

**UGU – SOUTH COAST TOURISM
(PTY) LTD**

**CREDIT CONTROL & DEBT
COLLECTION POLICY**

Contents

1. CUSTOMER CARE AND MANAGEMENT	3
2. ACCOUNTS.....	3
3. METHOD OF PAYMENT AND PAYMENT POINTS	3
4. QUERIES IN RESPECT OF ACCOUNTS AND MEMBERSHIP	3
5. UNRESOLVED CUSTOMER QUERIES	4
6. CREDIT CONTROL PROCEDURE.....	4
7. ARREARS	4
8. AGREEMENT FOR THE PAYMENT OF ARREARS IN INSTALMENTS.	4
9. IRRECOVERABLE DEBT	4
10. AUTHORISATION.....	5

1. CUSTOMER CARE AND MANAGEMENT

Customer Care is defined as identifying and meeting customer needs and expectations. Customer Management is ensuring that customers understand the service delivery from the entity and what the entity expects from them in turn and the recourse both the consumer and the entity have if expectations are not met.

“Credit Control” means all the functions relating to the collection of monies owed by debtors and members of South Coast Tourism.

“Customer Management” means the focusing on the consumer’s needs in a responsive and pro-active way to encourage payment, thereby limiting the need for enforcement.

2. ACCOUNTS

2.1 Monthly accounts to be rendered to consumers for the amount due and payable at the address last recorded with the entity

2.2 Accounts will show the following:

2.2.1 the details billed within a specified period

2.2.2 The applicable tariff

2.2.3 The amount due and payable

2.2.4 The amount in arrears, if any,

2.2.5 The final date of payment

3. METHOD OF PAYMENT AND PAYMENT POINTS

3.1 Direct deposits into the Primary Bank account can be made and proof of payment can be faxed to our office.

3.2 Cash and cheque payments can be made at the following offices and outlets:

3.2.1 Port Shepstone Information Centre

4. QUERIES IN RESPECT OF ACCOUNTS AND MEMBERSHIP

4.1 All account and membership queries can be logged at the Head Office, based at 16 Bisset Street, Port Shepstone.

4.2 The Finance office can be contacted for all banking related queries

4.3 Written queries can be addressed to The General Manager, Ugu South Coast Tourism, P.O.Box 570, Port Shepstone, 4240 or emailed to **admin@tourismsouthcoast.co.za**

4.4 An acknowledgement of receipt shall be sent to the customer within two working days.

4.5 The company endeavours to investigate a query and give feedback within ten working days.

5. UNRESOLVED CUSTOMER QUERIES

5.1 A query is regarded as unresolved when fourteen working days have passed after the query was registered.

5.2 All unresolved queries must be dealt with as follows:

5.2.1 Refer query to the General Manager Finance & HR, if not resolved.

5.2.2 Refer query to the Chief Executive Officer's, if still not resolved.

5.2.3 The company expects all customers to settle their accounts on or before the due date. Should a customer have problems, in the settlement of an account the Company expects to be informed and arrangements to be entered into in respect of making good the outstanding debt.

5.2.4 If no payment is received and no proper arrangements are entered into, The GM: Finance & HR shall implement and enforce the credit control and debt collection policy as adopted by Company.

6. CREDIT CONTROL PROCEDURE

The following procedures are to be followed in cases where default of payment occurs for membership and advertising accounts raised by the Company for services rendered.

6.1 Membership

All new applications for membership will be subject to the payment of an annual membership fee.

7. ARREARS

7.1 Arrears are recognized if a member fails to pay the amount/s due and payable on or before the final date of payment.

7.2 The company will not conduct any business activity with or provide services to any business who are in arrears with their membership accounts.

7.3 Membership and membership benefits shall be suspended once 90 days from date of invoice has passed and amounts have not been settled.

7.4 A final notice may sent once 180 days of due date, stipulating the procedure in the event of non payment of the account.

7.5 7 days after the issuing of the final notice the membership shall be terminated.

7.6 By 30 June of financial year end, membership not yet paid shall be reversed to Cancelled Membership fees and the figure approved by the Board.

8. AGREEMENT FOR THE PAYMENT OF ARREARS IN INSTALMENTS.

Members requiring to pay arrears on their bills over an extended period will be assisted wherever possible. Negotiations are engaged into with regard to each individual case and, once the amount of the initial down-payment and the extension period have been accepted by both parties, an agreement is entered into.

Although each request is treated on its individual merits, minimum guidelines within which collection can operate are set below.

8.1 Advertising

Advertising and Show participation will only be done on the condition that the advertisers are members of the company.

9. IRRECOVERABLE DEBT

7.1 Debt will only be considered as irrecoverable if it complies with the following criteria:

- a. all reasonable notifications and cost effective legal avenues have been exhausted to recover a specific outstanding amount; or

- b. any amount equal to or less than R500.00, or as determined by board from time to time, will be considered too small, after having followed basic checks, to warrant further endeavours to collect it; or
- c. the cost to recover the debt does not warrant further action; or
- d. it has been proven that the debt has prescribed; or
- e. the debtor is untraceable or cannot be identified so as to proceed with further action; or
- f. the debtor has emigrated leaving no assets of value to cost effectively recover Company's claim; or
- g. it is not possible to prove the debt outstanding; or
- h. a court has ruled that the claim is not recoverable; or
- i. the outstanding amount is due to an irreconcilable administrative error by the Company.

10. AUTHORISATION

In respect of debt, schedules indicating the debtor account number, name, and amount due as well as the reason to write off the amount must be compiled