

Top 10 Reasons Customers Delay Payments

How Credit and Billing Best Practices Can Prevent Delinquent Accounts

By: Krista Glenn, Director of Marketing & Jason Szwed, Vice President, Client Services, ABC-Amega, Inc.

Stuff happens. Product deliveries get delayed, companies move, employees retire, invoices have errors, and so on. Many times, this is the 'stuff' that results in past due accounts receivable.

We queried our collections system for the frequently occurring reasons for nonpayment over the past 24 months, and we found that our clients could have prevented a great number of these issues by putting some proactive, consistent measures in place.

Top 10 Reasons Customer Payments are Delayed...

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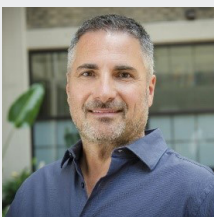
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About the Authors



Krista Glenn, Director of Marketing

With over 20 years of marketing experience, Krista leads ABC-Amega's corporate branding, marketing and communication efforts. She oversees the company's marketing team who is responsible for content creation, social media, event planning, market intelligence and graphic design initiatives. She works closely with ABC's business development team to assist with lead generation, managing RFPs, proposals and presentations, and the company's client service department to further their goals and objectives.



Jason Szwed, Vice President, Client Services

Jason is responsible for overseeing the company's strategy, policies and procedures for client service and client experience, working in collaboration across all departments, and directing client services team members in client and company objectives.