

# BusinessPlus+ Newsletter

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## Debtor Management

Ensure regular follow-up processes are in place for customers/clients when payment is not received on the due date. If the customer/client has a query, it is important that their concerns are resolved as soon as possible, so that payment is made by the customer/client to improve the business' cashflow.

Debtors needs to be monitored on at least a weekly basis, with the reporting of debtors' aged analysis being sent to senior management for review and recovery action steps implemented.

The debtors' review meeting should be held monthly and lists prepared of customers to be followed up by specific staff to encourage customers to make their payments or to resolve any issue that they may have.

In the "difficult times" that are now emerging, cashflow will be a major issue for many businesses. The suppliers of products/services need to be diligent to ensure communication systems & processes with the customer/client are documented. Additionally, ensure everything has been sent to the customer/client that they require, to eliminate any legitimate reason the customer/client may have, to not to make payment of a tax invoice by the due date.

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