12 Point Collection System Check List

1. **Invoice on time** – it's the 1st rule of effective collections, if you're late invoicing chronic late payers will use it as an excuse to pay late and on time payers will be annoyed.
2. **Send Monthly Statements –** if this is the only step you take it will still make a difference.
3. **Evaluate Your Aging –** you do have an aging right?
4. **Benchmark –** how old is too old?
5. **Identify and deal with your disputes!** Your effectiveness and your reputation depend on this.
6. **Identify late payers –** work with your aging.
7. **Call –** ask for payment status
8. **Respond appropriately -** no need to point out you've already sent the invoice, just send it.
9. **Document –** every attempt and every communication
10. **Follow up –** this is the key to everything
11. **Start letter series –** to non-responders, use fax, email and snail mail
12. **Repeat steps 7 to 11 until collected or referred to outside collection**