



OM00052 - Payment Collections Policy

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Amendment Record				ISSUE #: 1		
				ISSUE DATE: 10/09/2018		
Rev. #	Date	Details		Description of Changes	Prepared By	Approved by
		Section #	Para. #			
1	2/12/22			Changed collection points due to adding in step for debt collection agency	Michael de Jong	Michael de Jong
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Purpose of the Policy

This policy provides guidelines for the collection of payments from commercial and residential clients

Payment Terms

- Vacating property – 50% Deposit to confirm booking, rest at service time
- Residential – At time of Service advise in job description how payment will be made
- Commercial – 30 Days

Client Payment Collection Procedures

- **Administration Team**
 - When Making booking clients must be advised of payment terms
 - If residential client is Vacating property collect 50% Deposit
- **Operations Team/Franchisee**
 - If residential client operations team is responsible for collecting payment at time of service
 - Technician on ground
 - Branch or Franchisee at end of day invoicing
- **Accounts Team/Franchisee**
 - **Weekly Task**

Each week after completion of bank reconciliations in accounting package pull an Aged Receivable Summary Based on this report apply the following procedures

 - **Current**
 - Check details from Job management system match accounting package to ensure automated emails will be sent correctly
 - **< 1 Week - Friendly Reminder**
 - Make phone contact with organising party remind them payment is due and has not been received ask them when they will be making payment, remember to be nice, they may have forgotten or paid into the wrong bank account.
 - If large organisation contact Accounts department of organisation to ensure they have received all required documents, remember to be nice, they may have forgotten or paid into the wrong bank account.
 - Send Friendly Reminder letter to Organising party and accounts department if required (OF0037 - Debt Collection - Friendly Reminder) with a copy of invoice and statement
 - Ensure all notes of contact is recorded on client file in Accounting Package.
 - Advise your manager of contact made via OF0040 – Debt Collection Actions Taken
 - **2 Weeks – Intention to Suspend services Letter and Refer to Debt Collection Agency**
 - Get Authorisation from your Manager or Franchisee before proceeding

with this step

- Make phone contact with organising party advise them that payment is due and has not been received, ask them when they will be making payment, advise them that this is our notice that we will be Suspending any further services and will be referred to a debt collection agency and all costs will be passed on.
 - If large organisation, contact their Accounts department of organisation to ensure they have received all required documents, advise them that this is our notice that we may be Suspending any further services and will be referred to a debt collection agency and all costs will be passed on.
 - Send Via email and Registered mail, Intention to Suspend services Letter and Refer to Debt Collection Agency (OF0039 - Debt Collection – Intention to Suspend services Letter and Refer to Debt Collection Agency) with a copy of all correspondence and invoices
 - Ensure all notes of contact is recorded on client file in Accounting Package.
 - Advise the associated area manager or Franchisee of situation and advise of suspension date
 - Advise your manager of contact made via OF0040 – Debt Collection Actions Taken
- **3 Weeks – Reminder Letter – Marshal Freeman Portal**
 - Log into Marshal Freeman Portal - <https://ocs.marshallfreeman.com/login.php>
 - Select “New reminder”
 - Select “Add New Reminder”
 - Enter details of debt in attached form
 - Select “Next”
 - Select “Next”
 - Review details then select “Next”
 - Select “Email Reminder Notice”
 - Select “Download Reminder notice”
 - Attach letter to a new email to and send email to client and if large organisation, Organisation accounts Department. Email to read
 - Attach a copy of invoices and statement
 - Make notes in accounting Package
 - Advise your manager of Lodgement via OF0040 – Debt Collection Actions Taken

Dear Sir / Madam

RE: OUTSTANDING ACCOUNTS

Please note we are preparing to pass your account over to our Credit Management Company, Marshall Freeman Collections.

The total of your outstanding account is \$XXX.00, as per statements/invoices attached. If this account is referred for collection costs will be levied against your debt.

As we wish to avoid complications and would assume you do not wish to incur any extra charges, we expect payment within 7 days.

Please find attached a final friendly reminder letter.

- **Older – lodge debt – Marshal Freeman Portal**
 - Log into Marshal Freeman Portal -
<https://ocs.marshallfreeman.com/login.php>
 - Go to “Reminder list”
 - Review reminders and update status to paid if paid
 - If not paid in the actions available line, select “Lodge for Debt Collection”
 - Select debt type and select “Next”
 - Fill out all details and select “Next”
 - Select “Yes” in recovery Fees
 - Ensure invoice numbers are added as references
 - Add any account history and select “Next”
 - Fill out as much info which has been collected in accounting package
 - Review debt and select “Lodge This Debt”
 - Make Notes in Accounting package that it has differed to Debt Collection



Forms and Registers

Document number	Document Name
OF0037	Debt Collection - Friendly Reminder
OF0039	Debt Collection – Intention to Suspend services Letter and Refer to Debt Collection Agency
OF0040	Debt Collection Actions Taken