

Debt collection versus Debtor's Ledger Management

DLM: Debtor's Ledger Management

DC: Debt collection

		DLM	DC
Introduction			
	What is this course about	✓	✓
	What will you get from this course	✓	✓
	Why don't customers pay	✓	✓
Cost to Run Ledger			
	The interest cost	✓	
	Calculation of spreadsheet	✓	
	Cost in labour	✓	✓
	Cost to the business if a sale is written off	✓	✓
	Consequences of customer debt	✓	✓
Office Procedure Evaluation			
	Assessing the inefficiencies in office procedures	✓	✓
Which credit method is best for your business			
	Business types and how they negotiate credit with customers	✓	
	Credit methods suitable for your business	✓	
	Other determining issue to decide credit methods	✓	
Policies and Procedures			
	Why are policies and procedures important to your business	✓	✓
	Terms of Trade Policy	✓	
	Customer Credit Policy	✓	
	Complaints Policy	✓	
	Debtor's Ledger Management Policy	✓	
	Appointing a ledger manager	✓	
	Training employees	✓	
Currency of your ledger			
	Assessing the currency of your ledger	✓	✓
	Strategy to reduce the current ledger debt	✓	✓
Debtor's Ledger Management			
	Strategy to manage the ongoing ledger	✓	
	Assessment of the new customer	✓	
	Customer account set up and invoicing	✓	
	Payments, complaints and reports	✓	
	The overdue invoice strategy	✓	✓
	Customer excuses	✓	✓
	Meetings and the agenda	✓	✓
	Preparing for the customer phone call	✓	✓
	The phone call script	✓	✓
	Delinquent debtors and cash flow problems	✓	✓