

Customer Service, Billing and Collections

ORDER FULFILLMENT AND CUSTOMER SERVICE

1. How will you process customer orders to ensure prompt, accurate deliveries? _____

2. What feedback method will you use to measure customer satisfaction? _____

3. Knowing that service is often the reason customers choose a company, what exceptional customer service advantages will your company offer to set you apart from competitors? _____

BILLING AND COLLECTIONS

1. Who will be responsible for billing customers for goods and services? _____

2. How often will you bill? _____
 - Will you bill ongoing work monthly? Yes No
 - Will you bill only when the job has been completed? Yes No_____
3. What payment terms will you offer? _____

4. How will you handle the collection of past due invoices? _____

