

Credit Management Questionnaire

Your company detail

Use this section to give basic details about your company and type of trade.

Company name Registration no. (if applicable)

Address where credit management dept./ function is located City State Zip

Telephone Fax

Registered address (if different from above) City State Zip

Telephone Fax

Please describe your trading activity.

Are you involved in any transactions other than good sold and delivered (e.g., work in progress, contracting, delivery of services)? Yes No

If yes, please explain.

If there any part of your credit function that you outsource to a factor? Yes No

If yes, with whom?

General credit management information

Use this section to give general information about your credit control function.

Is your credit management centralized? Yes No

If no, please explain the structure.

Who are the persons responsible for the running of your credit management?

Name	Position	Reports to

Do you have a credit control manual or policy? Yes No

If yes, when was the policy last revised?

Was this revision approved by Chief Financial Officer Yes No

Chief Executive Officer Yes No

Does anyone outside the credit department have the authority to override a decision of the credit department? Yes No

If yes, please explain.

Credit control procedure

Use this section to give basic details about your credit control procedure.

On new accounts, at what point do you obtain proof of customer identity?

Are customer order obtained verbally or in writing? Select one

Do you refer to the customer account prior to the acceptance of every order? Yes No

What departments within your company do you refer to prior to the acceptance of the order?

What actions do you take if the customer's credit limit will be exceeded if you accept the order?

If the credit limit is to be increased, what additional information do you require?

How often do you review your customer credit limit:
Verbally **Writing** **Monthly**

Please explain

Who is responsible for authorizing credit limits?
Credit limit amount **Person** **Title** **Experience**

How are credit limits recorded? **Select one**
Please explain.

Does the amount of information obtained about a customer vary according to the value of the order? Yes No

	Small	Medium	Large
Financials	Yes	Yes	Yes
Credit reports	Yes	Yes	Yes
Bank opinions	Yes	Yes	Yes
Other:	Yes	Yes	Yes

What action will be taken if an account is overdue upon receipt of an order?

What action will be taken if an account is overdue prior to delivery/dispatch of an order?

Who reviews overdue accounts?
Name **Position**

How often?

What are your standard terms of payment? Give full details (No. of days, from e.g. delivery, dispatch, etc.)

Are there any special terms of payment that apply to particular customers? Yes No
If yes, please specify.

Who is responsible for authorizing non-standard terms of payment?
Name **Position**

Collection procedure

Use this section to give details about your normal collection procedures.

How many days before due date do you contact your customers?

How many days after due date do you contact your customer?

Is this done by telephone, letter, or personal visit?

If payment is not forthcoming what action do you take?

At what point would you put an account on stop?

Who has the authority to put an account on stop?

Name **Position**

Which departments within your company are made aware if an account is put on stop?

Does anyone at the credit department have the authority to release an order/shipment to an account that has been put on stop? Yes No

If yes, please explain.

Would you pass accounts to a third party for collection? Yes No

If yes, to whom and at what stage?

Who has the authority to extend a due date and/or reschedule an outstanding account?

Under what circumstances would a due date be extended and/or rescheduled?

Accounting methods

Use this section to give details about your accounting system.

Is your accounting system computerized? Yes No

If yes, is the credit control system fully integrated with the general accounting system? Yes No

Does your accounting system monitor which accounts are approaching due date for payment? Yes No

When are invoices raised and sent? (e.g. at delivery)

Do you have a standard conditions of sale agreed with all customers? Yes No

If yes, please attach copy.

How often are statements produced and sent? Yes No

Please explain.

Do statements show an aged debtor analysis? Yes No

How often is an aged debtor analysis produced?

Please send a copy of one page.

Export

Please answer this section only if your company trades with companies overseas.

Do you have separate credit management procedures for exports? Yes No

Who is responsible for processing and administration of the export documentation and collection?

Name **Position**

Do invoices accompany export documents? Yes No

Are exchange rates recorded for each transaction? Yes No

Please give detail on your source of exchange rates:

Would you pass the account to a third party or collection? Yes No

If yes, to whom and at what stage?

Details please.

Who has the authority to extend a due date and/or reschedule an outstanding account?

Under what circumstances would a due date be extended and/or rescheduled?

Declaration

This section must be completed and signed.

We declare that to the best of our knowledge and belief the information given here is true and correct in every respect and that there are no undisclosed circumstances which could affect QBE Insurance Corporation's (QBE Trade Credit) decision to issue, renew or to continue to make available to us a trade credit insurance policy.

We understand that this questionnaire will be incorporated as part of the application form.

Signature

Date

Printed name of signatory

Title

Email address

Attachments

Invoice

Condition of sale

Credit control
manual or policy

Aged debtor
analysis
