



Credit control is the gatekeeper to your financial well-being.
Getting paid is literally a matter of business survival.

**1****Keep your client on agreed terms.**

Allowing payment terms is like lending your customers money. Unless they stick to the terms, you are literally out of pocket.

It should be as simple as 'you invoice & they pay on time' what can you do to ensure your T&Cs are being met?

2**Minimise your bad debt risk**

Bad debts can finish a business with alarming speed. In a difficult economy a bad debt has even more impact.

When you see a customer is slipping with payment terms or making part payments, it can be a red flag. How are you going to respond?

3**Treat all customers with the same rigorous standards.**

Don't fall into the trap of giving preferential treatment to some customers that then causes you a problem. Decide terms generally, or specifically where needed but then apply them regardless of who the customer is.

A 'big' customer that doesn't pay is simply not paying you in a bigger way. What can you do to ensure you don't allow large outstanding debts?

4**Build credit control relationships.**

Good credit control is good for everyone. It is preferable for a business to understand exactly where they stand. .

Could you talk to your customers to understand their position and make sure they see yours. Are you building a credit control relationship?

5**Set your processes and stick to them.**

Inevitably, business isn't going to be black and white all the time. Some customers may have different terms than others. However, your overall processes can still be in place.

Are there any rules you can apply universally or specifically to help with consistency in credit control?

Thoughts on the 5 points



This is a 'back to basics' sheet. Its purpose is to give you space to stand back and look at your options. It is a simple way to focus down on the 5 areas and think about how they relate to your situation.

1 - Keeping client to terms

2 - Minimising bad debt

3 - Keeping to standards

4 - Building credit relationships

5 - Your rules and processes

Actions to take



Take the thoughts from the previous page and create some timed actions. Keep them simple - the goal is to create actionable starting points for long term change.

We created these guides in to give you a focus... To provide a tool that would help you drill down into your finances. We hope they will give you ideas that will resolve your issues before they build to a crisis point.

If you need more guidance though, we offer a range of services to help you with business recovery. So if you are concerned your business is heading towards insolvency, or you think you may already be at the point where you need to talk about it, we are here to listen.

**Go to our website and book in for your free initial discussion if you are concerned about insolvency
The sooner we talk... the sooner we can help**



**Find out more about our insolvency, liquidation or recovery service.
Learn how we can support you with clear, straightforward and empathetic guidance and support.**



www.smartbusinessrecovery.co.uk



0116 2967507 (Leicester)

01926 969000 (Warwick)

02476 0179639 (Coventry)

01604 263179 (Northampton)



info@smartbusinessrecovery.co.uk