

# ACCOUNTS HANDBOOK.

## Hello!

Welcome to the AWS Fabricator Network.

We have written this Accounts Handbook to help you familiarise yourself with our policies and procedures and hopefully to answer any questions you may have.

If you need further clarification on something or have a question please do not hesitate to give us a call or send us an email.

The AWS Accounts Team

## Contact + Payment Details

For direct deposit to our account our details are:

Account Name	Architectural Window Systems Pty Ltd
Bank	Westpac Banking Corporation
BSB	032-349
Accounts	138455

The Accounts Receivable email address is [ar@awsaustralia.com.au](mailto:ar@awsaustralia.com.au). Account telephone enquiries can be directed to 1300 026 189 and the postal address is PO Box 311 Liverpool NSW 1871.

## Account Structure

You will have a number of separate accounts depending on what is being ordered.

1. First will be your normal trading account which starts with the number "1", for example account 1885, this is the account all your normal transactions take place such as standard ordering from our price book.
2. Your second account will start with the number "5", for example account 5885, this is the account that will be used for all special quoted finish orders. To obtain your quoted price you **MUST** use this account otherwise you will be charged at normal discount rates. Also if you use this account for non-quoted orders you will be charged at the price list rate with no discount. Please check with your Regional Manager before selecting this account in Saturn.
3. Your third account will start with the number "8", for example account 8885, this is the account for all your tooling and marketing orders. Note: All "8" accounts are either 0 or 30 days terms – terms will be stipulated on the invoice.

## Statements/Remittances

The most important thing to realise is that you will be receiving a number of statements at the end of each month and when paying these accounts you either need to:

1. Pay each individually and nominate the account number being paid on your bank reference and remittance advice (note: this is our preferred method); OR
2. Provide a remittance advice listing all invoices being paid so that we can allocate the payments to the correct accounts at time of payment allocation.
3. ALL REMITTANCE ADVICES need to be emailed to [ar@awsaustralia.com.au](mailto:ar@awsaustralia.com.au).

**PLEASE NOTE** *Any payments received WITHOUT a remittance advice will be allocated towards the oldest outstanding invoices on your trading account (account starting with "I").*

## Invoicing

For orders delivered via either an AWS owned or AWS contractor truck goods will be invoiced once they are physically placed on the truck and sent to you. This means that your invoice will be dated the same day as the physical receipt of goods.

For some regional customers where a third-party freight company is used, there will still be a time lag between when the goods are invoiced and physically received as they are being dispatched via a freight company.

This applies for goods being sent via our NSW, VIC and SA warehouses.

**IMPORTANT NOTE** *Hardware that has to be ordered on supplier and in some cases is also delivered direct by that supplier will have the invoice generated by our supplier's dispatch advice.*

Invoices are run daily and generated overnight and directly emailed to you every day.

## NCRS/Credits

Once an NCR is processed by our customer service team a copy of the NCR is then sent to Accounts Department. If the NCR is for short supply a credit will be processed straight away and sent to you.

If an NCR is generated for wrong part, length or colour supplied you will receive 3 invoices. The first invoice is for the original item ordered (that the NCR was raised on), the second invoice is for the wrong part, length or colour supplied and the third invoice is for the resupply of the correct item. When the incorrect item is returned we will issue 2 credits, one being for the double charge of the item originally ordered and the second for the return of the wrong item supplied. If however you wish to keep the wrongly supplied item please note this on the NCR so we can raise a credit straight away for the first invoice. The reasoning behind the multiple invoices is to assist our inventory control.

Once the stock is received by AWS it will be checked by our warehouse personnel and upon approval the Accounts Department will issue you a credit. Stock is to be returned to the company's premises within 30 days from the date of the delivery and a restocking fee may apply in accordance with the AWS Terms and Conditions of Sale. Please see AWS's terms and conditions downloadable from the AWS Intranet. A credit will be not issued until the goods in question are returned.

If an NCR is generated for a fault on a supplier order the NCR process is still the same except when the stock is received by our warehouse we then have to make a claim with the supplier. Suppliers request a description of the fault before the stock is sent back please make sure this is written in the comments section on your NCR. The stock is then sent back to the supplier for processing if the item is proven to be faulty a credit will then be passed onto you but if the claim is rejected the stock will be sent back to you and no credit will be issued.

Various suppliers have different return policies please check with customer service prior to returning any supplier orders. With regards to supplier short supplies if the stock was delivered direct from a supplier and they have a signed POD they will not issue a credit and therefore we cannot pass a credit onto you.

## Restricted Orders

If you place a date restriction on an order it will be shipped on or as soon as possible after that date and not before and it will be invoiced on despatch from its final AWS location.

If you place an unrestricted date order then the order will be shipped and invoiced to you as soon as it is ready for despatch.

However, if you do place a date restricted order and then realise that you need it prior to the restricted date you can call up the order earlier, and if it is ready and we accept your request, the order will be shipped and invoiced to you at the time of despatch. Note there is a procedure to be followed to do this in the Saturn User Manual. Please make sure that when you request and we accept a restricted order be changed to unrestricted that you pass this information onto the accounts department so they are aware of the change for invoicing purposes.

**NOTE** *This procedure only applies to extrusion orders, hardware orders cannot be date restricted and will be despatched and invoiced as soon as they are ready to be sent from our warehouse or via direct shipment from our supplier.*

## Colour/Small Order Surcharges

Doric	There is a surcharge of \$50 for special colours (non-pearl), and a surcharge of \$75 for special pearl colours. These surcharges apply to any order quantity in a Special colour to cover small quantity painting and paint line setup.
APL	A surcharge of \$150 applies for urgent one off air freighted orders. Note: Special colour components are non-returnable.
ASSA ABLOY	On ASSA ABLOY hardware shipped direct from the manufacturer there is a small order surcharge of \$25.00. The extra applies to orders less than \$175 (nett value).
FSA (Truth) Hardware	On Truth hardware shipped direct from the supplier there is small order surcharge of \$25.00. The extra applies to orders less than \$450 (nett value). Add an extra \$30 for orders required urgent.
Group D Powder Coating Volume Charge - for orders less than 40m <sup>2</sup>	5000 Series colours \$200+GST flat rate 6000 Series colours \$400+GST flat rate

## Signing for Deliveries

There have been a number of occasions lately where we have received NCRs requests for short supplied items from Supplier Direct delivered orders only to have the Supplier reject the credit request as they have a signed delivery docket for the goods.

Therefore, it is imperative that whoever in your businesses signs for deliveries, makes absolutely sure that they are receiving the number of cartons, etc that is listed on the delivery docket as being delivered, because as soon as they sign that docket the Supplier uses that as their proof that they delivered the goods and will not issue a credit. Can you please make this person aware of the importance of the document that they are signing because it could potentially have a financial impact on your business down the track when you realise that someone signed for 4 cartons but only received 3 as we will not be able to issue you with a credit for the missing goods as the Supplier will reject the credit request.

*NOTE: we have also implemented the same procedures on our own docks as this is quite a common occurrence when we receive deliveries from Suppliers that the courier driver tries to get us to sign for more cartons than they are delivering so it is a much more common issue than you may realise and we also have the same issue when trying to obtain a credit ourselves.*

## Credit Hold Policy

Generally payment terms are strictly 30 days after the close of the month. Please note that 30 day accounts will be placed on credit hold if the account is still outstanding at 45 days or your credit limit is reached, whichever occurs first. For customers with other credit terms your account will be placed on credit hold if your account is still overdue 5 days after it was due or your credit limit is reached whichever occurs first.

Orders Not Subjected to Credit hold:

- » Marketing Orders
- » NCRS
- » Backorders for orders already supplied in part to you