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In brief

Welcome to our September Spring newsletter. We continue to have a steady stream of debt placed with us for recovery and enjoy obtaining positive results for our clients. We're often complimented on our 'never give up' attitude. This is evident in the number of referrals we've received via our clients.

With the countdown to Christmas beginning, now is the ideal time to review your ledger and refer your debts to Aorangi. Our goal is to get your money back to you, to assist with your cash flow during this time.

What to do if a debtor contacts you directly

Please let us know if your debtor makes any form of contact directly with you after the debt has been placed with us for collection. It is also important that you immediately advise us of any payments they make directly to you.

Please do not negotiate a full and final settlement with the debtor without checking with us first as there are debts that incur collection costs, disbursements and legal actions. You need to have a clear picture of the total to enable you to make the best decision.

Online tool – debt loading and reporting

We continue to receive positive feedback from clients set up with online debt loading and reporting access. This wonderful tool enables you to load your debts, and monitor their progress in 'real time'. To obtain access, please email admin@aorangi-debt.com

Customer contact information

We cannot stress enough the importance of obtaining correct contact information when your customers engage your services. With the updates in technology, we find both cell phone numbers and email addresses invaluable. If you hold these on file, please ensure these are supplied when accounts are referred for collection, call our office to update information for any accounts under action with Aorangi.

Credit reporting - are your customers creditworthy?

Aorangi offers a full credit reporting service to enable you to determine your client's credit worthiness before accounts are incurred! The cost is minimal when outweighed with the possible negative impact a bad debt has on your ledger and cash flow.

Individual Credit Search \$25 +GST
Company Credit Search \$45 +GST
Company Credit Search + Directors \$75 +GST

Online debt loading and real-time reporting now available

To obtain access email admin@aorangi-debt.com

Housekeeping

Monthly pay out of collected funds

Funds collected by us each month are electronically paid out to you, less our costs, on the 1st business day of the new month.

It is important that we have your bank account number on file as well as an email address for us to send the statement to. If you haven't already, please email your details to admin@aorangi-debt.com

IMPORTANT

After 3 months with no payment, refer the debt to Aorangi – we work hard to recover your money for you

admin@aorangi-debt.com
www.aorangi-debt.co.nz

Housekeeping continued**Updated Aorangi bank account and postal address**

Please note that our bank account for the payment of our monthly invoices has changed. It would be greatly appreciated if you could update your banking records as a number of payments continue to go through to the old account number. Our new account is:

ASB - Aorangi Credit Management (2016) Ltd
12-3494-0062036-00

Please ensure that you include your **client name** and **four digit client number** when making a payment, this helps us to identify the client it relates to.

We also note some communications are still being sent to our previous PO Box 2414. Please update your records to our new Postal Address, **PO Box 42 143, Tower Junction, Christchurch**. Don't fret; if you have sent mail to our previous Post Office Box, it's still cleared weekly.

Remember we offer all these services**Debt recovery**

Personal and company debt recovery service

Credit reporting

Aorangi has been in business since 1989 so have a very strong and extensive debtor database. Credit Check your customers before you offer credit, it is always better to be safe than sorry.

Debtor default registering

As long as the debt is over \$100 and not disputed a Default can be loaded on the national debtor database. Cost is \$15 + GST per debt.

Benefit: When the debtor applies for credit the default listing will show. Debtors often call to clear a debt at this point.

Court Action / Civil Litigation

A complete legal in-house service available.

Disputes Tribunal

Assistance with Evidence Summary documentation and preparing our clients for the Hearing.

Document Service

Service of all documentation.

Personal visits

Field visits throughout New Zealand.

Investigations

Private investigations available on request.

Address Monitoring

A tracking tool to assist when there has been difficulty in locating a debtor.

Ledger Management

We can manage your ledger, in a small business this can be time consuming. We have the systems and processes in place to ensure your debts are paid on time.

Terms of Trade guidance

If you require help with this, contact us to discuss how you can improve your Terms of Trade wording to ensure collection costs can be claimed from the debtor.

Need help with another service, please contact us admin@aorangi-debt.com

Phone (03) 343 9988, free phone (0508) 343 9988 or fax (03) 343 0050.