuses ...

- a. "However we might not be able to get a cheque signed."
- b. Well could you not prepare and get the cheque signed as it is not due for another week.

5. If there is a problem, say: Ok if you could just give me a note of that and I'll have a look at that for you and get it sorted today. Then I'll give you a call back tomorrow and make sure that everything is now ok for payment on the 28th.



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