

# Improve your credit control

Our credit control timeline offers 15 tips to help your business improve and strengthen its processes and get paid faster.



#### Top Tip

Know your customer before offering credit by using credit checks and account opening forms.



#### Top Tip

Proofread all invoices and check addresses, names and figures to avoid disputes and delays. Also, make sure payment terms are clearly stated.



#### Did You Know?

Offering early settlement discounts can encourage prompt payment.

Day 1

Provide a product or service.



Day 1

Invoice immediately. Any delay you make will give the customer an excuse to delay payment.



Courtesy call to check receipt of invoice and to confirm when payment is due.



#### Did You Know?

Statistically the sooner you outsource a debt the more likely you will receive payment in full.



Day 14

Day 50



Call in the experts. Hand over the debt to a debt collection agency.

SMEs are owed nearly **£40 billion** as a result of late payment

\*According to data published by Bacs Payment Schemes

Day 28



Be sure to make another courtesy call to check the status of the debt before the due date.

Day 43



Send a high-impact letter explaining that a debt collection agency will be instructed if the debt is not paid.

Day 37

Explain in a letter that payment is overdue and that they are now being charged interest on the debt.



As soon as you know a debt is overdue adjust for late payment by updating your cash flow forecasts.

Day 30



#### Top Tip

Put persistent late payers on a stop list.



#### Did You Know?

Flexible funding solutions such as invoice finance can plug the gap created by trading on credit and can incorporate bad debt protection and outsourced credit control, if needed.



#### Did You Know?

Only 18% of businesses charge statutory interest despite having the right to do so.



#### Top Tip

Offer a range of payment methods so you can take payment on the phone.

\*Timeline is based on 30 day credit terms

For more credit control tips and guides please visit

[www.hiltonbairdcollections.co.uk](http://www.hiltonbairdcollections.co.uk)