

## *Financial training For non financial staff*



*The financial training specialists*

### **Let's talk! (cashflow)**

I was working for a new client last week. I'd already done a short session about cash management with them, including the importance of invoicing promptly. So when I worked for them with one of their clients, the expectations of prompt invoicing were high!

I invoiced for my time, mileage and expenses when I got home that Monday evening, knowing they were ready to invoice their client once they had details of my expenses.

On Tuesday I was out all day, and came back to an email asking for my hotel receipt, as they needed to send this on to their client. I duly sent it.

They were out all day Wednesday, and first thing Thursday morning there was an email asking for copies of all my expense receipts.

Eventually the invoice was sent, but it took almost a week – which is almost a week longer to wait to get paid, of course! So getting the invoice out promptly is really important, and we failed. Big time!

But we failed despite both knowing it was important to get it right...

The issue is all about communication. Does everyone know what things are important? (Yes, we did.) Does everyone know what we need to do to make it happen? (That was where we fell down!)

Your challenge is to find out what stops you invoicing promptly, and address the issues.

Our challenge is to invoice promptly in the next project we work on! That's in a couple of weeks time!