

## *Financial training For non financial staff*



*The financial training specialists*

### **Own goals (Cashflow)**

Occasionally you feel sympathy with a footballer's shame and embarrassment when he scores an own goal.

But we score own goals in business as well. A common one is preventing our customers paying us on time.

I did this last month.

I did some work with a client that I haven't worked with for a few years. I forgot to ask if their payment system had changed. It had!

Instead of just submitting my invoice, I needed a PO number. To get this I needed to be on their supplier system, which entailed a load of forms.

And then life intervened.

The afternoon after getting back from this client, I was off again to another client, and then on holiday.

After my holiday I had a load of things to catch up on, and completing a forbidding stack of forms got pushed back. And pushed back.

Eventually I got them filled in, read the T&Cs in detail and quibbled over a couple of points. Everything was processed and agreed, and I received a PO number, enabling me to submit my invoice.

I ended up invoicing a month late, so I'll be paid a month late - and it's my own fault. This should never have happened. I should have confirmed the payment process and got a PO number before I did the work, then the invoice would have been paid by now.

What causes late payment own goals in your business, and how do you make sure you never score one?