FROM INVOICE TO PAYMENT

Keep receivables under control without damaging client relationships.

Distinguish current balances from overdue amounts and the age of arrears. Find the relevant history and assign a next action to balances that need attention.

Tempolia starts with invoiced amounts still to collect after payments have been allocated. Aged balances, balance selection, reminders and matching stay linked so you can set priorities with context.

READ THE AGED BALANCE BEFORE ACTING

Not yet due	Overdue	Long overdue
Monitor without chasing	Prioritise with context	Assign a dated action

A CONTROLLED REMINDER POLICY

Understand
Explain the open balance using invoices, credit notes and payments before taking collection action.

Prioritise
Focus on overdue amounts and significant delays, taking the client's situation into account.

Track
Assign the next action and its due date, then retain the client relationship history through to payment.

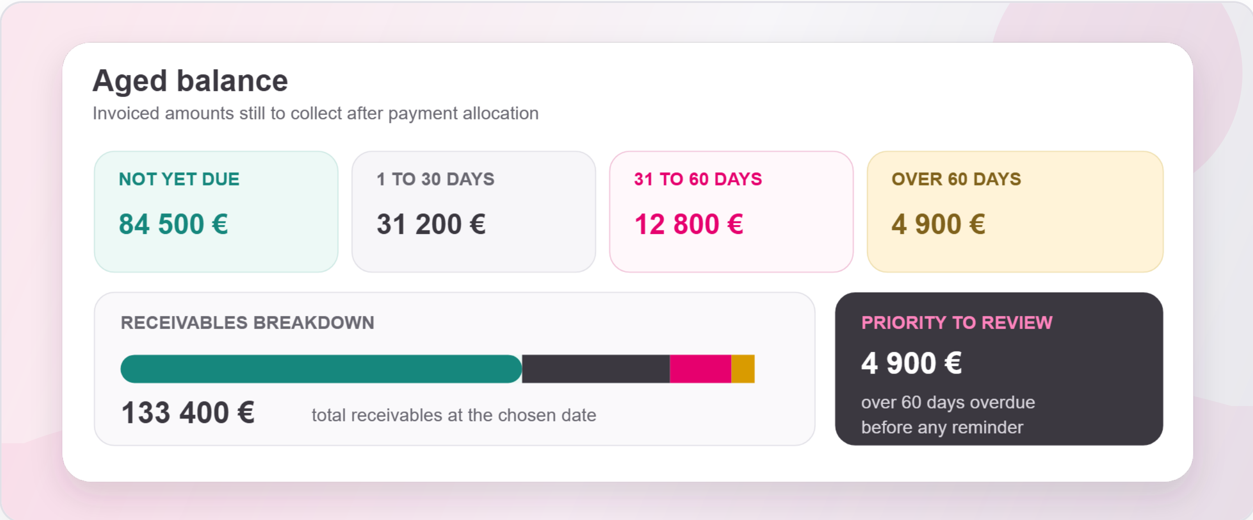
FROM OPEN INVOICE TO CLEARED BALANCE

Invoice	Allocate	Analyse	Remind	Close
Amount, date and due date.	Payments and matching.	Current, overdue and age.	Channel, message and owner.	Payment, balance and history.

UNDERSTAND THE BALANCE

A reliable aged balance reveals the real priorities.

Tracking starts with invoiced amounts, due dates, recorded payments and age. The manager can then distinguish situations that actually need action.



Open invoices
Find documents with amounts still due after payments have been allocated.

Not yet due
Identify amounts still within the agreed payment period without treating them as overdue.

Overdue amounts and age
Group balances by ageing band at the chosen reporting date.

Payments and matching
Explain the balance using recorded payments and their allocations.

Portfolio filters
Analyse by company, owner, client, amount, due date or period.

Shareable report
Present a readable aged balance with clearly defined columns, groupings and scope.

BEFORE ACTING: CHECK THE FIGURES

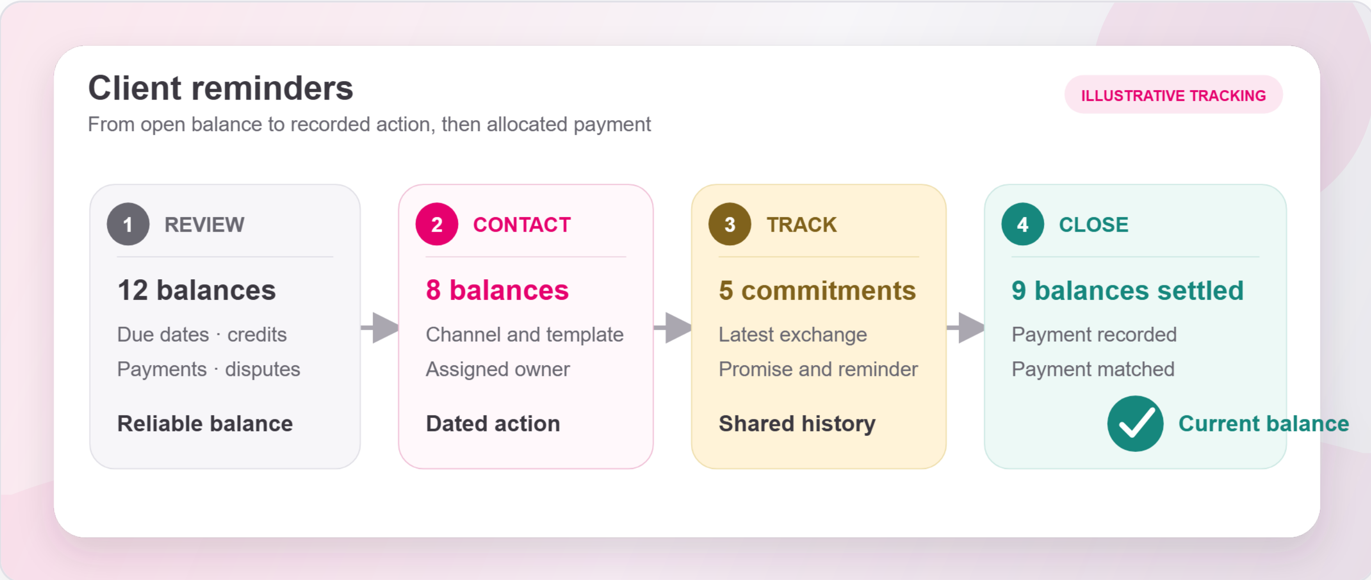
- An invoice for €4,500 with €3,000 paid and correctly allocated has an open balance of €1,500, not €4,500.
- An amount not yet due is part of receivables, but calls for a different action from a long-overdue debt or a broken promise to pay.

> **Receivables are invoiced amounts still to collect after payments have been allocated.**

ACT WITH JUDGEMENT

Prepare targeted reminders and keep the history through to matching.

The balance has been reviewed. Prepare the reminder using the client's situation, the latest correspondence and the expected action.



01	**Recently overdue**	Check the latest payment. Prepare a courteous reminder with the invoices, remaining balance and payment details.
02	**Long overdue**	Review the history and the client's latest commitment. Assign an owner, set a date and record the follow-up.
03	**Dispute or payment plan**	Identify the documents and amounts involved. Record the agreement with the engagement owner and schedule follow-up against the payment plan.

APPROVAL SUITED TO THE CLIENT RELATIONSHIP

Before sending

Review the recipient, documents, amount and tone. Keep the latest exchange and the next action in the engagement record.

Better reminders do not mean more messages: they mean acting on the right balance, at the right time and with the right context.

COLLECTION POLICY AND INTEGRATIONS

Turn the aged balance into shared actions.

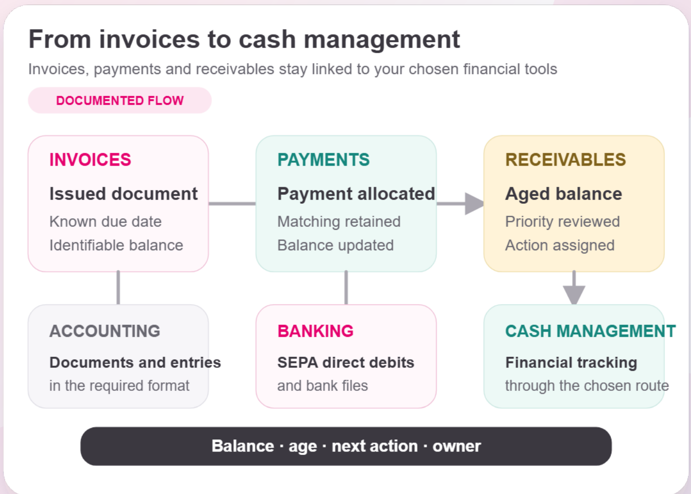
Tempolia connects collection with invoices, payments, accounting data and internal responsibilities, making follow-up continuous and measurable.

Accounting exports
Reconcile documents and transactions using the formats required by accounting.

Direct debits and bank files
Prepare SEPA direct debits with invoices or separately, then generate the corresponding bank files.

Rules by company
Tailor thresholds, templates, owners and frequency to each entity.

APIs and cash management
Assess exchanges with BI, accounting or financial monitoring tools.



Bridge

BANK ACCOUNTS AND TRANSACTIONS

Retrieve bank transactions.

Banking integrations

COLLECTION GOVERNANCE

Shared policy
Define thresholds, templates, exceptions, roles and follow-up intervals by company.

Measurable follow-up
Review receivables, promises kept and resolution times over successive reviews.

Manage receivables and organise reminders at the right time.

Let's start with your aged balance, reminder rules and team responsibilities.

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