



## **DEBTORS COLLECTION PROCEDURES**

<b>Adopted or Amended</b>	<b>By Whom</b>	<b>Date</b>
Adopted	Board of Directors	26 <sup>th</sup> October 2011
Reviewed	Board of Directors	1 <sup>st</sup> May 2012
Reviewed	Board of Directors	2 <sup>nd</sup> July 2013
Amended	Board of Directors	3 <sup>rd</sup> June 2014
Amended	Board of Directors	2 <sup>nd</sup> June 2015
Reviewed	Board of Directors	31 <sup>st</sup> May 2016
Amended	Board of Directors	31 <sup>st</sup> October 2017
Amended	Board of Directors	4 <sup>th</sup> June 2019
Amended	Board of Directors	13 <sup>th</sup> October 2020
Amended	Board of Directors	27 <sup>th</sup> April 2021



## **DEBTORS COLLECTION PROCEDURES**

These Procedures apply to all debtors who receive any services or purchase any goods from Swimming NSW Ltd and do not pay at the time of the transaction or request an invoice to be sent to the Club, individual or company (Debtor) for payment. This includes, but is not limited to, such things as electronic timing, registrations, sponsorships and such other goods and services that attract a charge.

### **Collection Procedures**

1. When an invoice has been outstanding for over thirty (30) days, the following will occur;
  - (a) A phone call is to be made to a relevant Debtor reminding them that they have not paid and request immediate payment. This phone call will be made by the Finance Manager or the applicable Club Support Officer who oversees the Area where the debtor resides.
  - (b) A reminder invoice is sent via email to the Debtor requesting immediate payment.
2. When an invoice has been outstanding for over sixty (60) days, the following will occur;
  - (a) A further phone call is to be made to a relevant Debtor reminding them that they have not paid and request immediate payment. This phone call will be made by the Finance Manager or the applicable Club Support Officer who oversees the Area where the debtor resides.
  - (b) A further reminder invoice is sent via email to the Debtor requesting immediate payment.

3. When an invoice has been outstanding for over ninety (90) days, the following will occur;
  - (a) A further phone call is to be made to a relevant Debtor reminding them that they have not paid and request immediate payment. This phone call will be made by the Finance Manager
  - (b) Follow up phone calls will occur regularly until payment has been received.

**NOTE:** Any difficult or unusual enquiries regarding outstanding accounts or payments should be referred to the Finance Manager who will review and handle the situation and advise the Club or person when their account has been brought into terms.

Management may implement any of the following sanctions to use against Clubs and Areas who have failed to pay their debts within 90 days.

1. No provision of JX Packages to the applicable club
2. No acceptance of Qualifying Times from events run by the applicable club or area
3. No acceptance of Entries for SNSW events from the applicable club
4. No further Electronic Timing Equipment hire will be provided