



ebook





4 Things to Keep in Mind



There will always be customers who try to wiggle out of a bill, but that doesn't mean you should make it easy for them.

So how do you write a plumbing invoice that customers will feel compelled to pay? Well, there's actually a lot more to it than just listing a price. Remember that:

Timely invoices can guarantee paying customers.

A good invoice should make sense to anyone, not just an engineer.





If the customer knows what they're paying for and why, they're more likely to do it.

Don't miss out on this branding opportunity: let customers know there's more you can offer.



The Best Invoicing Workflows



You won't need to follow all of these steps through every time, of course, but having a workflow in place will help you manage the process when/if certain needs arise.

An ideal workflow may look something like this:

Estimate > Contract > First Payment > Second Payment > Third Payment > Invoice > Reminder > Demand Letter (if there's a non-payment) > Arrange a Call with the Customer > Set a point (if necessary) where you send the account to a Debt Collection Agency.

Your workflow will also be helped by having the following things in place:

- An estimate template
- A contract template
- An invoice template
- A reminder template which is best sent before the payment is due. (Clarity is essential here: make it clear when payment is due, but you can be friendly too).

With these in place, the process can flow smoothly with little need for manual data entry.

An Invoice you Can't Refuse



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Many debts and non paying customers come from the fact that plumbing companies don't establish the correct processes to prevent these issues, or are simply overwhelmed by the sheer volume of work that they have to do.

If you want to get started implementing these tips, check out Commusoft's invoicing feature and book a free demo to see it for yourself.

Learn more!

