## Debtors – New Account Procedure

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| Step 1 | Customer to complete the ‘application form.’ This form must be completed in full and signed by the customer.  If it is a large corporate (E.g Foodstuffs NZ or Waitrose – Grocery sector) then will usually have to use their terms and conditions. Sales Manager to complete the basic’s of application form and attaches the customers terms and conditions. Finance to review the terms and conditions and forward onto EC Credit Control for review if required.  If it is a Tender, then the sales manager needs to fill out the form on the customers behalf (Sales Manager to attach a copy of the signed Tender document to the application form). If it is a Tender, we would not need trade references etc as credit has already been approved by virtue of submission into the Tender.   * If it is an export customer we want to check before their credit worthiness before we proceed with discussion, then can complete the “Customer Application form – Non specific” located in S:\Share\Sales\Account applications and credit control processes\Credit Insurance customer application form. If the customer checks out, then should proceed with discussion and complete steps 1-9 before selling to them. |
| Step 2 | Sales Rep also gets email confirmation from Regional Sales Manager that they approve the new account and they approve the specific price level. **Completed and signed form sent to Assistant Accountant**. |
| Step 3 | Assistant Accountant to complete credit check through EC Credit Control. Specifically:   * Log onto the <https://secure.eccreditcontrol.com/nz/> * Obtain the Company Plus report for NZ customers which will give an assessment of both the company and their directors; or * Obtain the equivalent to the Company Plus report for Export customers which will give an assessment of at least the company * Set up alert with EC Credit Control so we have emailed immediately if any defaults are registered against this customer by any third party |
| Step 4 | Financial Controller to review the application form and the credit check form and assign a credit limit based on:   * Results of the credit report above * Credit limit is minimized based on forecasted monthly sales   Financial Controller can allocate a credit limit of up to $250,000. Credit limits over $250,000 need secondary approval from Chief Operating Officer. |
| Step 5 | Financial Controller to determine if additional credit insurance is required to cover the new customers. Credit insurance must be in place before an order can be processed.   * If it is a new export customer, then need to complete the “Customer Application form – Non specific” located in **S:\Share\Sales\Account applications and credit control processes\Credit Insurance customer application form** * If it is a new export customer, who will never have sales exceeding $20k per shipment, then just need to email Aon and get the country of the customer approved (not the customer).   If credit insurance is not available for that customer (via our normal insurance provider), then contact Tim Robinson and arrange Government back insurance cover. |
| Step 6 | If credit insurance is not available for that customer (via our normal insurance provider), then contact Tim Robinson and arrange Government back insurance cover. |
| Step 7 | Assistant Accountant to register a PPSR against the customer and set up an ‘adverse information’ alert through EC Credit Control website. |
| Step 8 | Hand completed application to Sales Support Team to open account in Exonet (ensure price level confirmation from step 2 is included). Sales Support will also advise the relevant Sales Manager that the account is open. |
| Step 9 | Sales Support Team scan a copy of the completed application form and save |

* Even if a customer is paying for their first shipment as cash or providing a letter of credit, you are still required to complete the above steps.
* No sales orders can be processed before the above is completed in full.