

## NON-PAYMENT CHECKLIST:

# WHAT TO DO WHEN YOUR CUSTOMER ISN'T A GOOD MATCH

Increase the odds of non-payment recovery while ensuring your organization is protected against non-payment heartbreak

- Call your customer and/or resend the invoice.**
  - Have we really communicated the situation?
  - Is it being tracked with key dates and communications on our side?
- Explain the consequences of non-payment.**
  - Are we sure our customer understands what's happening?
  - Are we talking to the right contact on their side?
- Ensure the right staff is in the room.**
  - Do we have the right people in place on our team?
  - Who's got the point internally as we escalate?
- Set a specific timeframe within which to receive payment.**

Are we all clear on the timeline, past, present, and future? Is it documented?
- Consider calling a collection agency (small payments) or filing a lawsuit (large payments).**

Are we consulting with legal and collections? Is it that time yet?
- Round up all your documentation.**
  - Are we legally covered with our signed documentation to date?
  - Is it in order and without gaps?
- Pay attention to your staff and morale.**
  - How is our staff doing with this?
  - Are we clear internally on what's happening?
  - Focusing on results and not blaming?
  - Can we speak to the elephant in the room?
- Determine payroll runway and health of other key financial commitments.**

What's our margin timeframe and do we have enough cash flow on the horizon?
- Give employees clear expectations about the situation.**
  - Do we have clear next steps and customer-facing roles assigned?
  - Who's reporting to whom?
- Ensure a prompt after-action review.**
  - How can we improve AR tracking?
  - Could we have seen this coming?
  - Are we learning the right lessons from this situation?

### Want to avoid the heartbreak of non-payment situations entirely?

Talk to a Euler Hermes agent about Trade Credit Insurance:

410-879-5763  
[eulerhermes.com/us](https://eulerhermes.com/us)

It's protection against non-paying clients, late-paying clients, and insolvency in your AR. Find your best match today.

