

## CALL BASICS

1. **Introduce yourself.** Name and company, etc.
2. **Ask for the right person.** Owner, Accts. Payable Dept, etc.
3. **Inquiry - State purpose of the call.**
  - I have an accounts payable matter (or question)
  - I'd like to coordinate our records with you.
  - When can we expect payment for our (date) invoice?

### 4. **Their Response:**

### **Your Response:**

Payment Promise .....Nail Down the Promise (Card 3)

Stall Tactics.....Sell or Waive Finance Charges (Cards 4 & 5)

Cash Flow Tight.....Sell Payment Plan (Card 6)

Dispute .....Document, investigate, follow-up & negotiate (Card 8)