

Rutherford's

Bailiffs & Collection Services

Business Toolkit



1 Get organised

When looking after your business, it's important to get everything organised, so you know exactly what's going on with your balance sheet

Income & expenditure - Having a basic income and expenditure sheet is crucial as it helps you easily track and monitor the finances of the business.

Check renewal dates - As with a lot of things, this may seem very straightforward and simple, but you'd be surprised at the number of people who don't do it. Keep an eye on when insurances, memberships, subscriptions etc. expire for your business, so you're never without something you need.

Be in control! - Make sure you control your money and don't let it control you! Track spending, monitor income and ensure your business remains healthy and above the red line. By doing this, you are able to very quickly react to the situation



Top Tip!

Why not work smarter with your money? We recommend having 3 savings accounts for your business:

- One for your Tax
- One for your VAT
- And one for your Savings

Each time an invoice is paid, transfer the Tax into one account, the VAT into another and then 20% of the total invoice amount into a third account for saving.

This will soon become a habit and the next time you need your money, it's there!

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Useful resources

In times like these, people's worries and anxiety regarding their financial situation can severely increase. It is important not to ignore these things, and to remember that there are resources and trained professionals who can help you. Below is a list of online resources you can use to help, but we always recommend you speak to someone face-to-face or over the phone if you can.

MIND

www.mind.org.uk

MIND is a mental health charity, designed to ensure you never have to face a problem alone.

[Click here](http://www.mind.org.uk)

Step Change

www.stepchange.org

Step Change is a debt charity that offers free advice and support to those struggling with debt.

[Click here](http://www.stepchange.org)

Citizens Advice Bureau

www.citizensadvice.org.uk/debt-and-money/help-with-debt

Citizens Advice is there to help support people through any sort of problem they may be facing, they also help with debt management and advice as well.

[Click here](http://www.citizensadvice.org.uk/debt-and-money/help-with-debt)

Rutherford's Bailiffs & Collection Services Ltd has a number of different clients, across a range of industries. We tailor our services to suit your business needs, and are there to support any business that needs our help. We understand that you may have a client that you have worked with for years and do not want to spoil that relationship, by outsourcing this to us, that then takes you out of the decision-making process. As a third party, we can then deal with things for you and our experienced collectors will keep any situation calm and professional.

We also understand that businesses or individuals need to be paid for the products and services they have provided, by outsourcing your credit control or debt recovery to us, this will then free up your time to work on your business.

Don't let the chasing of a debt cost you more!

#loveyourbusiness

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Sending the letters

In this pack you will have two letters that can be used to chase any outstanding payments owed to you - These letters have been written by experts and checked by a compliance officer to ensure they are 100% within the law.

These templates act as the basis of your direct contact with the debtor and can be sent out alongside all the information you have on the outstanding payment to date, to an email address or postal address, although we recommend doing both. We also recommend a minimum of 7 clear days between each letter, with a phone call in-between to ensure maximum effectiveness.

Letter 1 - The introductory letter

This is an introductory letter that can be sent to the debtor, this letter is designed to gently broach the subject, and minimise the damage to client relationships.

Other bailiff and debt collection agencies will disregard your future relationships with clients and pursue the debt at any cost. For some people this may be exactly what you need, for others however, this can be extremely detrimental to your business and is a headache you don't need. Just like how we operate ourselves, always try to ensure healthy client relations even when pursuing debt.

Download **Letter 1** by clicking here

Letter 2 - The follow-up letter

This letter is designed as a follow-up to your first letter and is there to give your debtor a nudge and remind them your invoice is due. This is the final letter you will send from this toolkit and features a different tone of voice and content, this includes reminding them that the option to bring in an external collections agency is there, and you are willing to do it if need be.

Even though the tone of voice is different, this is not a bully letter, and is still designed to maintain the client relationships. Even if the temptation is there, do not be tempted to send this letter straight away, expecting a quicker or more urgent response from the debtor. Although it may not seem like it, a gentle nudge or reminder that they owe you money is often enough to get them to pay, and you can easily avoid any awkward conversations further down the line.

Download **Letter 2** by clicking here

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We've received no contact, what now?

If, after sending the letters and speaking directly to the debtor, you have received no response or payment, now is the time to bring in a collections agency.

Each collections agency is different and requires different information based on the case, but for us, there are a few things that we will always need you to supply us with:

Business T&C's - We will need a copy of your businesses terms & conditions so we know exactly what the process is within your business.

Outstanding invoices - We will need a copy of any outstanding invoices that they have so we know what we're chasing.

Contact details - We need as many contact details as possible for the debtor e.g. email address, postal address, phone number etc.

What's happened? - We will also need a list of everything that's happened with the case and why the invoices are outstanding.

Supplying us with this information helps equip us and gives us the best chance of recovering your money.



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Resources & help

This is a list of resources we recommend which can help you equip yourself as best you can and give you the best chance of recovering the money yourself. These are resources we use ourselves and all follow the current, most up-to-date legislations.

This is a link to help you calculate interest and charges in line with the late payment legislation.

[Click here](#)

If you need clarification on what you can and can't charge in regard to additional charges on the invoice, this is a great resource from the government website that makes it clear and easy to understand.

[Click here](#)

For more information on late payment legislation, this resource gives you all the information you need.

[Click here](#)

This is a link to the money claim service offered by the government for small claims, if you would like to start a county court judgment.

[Click here](#)

If you are having any issues with any of the resources or information so far, please feel free to pick up the phone and give us a call.

