



Debtor collection process

Client repositioning letter (intended for a company which outsources repair services to your company)

- May be required for those company clients who are always slow paying.
- The letter can be adapted for private customers

Date

Client full trading name

Postal Address

Postal Address

Att: Full name of person letter is addressed to.

Dear (correct spelling of name)

After genuine consideration of the relationship between (customer company) and (your business name), I would like to take this opportunity to discuss our future trading terms.

Overall, our fast and top quality service has been greatly appreciated. When companies such as yours outsource your products or services, it means:

- you can get more done in less time
- you can avoid the expense of and
- you can even mark up our work which means you make a profit on work we may have performed.

However, some clients expect the best service, fastest response and best quality but don't respond in kind with prompt payment.

No business can provide top quality and top service while happily sacrificing cash flow. In each case, when this is the expectation, the business relationship has suffered. This results in stress, a less than top service job and wasted resources chasing up payments. This very short-term approach to doing business is destructive and not in line with the aims of (your business name) to be the best and most responsive [product or service] provider there is.

Accordingly, I would like to restate the conditions that we trust will lead to a profitable relationship.

You agree to:

- Source jobs where you can utilise and profit from our services and call as early as possible so the quality job doesn't become a rush job



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- Give us as much information as possible on what you require, so that we can provide you with the best solution
- Pay your invoices on time, *within your credit terms of 30 days*. Reminding clients about overdue payments distracts us from our main job, helping you provide a great service to your customers.

In return we will give you:

- **Total dependability** – we guarantee a top quality job so that your customers rave about your abilities and give you plenty of referrals
- **Lightning fast response** – we are constantly reviewing our time management and communication systems to make sure there's no mix-ups that could delay getting the job done for you quickly and efficiently
- **Outstanding service** – the entire **(your business name)** team has been trained in how to best service you. Our systems ensure you deal with a team member who can help you.
- **Outstanding value for money** – we have been told we are the only company that offers such outstanding levels of quality, service and dependability at such great prices.

Taking all the above points into consideration, it's now decision time.

If we are to continue our relationship, it will be based strictly on the above conditions. I will be in contact with you within seven days for your decision.

Kind regards

(your name)
DIRECTOR