

## CREDIT / DEPOSIT VERIFICATION

December 2019

### COD

1. When COD quote is converted to order, the order will be on hold by default unless a sufficient deposit is present (all work orders in this order will be on HOLD).
2. On third business day from placing the order following check will happen (order placed on Monday afternoon will trigger this check on Thursday afternoon):
  - a. If deposit received is 30% or higher (entered by Accounting in CenterPoint), the hold status will be removed so that the order can be processed.
  - b. If deposit received is less than 30% an email will be sent to the following people stating that order is on hold due to insufficient deposit and if this is not resolved within 24 hours, the delivery date will not be met.
    - i. To: Sales Rep
    - ii. CC:
      1. BU Leader
      2. Accounting
      3. If the order was not placed by Sales rep - Inside sales person who placed the order will be CCed
  - c. All orders currently on hold will go through a recurring deposit check and as soon as sufficient deposit is received, the order will be no longer on hold. However, the email will only go once at the 3 business day mark.
  - d. Accounting will be provided with a report that will have all COD orders that are currently on hold.
3. Accounting will be provided a feature to remove hold from orders. This is to handle special cases where orders with insufficient deposit will have to bypass the deposit verification. Until this is provided to Accounting, they can request IT to do so.
4. If changes are made to a COD order and it is re-ordered, the process starts all over again since the \$ value can change hence more deposit might be required. Sales will get email 3 days after reordering if there is insufficient deposit.
5. Shipping paperwork will reflect HOLD status in bold for COD order on hold (similar to how customer hold is currently denoted)
6. Shipping and Reception will be provided a way to get the updated information for the balancing by entering the order number – similar format to the current recap sheet.

### N30

1. The current process of N30 will stay more or less unchanged.
2. Credit Check application will no longer check deposits for COD.
3. Accounting will have 24 hours to respond to scheduling for any credit verification requests. Scheduling will proceed as normal if response is not received in 24 hours. The onus is on Accounting to respond within 24 hours with orders that should no longer be released to production.
4. Current Credit Check application can be enhanced. Deliberation points:
  - a. Instead of sending 1 email per order, a combined email can be sent for the whole batch. This can be done if both accounting and scheduling agree that this is a better functionality.
  - b. Future enhancement (after rollout of COD): IT can possibly look at providing a dashboard for accounting to see all pending requests rather than emails. More information can be added for accounting to see if scheduling has already released and order and put order on hold by clicking a button rather than replying to scheduling.