**Quick Reference Guide to Cash Sales**

All SOPs can be found via the NAXT SOP link on the front page of the Group Intranet or by using the link below:

[**eMerge NAXT SOPs**](http://intranet/index.php?Action=Page.Link&PageLink=657&To=http%3A%2F%2Ftraining.goughgroup.co.nz)

**Cash Sales**

**Cash Sale means Payment is required at the time of handing over parts or completing the rental Cash Sale**

This applies to all customers who have no customer account with Gough Group.

Cash Sales accounts must only be used for sales where payment for the full invoice amount is received at the time of sale.

Where you supply a part to a customer as a cash sale you must create your sales order to your new local branch cash sale account, for example:

*EQU Cash Sale Hamilton*

This will invoke the cash register process and you **must** collect payment from the customer and account for it before you hand over the parts.  This process is covered by SOP:

[**PRT\_2.1(SOP) Invoice a Cash Sales Order**](http://training.goughgroup.co.nz/Shared%20Documents/PRT_2.1(SOP)Invoice%20a%20Cash%20Sales%20Order.docx)

Note: No **rental cash sales** to external customers are to be made in NAXT.

**Cash Refunds**

Cash Sales Refunds are to continue to be processed in the same manner as is currently done.

**Prepayment**

**Payment is required in advance BEFORE Parts are supplied**

In the instance where we need to procure payment before ordering/supplying parts (for example, procuring a cash payment for an emergency parts order), then you should create your sales order to your local branch Prepayment account (please note this is a group account, 1 Prepayment account per location), for example:

*Prepayment - Napier*

This will require you to produce a prepayment invoice which the customer can pay against. This process is covered by:

[**FAR\_2.9(SOP) Apply a Customer Prepayment**](http://training.goughgroup.co.nz/Shared%20Documents/FAR_2.9(SOP)Apply%20a%20Customer%20Prepayment.docx)

This process should also be used if you are asked to put some parts aside for a cash sale customer to pick up following payment.  A copy of the prepayment invoice should be sent to the customer to pay against before they can pick up the parts.

**Parts Sales when a Trade Customer is on “Stop”**

Cash sales will only be allowed via the Branch Cash Sales Account for a customer on Stop **where the Credit Controller has agreed to this** being done. This agreement will only be given if a payment arrangement has been made for the outstanding balance on the customer account.

Note: Any team member using the Branch Cash Sales Account in this situation without Credit Controller approval will be reminded of the company’s requirements.

**Service Cash Sales**

If you are creating a service call to a cash customer you need to create a call to a cash sale account for that customer as per:

[**SER\_1.2(SOP) Create a Service Call, Step 30**](http://training.goughgroup.co.nz/Shared%20Documents/SER_1.2(SOP)Create%20a%20Service%20Call.docx)

**You will need to issue a quote for the job and request a 100% advance payment from the customer before you confirm the quote in NAXT and physically start the job.  This is a significant change to your process.**

If you are creating a new cash customer to do work for, please inform credit that you have set up a new cash customer so they can perform their set-up for that customer. They will confirm back to you when their work is complete. You should not confirm any quote sent until credit has confirmed that the set-up is complete.

A quote should be built in line with [**SER\_1.5(SOP) Service Quotations**](http://training.goughgroup.co.nz/Shared%20Documents/SER_1.5(SOP)Service%20Quotations.docx)**.** You may prepare a detailed quote or a quick quote. The segment(s) should be flat rated once priced as we will be asking for payment based on the quoted price. Please allow for some buffer in this.

Please use the Manage>Functions>Add segment notes button and add the **Cash Sales** note into the **quote text** box. This will request the customer to make full payment in advance.

Once you are happy with the quote, follow the steps in **SER\_1.5(SOP) Service Quotations** to generate and send the quote to the customer. You should print and send the quote to the customer yourself rather than use Print Management logic. Please ensure that the **Show tax** field is checked when the quote is generated.

Send the quote to the customer and request their signature on it as agreement for the work to be carried out. This process replaces the work authority process. Make it clear to your customer that payment is required in advance.

Once payment has been received, you can then confirm the quote in the system. This will then require approval by the credit team who will validate, to their satisfaction, that the payment has been received.

When credit has approved the quote, and only then, you can start the job. Subject to any major variations (which would need to also be paid in advance – see below), you should send the invoice for the flat rate price to the customer when the job is finished. That way the invoice will match the cash received.

If, after starting the job, you determine that it will entail significant more work than quoted for, you should quote an extra segment or segments and obtain further payment before you commit to the extra work.

**Staff Cash Sales and Prepayment Accounts**

All branch Staff Cash Sales accounts have been closed. We have moved to a single Gough Group Staff Cash Sale Account and all staff sales must be paid for at the time of purchase. An account has also been set up for Prepaid Group Staff Cash Sales Account.

Gough Group Cash Sale Staff - Account Number  3030541

Gough Group Staff - Prepayment - Account Number  3030542

**Cash Sales and Prepayments– GST Exempt Accounts**

We have moved to a single Gough Group:

Cash Sales – Overseas - GST Exempt - Account Number 3014667

Prepayment – Overseas - GST Exempt - Account Number  3030387

**Voucher accounts**

Equipment Group Voucher accounts have been closed.

Gift Voucher accounts traditionally used by the Equipment Group will no longer be used. In the event someone presents an old Gift voucher, contact the Credit Controller to investigate and process as required. For old TWL vouchers, please contact Kerry Anderson.

Going forward, from time to time the Marketing team will issue Discount Vouchers which will be processed via a Service Item code.

Please contact Marketing if you have any queries.

A list of [**NAXT Cash Sales Accounts (with effect from 10/8/15)**](http://training.goughgroup.co.nz/Shared%20Documents/Quick%20Ref%20Guides/QRG%20-%20Cash%20Sale%20Accounts%20Listing%20with%20effect%20from%2010th%20August%202015.pdf) can be found in the Quick Reference Guides.