

Date of Issue: 3rd August 2023

Approved By: Peter Scott

Introduction

No property, service, money or any stock that belongs to Super Safe Hire (SSH) can leave the premises or be provided without having been paid for (or charged to an approved trading account) at an approved price prior. All goods and services must be paid for at the rate published in the company's price book or an approved quote, but subject to the appropriate approvals the Company may offer regular clients the opportunity to hire products or purchase goods on an interest free trading account as opposed to purchasing goods with cash, cheque or the use of a credit/debit card.

1.1 Payment for all products picked up from the yard/warehouse by a client

- 1.1.1 No stock (or service provided) is to leave the Company premises without the appropriate payment made or paperwork (charged to an approved account) done first.
- 1.1.2 **Account Customers** - If the customer has an approved 7 day or 30 day trading account in place then an invoice is to be raised by the person processing the order to be charged to the customer's account.
- 1.1.2. a Before the invoice is raised the credit limit on the account must be checked by the person taking the order to ensure to client is within their trading terms and not over their credit limit.
- 1.1.2. b If the client is over their credit limit and/or not within their trading terms they are to be informed their account must be brought within the trading terms before the products can be supplied
- 1.1.3 **Non-Account Customers** - If a customer does not have an approved trading account with the Company the goods being picked up must be paid for with a credit/debit card prior to pick up
- 1.1.3. a Copies of the credit card details are to be kept on file until the products are returned
- 1.1.4 All non-account customers are to provide proof of identity before products can be supplied in the form of a current driver's licence that is to be scanned and emailed showing the front of the licence as well as the back of the licence
- 1.1.4. a The record of the proof of identity is to be filed with the copy of the hire documentation if it is needed for reference due to non-payment of any amounts owing

1.2 Payment for Dunnys products/service provided thru DRUMS – initial hire

- 1.2.1 No stock (or service provided) is to leave the Company premises without the appropriate payment made or paperwork (charged to an approved account) done first.
- 1.2.2 The Company does not permit goods to be delivered on a COD, cash on delivery basis.
- 1.2.3 All initial hire agreements for an agreed hire period are to have an appropriate invoice raised through DRUMS when the order is placed to charge the customer for the quoted amount and the period of hire initially agreed to and the order is to be processed through the system and scheduled for delivery.
- 1.2.4 **Account Customers** - If the customer has an approved 7 day or 30 day trading account in place then the invoice raised by the person taking the order for the initial hire period will be charged to their account and a copy of an invoice sent to them when invoice runs are done.
- 1.2.4. a Before the invoice is raised the credit limit on the account must be checked to ensure to client is still within their trading terms and/or not over their credit limit.
- 1.2.4. b If the client is over their credit limit and not within their trading terms, they are to be informed their account must be brought within the trading terms before the new hire can be processed and delivered.
- 1.2.5 **Non-Account Customers (Normal hire)** - If a customer does not have an approved trading account then the invoiced amount for those goods must first be paid for with a credit/debit card prior to the delivery taking place.
- 1.2.6 For all initial hires, a credit card surcharge fee of 1% of the total value will be added to the amount owed to cover the cost of credit card merchant fees charged by the bank to SSH, which will be payable before products or services are delivered
- 1.2.6. a If a client does not wish to pay the credit card surcharge fee, payment must be made by direct debit and no delivery or service will be provided until SSH has proof the payment has been deposited into SSH's bank account.
- 1.2.7 The following details must be obtained and kept on file for any overhire/extra charges
- 1.2.7. a • Type of card (Visa, MasterCard)
- 1.2.7. b • Name on Card
- 1.2.7. c • 16-digit card number
- 1.2.7. d • Expiry date
- 1.2.7. e • CCV number – put in brackets after their name – e.g. (999)
- 1.2.7. f • Document to be clearly marked with either Toilet Hire or account name
- 1.2.8 **Non-Account Customers (Event/function hire or service provision)** - If a customer wishes to hire products for a function/event for specific period of time with no over hire or wishes to have a service (pump and clean) provided and does not have an approved trading account then the invoiced amount for those goods must first be paid for in cash, have funds directly deposited into the Company bank account, be paid with an approved cheque (with an allowance time for the cheque to be cleared) or with a credit/debit card prior to the delivery taking place.
- 1.2.9 For all initial hires, a credit card surcharge fee of 1% of the total value will be added to the amount owed to cover the cost of credit card merchant fees charged by the bank to SSH, which will be payable before products or services are delivered
- 1.2.9. a If a client does not wish to pay the credit card surcharge fee, payment must be made by direct debit and no delivery or service will be provided until SSH has proof the payment has been deposited into SSH's bank account.
- 1.2.10 An exception to prepayments will only be made with recognised local councils or government departments on the provision and acceptance of an official purchase order.

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- 1.2 Payment for Dunnys products/service provided thru DRUMS – initial hire – cont'd**
- 1.2.11 If paying by cash, then the correct amount must be received, with all cash payments receiving the appropriate receipt.
- 1.2.12 If a direct deposit is made, then confirmation must be received that the funds have been deposited into the account before any product or service is supplied
- 1.2.13 At the end of the agreed hire period the goods must be picked up and if any damages are found then the cost to repair those damages must be passed onto the customer – refer policy #27 – Damaged Goods
- 1.2.14 Unless approved by the owner of the company, all products or services must be paid as described above and under no circumstances is an employee permitted to agree to provision of goods or a service on a 'contra' deal or for exchange of other goods or products in lieu of payment.
- 1.2.15 Under no circumstances is an employee permitted to provide Company products or services to receive any personal payment, benefit or gain.
- 1.2.16 Any staff member found breaching these rules will have disciplinary action taken as detailed in the Company's Disciplinary Counselling & Termination of Employment policy, which could result in the employee's termination of employment.
- 1.2.17 If a subsequent investigation finds that a dishonest act has taken place, then that person shall be reported to the police and where deemed appropriate charged by law.
- 1.3 Payment for Dunnys products/service provided thru DRUMS – over hire**
- 1.3.1 If the initial hire period (as detailed in clause 1.2.3) is to be extended, then an invoice is raised through DRUMS for an extension of hire at the end of each month for that period of the month.
- 1.3.2 **Account Customers** - If the customer has an approved 30-day account in place, then the invoice raised for the extension hire period will be charged to their account.
- 1.3.3 When the customer notifies they want the hire to stop and have the goods picked up then an "off-hire" request is entered through DRUMS to cease the hire and schedule to have the goods collected and returned to stock
- 1.3.4 When the goods have been picked up and if the customer has an approved 30-day account in place then the final invoice will be raised through DRUMS for the final hire period and will be charged to their account.
- 1.3.5 **Non-Account Customers** - If a customer does not have an approved trading account then the invoiced amount for the extension of hire will be charged to their credit/debit card that was provided for the initial hire within the first week of the month following the production of the extension of hire invoice.
- 1.3.5. a If the credit/debit card used for the extension of hire is declined when being processed, the customer is to be contacted immediately to have payment organised
- 1.3.5. b If payment is not made within the 24 hour period the product(s) on hire is/are to be picked up from site, with an invoice sent for final payment
- 1.3.6 When the customer notifies they want the hire to stop and have the goods picked up then an "off-hire" request is entered through DRUMS to cease the hire and schedule to have the goods collected and returned to stock
- 1.3.7 If a customer does not have an approved trading account with the Company then the invoiced amount for the final period of hire will be charged to their credit/debit card that were provided for the initial hire.
- 1.3.8 At the end of the agreed hire period the goods must be picked up and if any damages are found then the cost to repair those damages must be passed onto the customer – refer policy #27 – Damaged Goods
- 1.4 Pricing/discounts**
- 1.4.1 Under no circumstances are any products or services to be supplied for less than the current prices listed in the SSH price book
- 1.4.2 If a client is seeking a discount on the price of an item or service that is different to that listed in the price book or an extension on a hire period without it being paid for, consideration will only be given on the following basis
- 1.4.2. a Any discounts or special offers must be approved by Peter Scott, or in his absence Paul Dixon or Peter McMurray, prior to being offered to the client
- 1.4.2. b Consideration for discounts will only be offered for larger events or ongoing hire on a multiple basis for project builders or major events organisers
- 1.4.2. c Discounts or extension of hire time may also be considered as compensation if SSH has not provided a product or service within the agreed timeframe or at an acceptable service level
- 1.4.3 Any staff member found breaching these rules will have disciplinary action taken as detailed in the Company's Disciplinary Counselling & Termination of Employment policy, which could result in the employee's termination of employment.
- 1.5 Payment for all scaffold products/service provided – initial hire**
- 1.5.1 No stock (or service provided) is to leave the Company premises without the appropriate payment made or paperwork (charged to an approved account) done first.
- 1.5.2 The Company does not permit goods to be delivered on a COD, cash on delivery basis.
- 1.5.3 A written agreement (email) must be received from all customers agreeing to proceed with a scaffold supply and installation by sending back a signed Scaffold Quotation Acceptance – as detailed in Company Policy #4 – Hire Agreement Terms and Conditions – Clause 4.24 – Scaffold/fall protection
- 1.5.4 **Account Customers** - If the customer has an approved 30-day trading account in place then an invoice is to be raised for the initial hire period as detailed in the Scaffold Quotation Acceptance to be charged to their account on (or prior to) the scheduled day of installation with a copy of the invoice sent to them when invoice runs are done twice weekly.

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1.5 Payment for all scaffold products/service provided – initial hire – cont'd

- 1.5.4. a Before the invoice is raised the credit limit on the account must be checked to ensure to client is still within their trading terms and not over their credit limit.
- 1.5.4. b If the client is over their credit limit and not within their trading terms they are to be informed their account must be brought within the trading terms before the new hire can be processed and delivered.
- 1.5.5 **Non-Account Customers** - If a customer does not have an approved trading account, then payment must be made prior to supply/installation of products or services with a credit/debit card and their payment details are to be filled out on the Scaffold Quotation Acceptance so payment can be processed prior to the date of installation.
- 1.5.6 For all initial hires, a credit card surcharge fee of 1% of the total value will be added to the amount owed to cover the cost of credit card merchant fees charged by the bank to SSH, which will be payable before products or services are delivered
- 1.5.6. a If a client does not wish to pay the credit card surcharge fee, payment must be made by direct debit and no delivery or service will be provided until SSH has proof the payment has been deposited into SSH's bank account.
- 1.5.7 The following details must be obtained on the Scaffold Quotation Acceptance for any overhire charges including
- 1.5.7. a • Type of card (Visa, MasterCard)
- 1.5.7. b • Name on Card
- 1.5.7. c • 16-digit card number
- 1.5.7. d • Expiry date
- 1.5.7. e • CCV number– put in brackets after their name – e.g. (999)
- 1.5.7. f • Document to be clearly marked Scaffold Hire or account name
- 1.5.8 These details are to be kept on file until the products/services have been off-hired with all payments finalised
- 1.5.9 When the credit/debit card payment has been successfully processed through the EFTPOS machine an invoice is to be raised with the payment information receipted against the original invoice raised
- 1.5.10 If paying by cash, then the correct amount must be received, with all cash payments receiving the appropriate receipt.
- 1.5.11 If a direct deposit is made, then confirmation must be received that the funds have been deposited into the account before any product or service is supplied
- 1.5.12 If paying by cheque, then clearance on the cheque must be obtained or approval given prior
- 1.5.13 Once payment for the initial hire has been successfully processed the job can be scheduled for installation/supply and a copy of the invoice can be sent to the client
- 1.5.13. a If the processing of the initial hire is unsuccessful (declined) the customer is to be informed the installation/supply cannot take place until payment has been successfully processed.
- 1.5.14 Unless approved by the owner of the company, all products or services must be paid as described above and under no circumstances is an employee permitted to agree to provision of goods or a service on a 'contra' deal or for exchange of other goods or products in lieu of payment.
- 1.5.15 Under no circumstances is an employee permitted to provide Company products or services to receive any personal payment, benefit or gain.
- 1.5.16 Any staff member found breaching these rules will have disciplinary action taken as detailed in the Company's Disciplinary Counselling & Termination of Employment policy, which could result in the employee's termination of employment.
- 1.5.17 If a subsequent investigation finds that a dishonest act has taken place, then that person shall be reported to the police and where deemed appropriate charged by law.

1.6 Payment for all scaffold products/service provided – over hire

- 1.6.1 **Account Customers** - At the end of each week, or at a designated point of time each week the nominated scaffold staff member is to check all job cards to determine which existing hires for account customers are going into or are already in overhire.
- 1.6.2 If the initial hire period is to be extended, then an invoice is raised through QuickBooks for the extension of hire for the extended period up until the current day of invoicing
- 1.6.2. a Before the invoice for the extension hire is raised the credit limit on the account must be checked to ensure to client is still within their trading terms and not over their credit limit.
- 1.6.2. b If the client is over their credit limit and not within their trading terms they are to be informed their account must be brought within the trading terms before the extension hire can be processed
- 1.6.3 Once the invoice has been raised for the extension hire period it will be charged to their account through QuickBooks and a copy is to be sent to the client in the next invoice run
- 1.6.4 The processes detailed in points 1.6.1 to 1.6.3, are to be repeated until the customer notifies the company to cease the hire and have the goods picked up
- 1.5.5 **Non-Account Customers** – Invoices are to be produced at the end of each 7 calendar day period for all overhires and if a customer does not have an approved trading account then the invoiced amount for the extension of hire will be charged to their credit/debit card that was provided for the initial hire on the same day as the production of the extension of hire invoice.
- 1.6.5. a If the credit/debit card used for the extension of hire is declined when being processed, the customer is to be contacted immediately to have payment organised within 24 hours
- 1.6.5. b If payment is not made within the 24 hour period the product(s) on hire is/are to be picked up from site, with an invoice sent for final payment

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1.6 Payment for all scaffold products/service provided – over hire (cont'd)

- 1.6.6 When the customer notifies they want the hire to stop and have the goods picked up then an "off-hire" request is entered to cease the hire and the schedule arranged to have the goods collected and returned to stock
- 1.6.7 If a customer does not have an approved trading account with the Company then the invoiced amount for the final period of hire will be charged to their credit/debit card that were provided for the initial hire.
- 1.6.8 At the end of the agreed hire period the goods must be picked up and if any damages are found then the cost to repair those damages must be passed onto the customer – refer policy #27 – Damaged Goods

1.7 Requests for additional work

- 1.7.1 Occasionally, whilst on a client's work site, an employee may be requested to undertake additional duties which are outside of the specified duties of the job/service being contracted, which may include tasks such as pumping of toilets/septic tanks or moving something with a crane
- 1.7.2 Under no circumstances is an employee permitted to undertake these 'extra' services unless prior permission has been obtained from the Operations Manager or senior management and a second invoice is created for the charge of the services provided
- 1.7.3 Any staff member found breaching these rules will have disciplinary action taken as detailed in the Company's Disciplinary Counselling & Termination of Employment policy, which could result in the employee's termination of employment.

1.8 Terms of trade

- 1.8.1 Unless an approved trading account has been opened all new clients must make a prior payment for any products or services provided by the Company in cash, funds directly deposited into the Company bank account, with an approved cheque or with a credit/debit card prior to the delivery taking place.
- 1.8.2 All new credit accounts opened with the Company are done so on a strict 7 day or 30 day basis - refer to Company Policy #2 – Debtors Management
- 1.8.3 Should any customer, with an existing trading account, request to extend their trading terms or to increase their credit limit, the Revised Credit Limit Application must be correctly filled out and approval may only be granted by the owner(s) or in their absence senior management

1.9 Credit Claims

- 1.9.1 If a customer is disputing an invoice amount, the SSH person handling the enquiry is to review the original order placed on DRUMS to determine the legitimacy of the dispute.
- 1.9.2 If the information is unclear, and the SSH person is unable to settle the matter from the information they have gained they are to provide this disputed invoice to the Business Development Manager (BDM) with a copy of the original order for review and comment.
- 1.9.3 If a customer is disputing the delivery or pick up of an item, the SSH person is to view the original sales order and if the information is not detailed on the sales order or is not conclusive, they are to contact logistics to check the drivers run sheet filed for the day the item was delivered.
- 1.9.4 If the information cannot be clarified, then the SSH person must provide all information obtained to the BDM for review and comment
- 1.9.5 The BDM is to respond to all queries raised by the close of the following business day or sooner.
- 1.9.6 All claims for credit/refunds must be approved by Peter Scott or in his absence Paul Dixon or Peter McMurray before they are processed.
- 1.9.6. a All claims for credit/refunds must be recorded on a spreadsheet to track the reason for the credit request
- 1.9.7 When a customer has a legitimate credit claim this must be actioned immediately to avoid amounts entering 45 days and beyond and all credit claims must be settled in the same month they occur.
- 1.9.8 It is the BDM's responsibility to ensure that all legitimate claims are processed on the day of claim, and not in the last days of the month, or the following month.
- 1.9.9 If a customer's claim for credit has not been accepted then the BDM or nominated SSH person is to inform the customer immediately and request payment of the amount outstanding.
- 1.9.10 If a dispute arises regarding a claim for credit, then the BDM is to seek guidance/assistance from Senior Management.
- 1.9.11 The account owner should be advised that their account status will be put on hold until the matter is resolved if the balance is over a 45-day period.

PAYMENT OF GOODS/SERVICES

SALES AND PROCESSES

COMPANY POLICY NUMBER: 1

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1.10 Overdue accounts

- 1.10.1 All overdue accounts will be placed on hold in DRUMS automatically once the account has exceeded 45 days according to the records maintained in QuickBooks and the process as detailed in Company Policy #2 – Debtors Management has been followed.
- 1.10.2 The CSR's will be informed an account is on hold through Debtors Trap when they place an order through DRUMS
- 1.10.3 If a CSR takes a phone call from an account who is on hold requesting a product or a service, then the CSR is to advise the client that no goods can be provided until payment of overdue amounts is made.
- 1.10.4 Whilst on hold, further trade with an account customer may only be undertaken on a cash, funds directly deposited into the Company bank account or approved credit/debit card basis, provided agreement is reached from the owner(s) or in their absence senior management.
- 1.10.5 If the client wishes to challenge their account status, then the CSR is to refer the client to the Administration Officer – Debtors, or senior management, who will then discuss the account status with the client.
- 1.10.6 After the discussion, the senior management or the Administration Officer – Debtors will advise the CSR if the client's request can be processed
- 1.10.7 The owner(s) or in their absence senior management or the Administration Officer - Debtors are the only people authorised to take an account off hold.
- 1.10.8 The Administration Officer - Debtors in consultation with the owner(s) or senior management has the primary responsibility as to what action is to be taken to collect overdue accounts and whether legal action is to be pursued.
- 1.10.9 When payment is received for an account on hold, the Administration Officer - Debtors (at their discretion) will reinstate the account to ACTIVE if they consider payments are up to date and the account is not to be closed.
- 1.10.10 The Administration Officer - Debtors will report to the owner(s) or in their absence senior management every month for discussion and recommendation on further action and the possibility of on-going trading with overdue or slow paying debtors