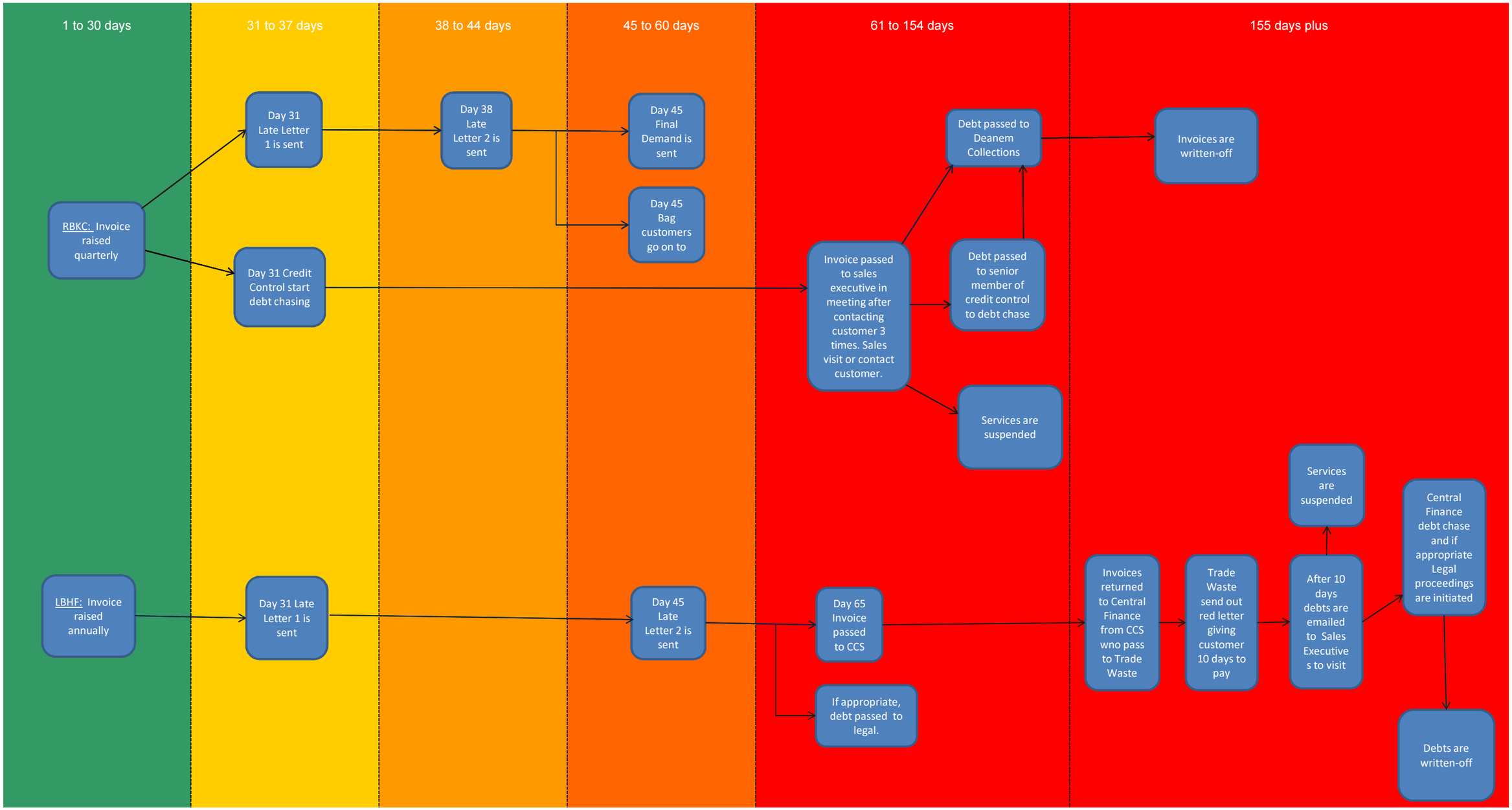
APPENDIX B


1 to 30 days
31 to 37 days
38 to 44 days
45 to 60 days
61 to 154 days
155 days plus
RBKC: Invoice raised quarterly
Day 31 Late Letter 1 is sent
Day 38 Late Letter 2 is sent
Day 45 Final Demand is sent
Day 45 Bag customers go on to
Day 31 Credit Control start debt chasing
Invoice passed to sales executive in meeting after contacting customer 3 times. Sales visit or contact customer.
Debt passed to Deanem Collections
Debt passed to senior member of credit control to debt chase
Services are suspended
Invoices are written-off
LBHF: Invoice raised annually
Day 31 Late Letter 1 is sent
Day 45 Late Letter 2 is sent
Day 65 Invoice passed to CCS
If appropriate, debt passed to legal.
Invoices returned to Central Finance from CCS wno pass to Trade Waste
Trade Waste send out red letter giving customer 10 days to pay
After 10 days debts are emailed to Sales Executive s to visit
Services are suspended
Central Finance debt chase and if appropriate Legal proceedings are initiated
Debts are written-off