TOP TIPS: Getting Paid

FENCING CONTRACTORS ASSOCIATION NZ®

Best practice tips to ensure your customer is happy and you get paid, on time.

1. Scope the job

Use Google maps or physically visit the site to allow you to scope (and price) the job correctly.

2. Write down your pricing

Whether it is a quote or an estimate, ensure the customer has a copy with an expiry date (30 days max). You can even text them a photo of what you've written in your diary. Make sure you know the legal difference between a quote and an estimate.

Watch the Quotes & Estimates webinar online at www.fcanz.org.nz/member-hub

3. Send terms & conditions

T&C

Send your terms of trade (also known as terms and conditions) with your quote and any follow up emails. Not emailing? Text them a link to the file online or, worst case, a photo of the Terms. Pop a link to an online copy at the bottom of your invoices.

Not sure what Ts & Cs are?
Watch the FCANZ Business Staples webinar: www.fcanz.org.nz/member-hub

4. Formal acceptance

Ensure you have written acceptance of your quote or estimate via text, email or a signature on a physical copy.

5. Use pictures

Show your customer photos or sketches of what you mean to make sure you are both on the same page. Don't leave a copy with them in case they use it to shop around.

6. Request a deposit

It is entirely reasonable to ask for a deposit to secure your time. Asking for a deposit that covers the material purchase allows you to better manage your cashflow.

7. Talk

Communicate your start date & keep in touch with your customer throughout the project.

8. Write it all down

Make a written note of any variances to the original project scope. Ensure your customer has a copy and you have written acceptance of the changes.

9. INVOICE!

INVOICE

Customers can't pay without an invoice, so send it as soon as you can. Follow up quickly if the invoice becomes overdue.