

In brief

Welcome to our winter newsletter. We're now half way through 2017 and you have to wonder where the time goes. Before we know it the days will be longer, the daffodils will be shooting and the sun will be warming up!

It's very important to keep checking your Aged Receivables to ensure your own customers are paying you on time. Any that you have concerns with can be sent to us for immediate follow up.

We continue to have a very high recovery success rate, especially where accounts are placed with us before they become stale. Remember, the age of the debt is the single most important factor to consider in the success of returning your money to you – don't wait if your clients aren't settling with you! If your Terms and Conditions of Trade allow, the collection costs will be added to the debt, effectively costing you nothing.

Housekeeping your own clients/customers

It's extremely important that when offering credit to your customers you obtain their full name (if a sole trader) and registered company name (if a company). You can cross check this yourself on the companies register at www.companies.govt.nz.

Please ensure you then invoice your client in the correct name. This is very important should the matter later need to have any legal attention.

Also ensure you obtain the following: Full street address, contact phone numbers, email address, date of birth (sole trader). If a company, a personal guarantee signed by the Directors is a further protection for you.

Remember credit checking your customers before offering credit is another possible safety net!

Terms and Conditions of Trade **SPECIAL OFFER \$200+GST**

Having signed Terms and Conditions of Trade will enable you to clearly state the credit terms that you are offering your client. It's important to include a clause that should the matter be passed to a Collection Agency, the costs of recovery will be added to their debt. Also, if working with a company, a Personal Guarantee signed by the Directors will further protect you should the unfortunate occur and the company defaults on payment.

Aorangi is pleased to offer our clients a generic Terms and Conditions of Trade document that includes all these points.

Contact Cathy cathy@aorangi-debt.com to take advantage of this offer and protect yourselves.

Debt Loading

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

You can also send your debt through to us at admin@aorangi-debt.com. Please attach any documentation you wish included by way of a scanned document.

In addition, debts can be loaded via our website www.aorangi-debt.co.nz

Inside This Issue

- 1 In brief
- 2 Housekeeping your own clients
- 3 Terms and Conditions of Trade
'Special Offer'
- 4 Debt loading
- 6 What to do if a debtor contacts you directly
- 7 Housekeeping
- 8 Our services

**PROTECT
YOURSELVES**

**TERMS AND CONDITIONS
OF TRADE
WITH PERSONAL
GUARANTEE
DOCUMENTATION**

AVAILABLE NOW

Contact

cathy@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

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.

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

Zero balance statements & GST

There are occasions where you will receive a statement with a zero balance, this means that we have paid you out the total we have collected, less our costs. The statement includes reference to the GST included in the payment. We have had a few clients unnecessarily pay us the GST amount stated. Please note that 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