

### In brief

The first quarter of 2017 has swept by in a rush; Easter is upon us as, are the shorter days.

Many of you will be completing 31 March year-end financial commitments! Now is the perfect time to look at your debtor's ledgers and pass those tricky customers across to us for recovery. Remember if you have Terms of Trade in place with your clients, the cost of collection can be passed to the debtor who is legally obligated to pay these.

### Debt Loading – essential information to provide to Aorangi

When placing debt with us to recover please ensure you include at a minimum, the following debtor information:

1. Full name the debt was incurred in, this includes the name to which they were invoiced. If it was a company or partnership, their legal name
2. Known address/s
3. Phone numbers
4. Email address/s
5. Amount of the debt
6. Details of the debt
7. When the debt was incurred
8. What the debt relates to

### 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.

### On-line tool – debt loading and reporting

We continue to receive positive feedback from clients set up with on-line 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](mailto:admin@aorangi-debt.com)

### Your 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 they are supplied when accounts are referred for collection or 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 against the possible negative impact a bad debt has on your ledger and cash flow.

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**Online debt loading and real-time reporting now available**

To obtain access email  
[admin@aorangi-debt.com](mailto:admin@aorangi-debt.com)

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## Housekeeping

### 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](mailto:admin@aorangi-debt.com)  
[www.aorangi-debt.co.nz](http://www.aorangi-debt.co.nz)

### 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**

### Monthly pay out of collected funds

Funds collected by us each month are electronically paid out to you, less our costs, on the 1<sup>st</sup> 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](mailto:admin@aorangi-debt.com)

### Zero balance statements & GST

There are occasions where you will receive a statement with a zero balance as we have paid you out the total we have collected, less our costs. The statement does include reference to the GST included in this payment. We have had a few clients unnecessarily pay us the GST amount state. This is included for your reference and has already been deducted.

## Remember we offer all these services

### Debt recovery

Personal and company debt recovery service

### Credit reporting

Aorangi has been in business since 1989, acquiring The Collection Company and National Revenue Corporation over the years. Our debtor's database is strong and extensive. 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](mailto:admin@aorangi-debt.com)

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