

## Sample Collection Scripts

Here are a couple of sample collection scripts that can be used as a template to either use as is or modify to fit the Company voice and the person who will be making the calls.

The ideal situation is to have all your clients paying on time. How can we help improve the chances of that happening? Well the old saying “the squeaky wheel gets the grease” was never more true than it is with collections.

One way to improve your chance of on time payment is to contact your 20 – 30 days term customers slightly prior to the due date with either an email including an attachment(a copy of the soon to be due invoice) or a courtesy phone call to make sure they are aware of the invoice coming due in 3 or 4 days and that they aren't missing anything that could cause them to be late with their payment.

### Script #2

Hi this is \_\_\_\_\_ from *COMPANY NAME* may I speak with *(if you know the name of the AP person ask for them by name. If you do not know their name ask for the person that looks after accounts payable)* Hi \_\_\_\_\_, how are you today? I have noticed you have an invoice coming due on *(if it is due on i.e. Thursday say Thursday etc..)* I just wanted to check with you to make sure you have everything you need to process your payment. I know sometimes the paperwork doesn't always get to the right people which can create extra work for us accounting types. *(If they tell you they have everything they need then you say...)* oh that is great. So do you see any reason why you wouldn't be able to send your check on Thursday? No? Thank you very much. We really appreciate the way you manage your account with us.

*(If they say they won't be sending a check at this time)* Oh is that right? Can you tell me when you will have money for us? *(If they say they don't know...)* I am hearing that you will not be able to pay the full amount of the invoice can you tell me how much can you give us this week? *(If they agree to a partial payment...)* Thank you very much for that. I really appreciate your effort. When will you be able to send the balance of your payment? *(if they suggest a date i.e.... next week or in 2 or three weeks ask them...)* So what I would like to ask you is to prepare a postdated check for the balance amount, dated for *(whatever they agreed to)* and we will have someone in your area on Thursday to pick up your partial payment and your postdated check. Now if something should come up and you need us to hold the second check for a few days please let us know in advance and we will be happy to work with you on the timing of the deposit. Thank you for working this out with me I really appreciate it. Have a great week!

The above process can be covered with an email, however if the account does not intend to pay on time chances are they will just ignore it. Since most of the time the “lost invoice” excuse and others like it are just a ploy the phone call will get you better results and faster payment of your AR.

### Script #1

If most of your customers are given short payment terms such as 10days or less you will need a separate script for them. The timing will most probably change as well. You will want to send a reminder and a copy of the original invoice by mail the day before payment is due. The message will be... “ Our records show that invoice #123456 is now due. If you have already sent your payment please disregard this

notice. Thank you for your business and the prompt management of your account with us. (*You will want to send a duplicate copy of the invoice with this letter.*)

Phone script...

3 days after the due date you will call the client and say.... Hi this is \_\_\_\_\_ from COMPANY NAME may I speak with (*if you know the name of the AP person ask for them by name. If you do not know their name ask for the person that looks after accounts payable*) Hi \_\_\_\_\_, how are you today? I have noticed you have an invoice that came due this past (*if it was due on i.e. Thursday say Thursday etc..*) can you tell me if you have already sent your payment? (*If they say yes,*) ...thank you very much for managing your account with us so well. (*If they say it has not yet been mailed then ask them*)... well we will have someone in your area tomorrow, if you can have the check held at reception I will be happy to have them drop by and \*pick it up (*If they are unable to give you a check then...*) Oh is that right? Can you tell me when you will have money for us? (*If they say they don't know...*) I am hearing that you will not be able to pay the full amount of the invoice can you tell me how much can you give us this week? (*If they agree to a partial payment...*) Thank you very much for that. I really appreciate your effort. When will you be in a position to make the balance of your payment? (*if they suggest a date i.e.... next week or in 2 or three weeks ask them...*) So what I would like to ask you is to prepare a postdated check for the balance, dated for (*whatever they agreed to*) and we will have someone in your area on Thursday to pick up your partial payment and your postdated check. Now if something should come up and you need us to hold the second check for a few days please let us know in advance and we will be happy to hold it until you have the funds. Thank you for working this out with me I really appreciate it. Have a great week! (*If they cannot make even a partial payment now then you would say...*) I understand that cashflow challenges come up for all of us from time to time, can I ask you when do you think you will be in a position to pay this outstanding amount? (*If they give you a date go for the post dated check, if they refuse ask them when they think they will be able to make the payment. If they say something like,,, why don't you give me a call next week and I will see what I can do for you then say..*) Thank you for keeping us on your radar and I will be happy to call next week. I am curious, what do you expect will change next week that may make it possible for you to look after this past due amount? (*He may say something like he is expecting checks in next week etc... say*) so you are hoping to have something to send us next week? (*if he says yes say*) ... well we would appreciate the full amount however if you need to make a partial payment we understand and would be willing to work with you on that. When next week would be a good day and time to follow up with you? Great I will call you then. Have a good week.

*\*Even if you don't have a COMPANY NAME employee in the area you can easily have a courier swing by and pick up a check from anywhere in the lower mainland for \$10.00 to \$15.00 or less. This is probably cheaper than having an employee pick it up anyway.*