

# Credit Control ON CALL

## Credit Control ON CALL

### Ledger Collections

We collect on behalf of your company.

### Bad Debts

The debt collector!

### Rental Property Management

For only \$18 per week.

**Ph** (09) 296 1333 **Fax** (09) 296 1433 **Email** [info@creditcontroloncall.co.nz](mailto:info@creditcontroloncall.co.nz)  
**Postal** PO Box 72597, Papakura 2244 **Website** [www.creditcontroloncall.co.nz](http://www.creditcontroloncall.co.nz)

## Ledger Collections

### What We Do

#### ***Specializing in: Ledger Collection, Bad Debts and Rental Property Management***

- On call to collect your payments when required in an 'Accounts Receivable' roll. We will either work from your office or offsite to save your office expenses. (No heavy phone bills to worry about)
- We can work in or out of standard office hours depending on your client's availability.
- We can complete our work using your trial balance, monthly statements, or invoices, provided we have contact details or work with your accounting system e.g Xero
- Credit Control on Call will provide a full report of all calls, so you know exactly what has taken place with your clients.
- Because Credit Control On Call is phoning using your company name, it is seen as a courtesy call and a great opportunity to solve any queries etc.

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# Credit Control ON CALL

- With Credit Control On Call being on contract, you don't need to worry about employee costs. We are available when needed.

## How it Works

- A meeting to discuss your current terms of trade and the condition of your ledger. How are your collections being done now?
- To have a look at your existing credit applications and help you to establish a foolproof application.
- Create an action plan of when and how Credit Control On Call will handle your collections.
- Determine if you would prefer Credit Control On Call to work from your office or offsite.
- Discuss a reporting system so you will know exactly who has been phoned and what has happened throughout the collection process.
- A follow up meeting monthly to reassess and create action plan for the next period.

As the saying goes 'The squeaky wheel gets the oil' and if you don't ask you may not get. Phoning overdue accounts, account reconciliations, overdue letters, personal visits and customer queries.

## Our Core Values

<b>Honest:</b>	Honesty to you and your clients.
<b>Confidentiality:</b>	Of your business and your clients.
<b>Commitment:</b>	To follow the collection process from phone calls, reconciliations and queries until receipt of payment.
<b>Friendly and positive attitude:</b>	To retain a friendly and positive attitude to you and your clients in a professional manner.
<b>Communication:</b>	To follow through until payment and accounts are in order. Regular contact with you and your clients so everyone is fully aware of our communications. All liaisons to and from your clients will be fed back accordingly.

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### **Ledger Collection - Terms of Trade**

You will be invoiced monthly on an hourly rate based on work completed within that month.

**Payment terms of 7 days following invoice directly to the following bank account:**

Please Note: Late payments will be subject to penalty interest plus collection costs.

Credit Control On Call  
ASB  
PAPAKURA

Account Number: 12 3031 0202709 02

Credit Control On Call is GST registered - 45-147-614.

**Cost: \$55 +gst per hour**

This will cover all offsite costs including all office expenses such as toll & mobile calls etc.

Please complete the following as confirmation of this contact.

I \_\_\_\_\_ From \_\_\_\_\_  
(Full Name) (Full Company Name)

Have read and understood and agree to the above terms of trade.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

How did you hear about us: \_\_\_\_\_

#### **Billing Details:**

Company Name: \_\_\_\_\_  
Accounts Contact: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_  
Postal Address: \_\_\_\_\_  
Order Number: \_\_\_\_\_  
Physical Address: \_\_\_\_\_

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**Please Answer the following Questions:**

**Commencement Date:** \_\_\_\_\_  
(When would you like Credit Control On Call to start?)

**What 'terms of trade' do you offer your customers?**

☐ Cash on Delivery    ☐ Seven-Day accounts    ☐ Monthly accounts    Other

If other, please specify: \_\_\_\_\_

**Who presently collects your money?**

☐ Owner    ☐ Employee    ☐ Collection Agency    Other

If other, please specify: \_\_\_\_\_

**How overdue are your customers?**

☐ Current    ☐ One Month    ☐ Two Months    Three Months More

**Are your accounts reconciled and legible to you and your customers?**

☐ Usually    ☐ Sometimes    ☐ Not Often

**How much time is presently spent collecting and reconciling your accounts?**

☐ 2-5 hours daily    ☐ 2-5 hours weekly    ☐ 2-5 hours monthly    ☐ Other

If other, please specify: \_\_\_\_\_

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**Would you rather you and your staff be spending your time in your area of expertise?**

☐ Yes      ☐ Not Concerned      ☐ Short Staffed      ☐ Other

If other, please specify: \_\_\_\_\_

**How many employees do you currently have?**

☐ 0-10 employees      ☐ 10-20 employees      ☐ 20-50 employees      ☐ Other

If other, please specify: \_\_\_\_\_

**What industry are you in?**

\_\_\_\_\_

**Where are your customers based?**

☐ Local      ☐ National      ☐ International

**How does your account system work now?** (eg: invoice goes out on completion of job and statements goes out first week of the month via post)

\_\_\_\_\_  
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