

Guide for the credit controller

Guides by job role

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Set credit limits, watch the ageing, chase late payers and keep cash coming in.

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Your role

You make sure customers who buy on credit pay on time, without damaging the relationship. You decide who may buy more, and who must pay first.

Set up once

- Set each customer's **payment terms** and **credit limit** on their record. See Creating and managing customers.
- Agree with the owner what happens when a customer goes over the limit or is late: warn, hold orders or stop supply.
- Set automatic reminders with a notification. See Workflows and notifications.

Every day

1. Open **Accounts Receivable**. Filter to overdue, and sort by amount or age.
2. Call or message customers whose invoices are due or overdue. Write what was promised in the comments of the invoice.
3. Match payments received to invoices. See Recording customer and supplier payments.
4. Before a big new order is delivered, check the customer's balance and credit limit.

Every week

- Review the **Accounts Receivable Summary** by customer, and the ageing bands (0-30, 31-60, 61-90 and over 90 days).
- Send **statements of account** to customers with several open invoices. Use the **Process Statement of Accounts** tool, or print the **General Ledger** for the customer.
- Send formal reminders for invoices over 30 days.

Disputes

If a customer disputes an invoice, find out why. If the invoice is wrong, ask the accountant for a credit note. See Credit notes and debit notes. Track the dispute in the comments, so the invoice is not chased in error.

Bad debts

Old debts that will not be paid are written off by the accountant, with the owner's approval. Ask about the VAT and tax treatment. See Kenya tax overview.

Common mistakes

- Chasing only the large customers.
- Letting credit limits be changed without approval.
- Not recording promises to pay.

Who to ask

The accountant for write-offs and credit notes, the sales manager for relationships.

Related documentation

- Recording customer and supplier payments
- Financial reports
- Creating and managing customers
- Workflows and notifications