

Detailed Job Instructions	<p>Job Name: Accounts Issuing Procedure Department: Operations Position: Company Technician</p> <p>Policy statement: The company makes every effort to communicate to customers the various methods by which payment for our services can be paid</p> <p>It is the responsibility of the technician to get the customers agreement on the method of payment for the service before starting work, and, to secure payment from the customer prior to leaving the customers premises.. The only exception to this is whereby authority has been given for commercial customers to operate an account.</p>	
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Accounts for cleaning services are not to be given without proper authorisation, and only given to pre-arranged companies and commercial customers. We do not give accounts to private customers.

1. Authorisation	<p><i>If an account has been authorised, the booking sheet will be duly noted by the Accounts Receivable Officer and you are not required to obtain payment at the time. Skip to Step 2.</i></p> <p>In all other cases:</p> <ul style="list-style-type: none"> • Confirm with customer prior to carrying out work their preferred payment method. Please also refer to notes below. • If the customer is a commercial customer and indicates they wish an account to be issued, provide the customer with a new account form which they need to complete and return. • Contact the Accounts Receivable Officer to obtain authorisation. <p><i>Please note: work is not be carried out until authorisation has been given.</i></p>	<p><i>If the customer has previously completed a new account form, they may not need to complete a new account form. Contact: Keira to confirm.</i></p> <p><i>Note: Contact details Keira- 02 4956 5600 or keira@edry.com.au</i></p>
2. Notifying of Accounts	<ul style="list-style-type: none"> • As soon as the job has been completed you need to notify Accounts Receivable at Head office and advise of the final amount to be invoiced. 	
	<p>Notes</p> <ul style="list-style-type: none"> • Private customers requesting an account must be told that we are not able to issue an account and payment must be made by Cash, Cheque or Credit Card on the completion of the job. • If they are unable to pay with any of the above options the job must be rescheduled. • If a business requests an invoice, you must follow the above procedure for authorisation and notifying. • Real estate "move outs" require both the customer and the real estate to complete a "New Account Form". 	