THE FAIL PROOF PAYMENT FOLLOW UP SEQUENCE

I suggest the following process for all of my clients and 96% follow this proven process. This is my fail proof payment follow up sequence!

EMAIL 4 WEEKS OUT

1. 4 weeks out from the beginning of the new term or month email the invoice with the due date being the Friday before the term starts.

EMAIL 1 WEEK OUT

2. 1 week out from the beginning of the new term or month email the invoice again with a friendly reminder message.

FRIDAY DEADLINE

3. The new term or month would have started on Monday so on the Wednesday call everyone who has not yet paid their fees and give them a deadline of Friday.

REMINDER EMAIL IN WEEK 2

4. Monday of week 2 send a reminder email to those who have note paid to say their account is overdue and needs to be paid by Wednesday to avoid the 5% late fee.

MAKE A CALL

5. Friday of week 2 call those who have not paid and remind them that their payment is now due and to avoid the late fee they need to pay today.

LATE FEE

6. Wednesday of week 3 call the remaining people and tell them that there is a 10% late fee that will be added to their account if the payment is not in the account by Friday of that week.

REMINDER & LATE FEE

7. Friday of week 3 send a friendly reminder email to those who have not yet paid with a reminder that their invoice will go up by 10% if payment has not been made today.

PRIVATE CONVERSATION

8. If you have not received their payment by Monday of week 4 have yourself or your office staff speak with the parent quietly at dancing before sending them the invoice with the 10% fee.