

## *Financial training For non financial staff*



*The financial training specialists*

### **Getting paid (cashflow)**

Last week I did an exercise with a client listing the excuses customers give for not paying on time. [Here's](#) the results, many of them will be familiar!

Nearly half the excuses were ones we gave the customers. “Here’s the invoice, and here’s why you don’t need to pay on time.”

*“I haven’t received the invoice.”* This may or may not be true, but we could ring the customer the day after we’ve sent the invoice, and ask if they’ve received it.

*“The invoice is wrong.”* This could be as little as a small calculation error, the wrong addressee, or a missing PO number. But when we ring and ask if they’ve received the invoice, we can also check that they’re happy with it and can now approve it for payment.

*“The delivery was incomplete”* or *“The supporting documentation is incomplete”*. Did we check the order when we shipped the delivery, and did we get the delivery signed for? Some projects can be very complex, and I’ve known project managers sit down with their customer before they submit the invoice, and agree it line by line with them.

*“You’ve missed the payment run.”* If there’s only one a month, this is a problem. So we need to chase for payment before the payment run rather than after we’ve missed it. So we need to know how the customer makes payment!

There’s four excuses – what else have you heard in your business, and what can you do about them?