

Slow Payer Escalation Guide

This resource is a sample of a slow payer escalation. Timeline and consequences may be altered to reflect specific circumstances.

- Final call with a 'professional' tone to warn of consequences of non-payment
 - If agreement not reached send Final Notice letter
 - If no action, send on to debt collection
- Escalate communications with manager
 - Use the payment script with a 'respectfully firm' tone
 - Email/letter highlighting the escalation process and offer fee funding
- Continue with weekly follow up contact, use the payment script with a 'client service' tone
 - Offer the full range of payment options
- Terms of trade are set (7, 14 days or 20th of the month)
 - Invoices emailed (with payment portal) or posted with all payment options
 - Within 7 days of being overdue, initial contact made by (preference), email or letter

