

# 5 WAYS TO FIGHT BACK

AGAINST LATE PAYMENT



“ We haven't received your invoice. ”

“ Can we verify your address is... ”

“ I'm disputing part of the invoice. ”

“ Please pay the undisputed amount and then we can resolve the issue. ”

“ Our systems are down. ”

“ Please pay via alternative method. ”

“ My director is on holiday. ”

“ Can I speak with the person in charge of authorisations in their absence? ”

“ The cheque is in the post. ”

“ What is the cheque number and date? ”

## Improve your credit control

There are a number of things you can do before a sale to increase your chances of getting paid on time and reduce these kinds of excuses. These are our top 3 tips:

### Create a clear credit control procedure



Set out a day-by-day strategy from the moment the order is placed until the invoice is paid.



Politely, but firmly, remind the customer of their obligation to pay you throughout the process.



If any invoices are not paid within a certain timeframe, consider outsourcing them to a debt collection agency.

### Know your customers



Obtain all the necessary business information through account opening forms.



Credit check your new (and existing) customers before offering credit terms.



Should their credit score be low you can demand full or partial payment up front.

### Clearly state your terms and conditions



Ensure your T&Cs of payment are clear on all correspondence so that the customer knows when and how to pay.



Explain your procedures in the event of late payment, from charging interest to referring the debt to a specialist.



By showing from the outset that you do not condone late payment, the chances of getting paid within terms will be improved.

For more credit control tips and free guides please visit:

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