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BHUTAN POSTAL CORPORATION LIMITED



CREDIT POLICY & PROCEDURE MANUAL

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LIST OF ACRONYMS

AFD	Administration and Finance Department
BoD	Board of Directors
BDMD	Business Development and Marketing Division
CEO	Chief Executive Officer
CPO	Chief Post Master
CCC	Corporate Credit Committee
CMO	Credit Monitoring Officer
CO	Credit Officer
GPO	General Post Office
IAU	Internal Audit Unit
KYC	Know Your Customer
NGO	Non-Governmental Organization
OD	Operation Department
PM	Post Master
PO	Post Office
RCC	Regional Credit Committee
RM	Regional Manager

1 PURPOSE AND SCOPE

Bhutan Post is a state-owned enterprise and the only designated postal operator for Bhutan. It provides a portfolio of products and services including ordinary letter mails, registered mails, parcels, express mails service (EMS), courier services in partnership with international and regional courier companies, transportation, cargo and logistics, philately, estate management, retail, insurance, and remittance service providers. It also provides transport services mostly between Thimphu and Phuentsholing and to Kolkata in India.

Bhutan Post caters to walk-in customers as well as bulk/institutional customers such as private /government offices. Depending on the products and services and know your customer norms, it facilitates various kinds of credit facilities. For example, philately products on credit to government offices and one month time for customers who avail FedEx account facility for settling their dues.

Trade/service credit is a powerful selling aid, and is a fundamental foundation upon which all business relationships are built, especially in today's rapid development and fast changing world. One of the ways of improving our customer relationship and service efficiency is by rendering credit facilities as without customer, there can be no business at all.

This Credit Policy and Procedures Manual is intended to provide clear direction, guidelines, and make formal provisions for proper and efficient utilization and administration of Bhutan Post Portfolio by following:

- i. developing sound operating procedure to cope with continuous sales volumes; and
- ii. regulate and enforce, informally or legally, of credit agreements.

Each Credit Officer¹ (CO) is responsible for their own credits throughout the credit cycle from initial identification of prospective customers to complete

¹ Credit Officers for Bhutan Post = The Post Masters, Regional Managers, Head of Philately, Head of Business Development and Marketing Division and Head of Finance Division and the General Manager of Operation Department.

collection of outstanding amounts. This Credit Manual provides a detailed description of all stages of the credit process.

2 LEGISLATION

All credits must be made in accordance with the provisions of the Public Finance Act of Bhutan 2007 (amended 2012)

3 CODE OF CONDUCT

- The Credit Officers shall always behave dutifully towards customers.
- When meeting/ telephonic calls or in any discussions with clients, CO's should start by greeting and saying his/her own name (showing identification as appropriate) followed by the name of the Post Office, Division or the Region.
- The Credit Officers should keep the appointments that s/he has made. If for any reason s/he should not be able to do so than the customer(s) in question must be notified in good time.
- Credit officers should maintain a professional distance in his/her dealings with customers. S/he should always bear in mind the fact that if problems arise s/he will have to scrutinize the borrowers' activities and may have to initiate legal proceedings. This is a particularly important consideration in cases where the applicant is known to the Credit staff - and indeed, if the case is essential that the application be handled by a different Credit officer.
- All information regarding the customer is to be treated in strict confidence. Confidentiality includes taking care not to store files in places that are easily accessible to the public.
- Orderly file management makes it possible to get more work done in the same amount of time, which ultimately has a positive impact on operations.
- Any violation to this Credit Policy and Procedures Manual shall be subject to disciplinary action as prescribed in the Service Rules and Regulations of Bhutan Post.

→ If problems occur, and possibly errors have been made, they should not be covered up.

4 COMMENCEMENT

This Credit Policy of the Bhutan Post shall come into effect from 1st January 2023 and shall supersede all previous credit policies, regulations and guidelines pertaining to Credit.

It shall however be a living document, routinely updated in response to the changing economy, market conditions, and the competitive business environment.

5 OBJECTIVES AND GOALS OF CREDIT POLICY

A credit policy is necessary to show the company's intended way of doing business and avoid confusion and potential misunderstandings.

The objective of this policy is to:

- i) To formalize the credit facilities that Bhutan Post provides to its customers,
- ii) To strengthen and streamline internal processes relating to credit offerings and to inject efficiency in the collection of dues.
- iii) To support the financial goals of Bhutan Post and, specifically, to support its sales efforts, while maintaining the highest quality of accounts receivable within the company's capacity for risk.
- iv) To provide flexible mechanisms to sell to a broad range of customers while ensuring that only prudent credit risks are initiated and cash flow is maintained.
- v) To build and enhance customer goodwill during the credit process.
- vi) To keep the senior management informed about emerging problems including uncollectible accounts and order holds.
- vii) To capture and expand the market.
- viii) To provide necessary guidelines to the credit managers.

The ultimate aim is to make the credit offerings to its customers efficient, while at the same time enhance the sales of its products and services.

"Management must bear bad news first and fast. Any cover-up is a fundamental breach of trust".

6 CREDIT AUTHORITIES

6.1 BOARD OF DIRECTORS (BOD)

The Board of Director has the overall responsibility for the credit policy including endorsement of the subsequent revisions. Other specific responsibilities shall include the following:

- Endorsing significant revisions to credit policy.
- Approving credit management structure including the level of delegation.
- Approving write-offs, in excess of the limits delegated to the Credit Committee (CC) chaired by the CEO.
- Approving all credits in excess of the limits delegated to the CEO.
- Approving provisions for non-performing credits based on presentation by the management to the Board and in line with existing fiscal norms.

6.2 CHIEF EXECUTIVE OFFICER (CEO) /MANAGING DIRECTOR (MD)

The CEO/MD is responsible for reviewing and recommending all credit items which are to be submitted to the Board of Directors and;

- Approve all credits, which are within his approval limit.
- Review credit related systems and their implementation.
- Monitoring portfolio risk and managing decisions to improve credit process.
- Reviewing and recommending write-offs to the Board based on the presentation of the Internal Audit Unit (IAU), Administration and Finance Department (AFD), based on the recommended made by the Business Development and Marketing Division (BDMD) & the Operation Department (OD).
- Ensuring implementation of all credit policies and procedures.

6.3 CORPORATE CREDIT COMMITTEE (CCC).

The Corporate Credit Committee shall be the highest advisory body on all matters related to credit. The CEO chairs it or by a member appointed by him/her. Members of the CCC include CEO/Appointee, Head of AFD, General Manager of Operation Department, General Manager for Corporate & International Unit,

Head of Finance Division, Company Legal Officer, Focal official for credit follow-up along with Head of Internal Audit Unit as Member Secretary.

The Committee shall meet once every quarter or whenever necessary based on need.

The quorum of the CCC shall be one-third of the total strength with decision of the committee taken by majority vote in favour of any resolution with the Chair of CCC casting a second vote in case of equality of votes.

All extensions of credit approval limits must be recommended by a majority of at least three authorized members of the CCC which must include the CEO/Appointee, and the Internal Audit.

Other responsibilities of the CCC shall include reviewing for referral to the CEO, all credit and credit related issues as follows:

- Credit related systems and procedural issues.
- Issues affecting credit process efficiency and/or effectiveness.
- Annual reviews of the Credit Policy to be conducted by BDMD, FD and IAU.
- Review suggestions/feedbacks to the Credit Policy as may be submitted by any staff/unit/customers.

6.4 REGIONAL CREDIT COMMITTEE (RCC)

The Regional Credit Committee will be responsible for approving credits within their limit. The Regional Credit Committee shall be chaired by the respective Regional Manager, and shall comprise three senior regional or GPO identified officials with endorsement of the CCC. The quorum of the RCC shall be one-third of the total strength with decision of the committee taken by majority vote in favour of any resolution with the Chair of RCC casting a second vote in case of equality of votes.

6.5 HEAD OF THE DEPARTMENT (HOD)

The General Manager of Operation Department shall be responsible for planning, organizing, leading and controlling the credit function of the Corporation. His/her responsibility shall include:

- Day-to-day management of the credit and credit staffs.
- Monitor the credit sales and credit recovery on frequent basis to avoid disputes, bad debts and long over dues.
- Ensure timely recovery of credits through proper directives and monitoring system.
- Ensure that the credit extended is within the given authority.
- Update the Management on a fortnightly basis on the status of the credit and credit recoveries.
- Delinquency management for defaulting customers even after repeated reminders.

6.6 REGIONAL MANAGER (RM)

The Regional Manager will be responsible for the supervision of General Post Office and Post Office staff, credit administration and overall performance of the portfolio at the respective region. This shall include:

- Ensuring policies and procedures are adhered to at the post office including conducting field studies, credit application and appraisal process
- Delinquency management
- Identifying problematic credits proactively and finding ways of mitigating the risks.
- Update the Management through the GM, Operation Department on a fortnightly basis on the status of the credit and credit recoveries in the region.

7 CREDIT OFFICER (CO)

The credit officer for Bhutan Post shall comprise of the following:

- The General Manager, Operation Department
- The Head, Business Development and Marketing Division
- The Head, Philately Division
- The Regional Manager, Respective Regions
- The Chief/ Post Masters for GPO- Gelephu, Phuentsholing, Samdrup Jongkhar and Thimphu; and
- Select Post Masters of the 38 Post Offices

The aforementioned credit officers shall act as a link between the clients and the Corporation and be responsible for initial contact with the client.

The credit officers shall conduct all required due diligence/ preliminary appraisal of the potential client and approve credit within his/her approval limits only.

8 APPROVAL LIMITS POLICY:

The approval limits for Bhutan Post shall be as follows:

AUTHORITY	APPROVAL LIMITS BASED ON CLIENT		JURISDICTION	REMARKS
	GOVERNMENT ORGANIZATIONS CSO's & NGO's	OTHERS - REGISTERED PRIVATE INSTITUTES ² & PRIVATE INDIVIDUALS		
CORPORATE CREDIT COMMITTEE (CCC)	NO CEILING WITH DECISION OF THE COMMITTEE TAKEN BY A MAJORITY VOTE BY THE AUTHORIZED MEMBERS OF THE CCC/RCC OTHER THAN THE ONE ORIGINATING THE CREDIT IN FAVOUR OF ANY RESOLUTION	CCC TO APPROVE ALL CREDITS UNDER THIS CATEGORY.	NA	SOLELY ON PER CUSTOMER PER BILL/INVOICE BASIS, BASED ENTIRELY ON CREDITWORTHINESS EVALUATION REPORT.
REGIONAL CREDIT COMMITTEE (RCC)				
HEAD - OPERATION DEPARTMENT (OD), - BUSINESS DEVELOPEMENT AND MARKETING DIVISION (BDMD)			DEPOT AND BULK NOT FALLING UNDER ANY REGIONAL JURISDICTION	
REGIONAL MANAGER (RM)			GELEPHU PHUENTSHOLING SAMDRUP JONGKHAR THIMPHU	
CHIEF/POST MASTERS (C/PM- GPO/PO)			GELEPHU PHUENTSHOLING SAMDRUP JONGKHAR THIMPHU	
POST MASTER –(PM-PO) GROUP – (those generating higher revenue)			List of PO's generating revenue	
GROUP – (those not generating revenue)			List of PO's not generating revenue	
GROUP – (others)			List of other PO's	

² Bhutanese Licensed private institutes like Bhutan Argo-Industries Limited and others who avail Bhutan Post's products and services on a regular basis.

9 ROLES, RESPONSIBILITIES OF THE CREDIT AUTHORITIES:

The following shall be the duties, rights, roles and responsibilities of the Credit Officers of Bhutan Post:

9.1 GENERAL MANAGER, OPERATION DEPARTMENT (GM, OD)

- Reports to the CEO.
- Plans, organizes, leads and controls the credit function of the Corporation.
- Responsible for the day-to-day management and training of the credit staff including the Regional Managers, Post Masters and other credit staffs.
- Responsible for routine update of the Bhutan Post Credit Policy in response to the general economic situation and the financial requirements of the Company with proper rationality and justifications for approval by the Bhutan Post Board and Management.
- Monitor the credit sales and credit recovery on frequent basis to avoid disputes, bad debts and long over dues.
- Recommend write offs for any bad credit that is more than 5 years old.
- Ensure timely recovery of credits through proper directives and monitoring system.
- Stop credit to customers (both new and old) if they are found to be **not creditworthy** based on creditworthiness evaluation reports.
- Ensure that the credit sales extended by the Credit Officers are within their given authority, with any breach brought to their notice for proper and immediate explanation submission.
- Recommend credit limits for potential clients to the CCC.
- Update the management on a fortnightly basis on the progress and status of the credit sales and credit recoveries.
- Decide on law suits for customers failing to pay even after repeated reminders by forwarding the details to the Legal Unit for legal action.

9.2 REGIONAL MANAGER (RM)

- Reports to the General Manager, Operation Department on all matters related to credit.
- Responsible for the day-to-day management and training of the credit staff in the region.
- Coordinate and ensure proper monitoring of the credit facilities extended by the GPO and Post Offices in the region.
- Review the credit status through aging report of the region on a regular basis to avoid bad debts and long over dues with monthly submission to GM-OD.
- Ensure that Post Masters of GPO and PO's obtain credit confirmation from their customers on quarterly basis.
- Ensure that the Post Masters are extending credits within the ceiling and authority prescribed to them.
- Ensure that the GPO and PO's are not giving excessive credits to any particular customer(s) without evaluating their creditworthiness.
- Ensure that upon transfer/retirement/termination/superannuation, the credit officers are relieved only upon total recovery of the credit's outstanding against their names.
- Ensure high standards of invoice accuracy, handle invoice disputes, deductions and any matters pertaining to billing.
- Coordinate credit collection and review the daily aging report and propose write-off where applicable.

9.3 CHIEF/ POST MASTERS – GPO AND PO

- Reports to the Regional Manager.
- Authorizes credit terms with the approval of the Regional Manager/ Regional Credit Committee.
- Responsible for evaluating new customers' creditworthiness and re-evaluating the creditworthiness of the existing customers before extending

any credit. The know your customers (KYC) norms should be duly followed.

- Has the right to accept or reject the credit facility based on rational and proper justifications.
- Has the right to restrict/stop the credit sale to customers based on the experience and payment history.
- Ensure equal opportunity to all the customers with no single customer given preference to entire stock of goods/services.
- Responsible for follow-up and ensuring that credits are recovered within the due dates without waiting for the due date to expire.
- Update/Report to the Regional Manager on a regular basis on the progress and status of the credit sales and credit recoveries.
- Ensure proper accounts for the credit sales and credit recovery.
- Ensure not to give excessive credits to any particular customer(s) without evaluating their creditworthiness.
- Responsible and accountable for any credit outstanding and therefore due care must be taken while extending credit facilities to the clients.
- Ensure and obtain credit confirmation from the customers on quarterly basis and submit to Regional Manager.
- Ensure and extend credits within the prescribed ceiling and authority only.
- Ensure high standards of invoice accuracy, handle invoice disputes, deductions and any matters pertaining to billing.
- Reviews the daily aging report for the GPO/PO.

9.4 CREDIT MONITORING OFFICER (CMO)

- Reports to the CEO/CCC.
- Contacts Region/GPO/PO based on credit reports to maintain credit sales and recovery records for submission to the CEO/CCC through the GM-OD on a fortnightly basis.
- Monitor the credit sales and credit recovery on frequent basis to avoid disputes, bad debts and long over dues.

- Ensure timely recovery of credits through proper directives and monitoring system.
- Ensure that the credit sales extended by the credit officers are within their given authority with any breach brought to their notice for proper and immediate correction and explanation submission.
- Implement as directed by the CEO/CCC any activities related to Credit management of Bhutan Post.

10 CREDIT PROCEDURES:

10.1 CREDIT SALES GUIDELINES

Credit Application Forms (**Error! Reference source not found.**) must be signed by the credit officer and then reviewed/recommended for approval by the Regional Manager/ GM of Operation Department. The forms must thereafter be promptly forwarded to appropriate authorized credit officers or committee including the CCC/RCC where necessary. The credit officer must ensure that the clients do not give biased information in order to avail credit facilities by collecting their particulars, such as name, address, assets and income along with the details of the family members/partners, when they are still unfamiliar with the Bhutan Post Credit policy requirements.

The objective of Bhutan Post Credit is to ensure that credit decision is taken within three (3) working days from the date of receipt, which shall be stamped on the application. Thereafter, reviewing/recommending officers should attempt to process at the earliest possible time ensuring that a decision is taken on each credit request within three (3) working days of the receipt of same.

Credit Officers are advised to strictly adhere to the following credit procedures while managing the credit sales and the related activities.

1. Evaluating New Customers' Creditworthiness

→ A credit review to determine initial customer creditworthiness must be conducted to determine credit risks.

2. Credit Application

→ Fully completed credit application by every customer following internationally accepted KYC norms, signed by the respective credit officer as prescribed by the Corporation in annex- 2 is a must for any credit extension.

3. Know Your Customer (KYC) Norms

→ It is very important to know the customer in today highly competitive business environment. Knowing their preference, taste, expectation and

their convenience are key to our business success. Therefore, before extending credit, the concerned credit officer should know and collect the following basic information:

- a) Name of the Customer.
- b) Copy of valid CID.
- c) Copy of valid Trade License.
- d) Location details of their residence/establishment.
- e) Valid Contact Number (Fixed and Mobile Phones).
- f) Present address of the customer.
- g) Permanent address of the customer.

→ **Exception to KYC norm shall be made for the following customers:**

- Government Institutes including Ministries, SoE's, Schools, Colleges, Dzongkhags, Dungkhags and Gewogs.
- Armed forces including RBA, RBG, RBP and De-Suung.
- Registered NGOs (National and International)
- Registered Co-operatives and Farmer groups
- Registered Corporations
- Religious Institutions like Dratshang, Shedras, Rabdey and Gomdey

All credit related correspondences with the above institutes must be official with a competent authority signing the credit applications along with his seal. The Credit Application Forms must be signed by the credit officer and then reviewed/recommended for approval by the Regional Manager/ GM-Operations or be promptly forwarded to appropriate authorized credit officers or committee including the CCC/ RCC where necessary.

After the KYC exercise and based on approval, the Chief/ Post Master is authorized to give credit sales but have to follow the following norms during documentation;

- Credit sales should be made only on receiving a written requisition/application from the customer. The application/requisition should be signed by the customer. In case of customers taking credit for the first time they should attach business license or identity cards in case of individual customers.
- The credit officer must generate two sets of credit invoice/memo which should be signed by the customer (their representative) and counter signed by the credit officers. One copy should be given to the customer and one copy should be retained in the GPO/PO as a proof of sales. In case of dispute with customer later on the requisition and the sale memo shall be the evidence of sales.
- No goods should be sold/ released if there is no signature attested on the credit invoice. Credit Officers shall be held personally liable for any sales made in contravention of this rule.
- Credit Officers shall maintain a separate credit file for each customer to keep track of the sales and credit recovery. Both the sales memo and money receipt issued against the credit recovery should be kept in customer's file.

4. Re-evaluating the Creditworthiness of Existing Customers

- Based on the customer's credit histories and credit limit, re-evaluate all existing customers on a monthly basis to avoid bad credit and long over dues. Any customer not worthy of credit based on the evaluation shall be notified accordingly.

5. Invoicing

All invoices containing the following details must be issued within 24 hours of the goods being sold:

- a) Name and address of the customer.
- b) Remittance address or electronic transfer information.
- c) Contact information for inquiries/questions.
- d) Terms and conditions of sale.

- e) Invoice number and order number.
- f) Description of merchandise or services.
- g) Unit prices, total amount due.
- h) Transport date and method.
- i) Due date, discounts (if any).

The aging report of all invoices must be kept updated on a daily basis by the Credit Officer (Chief/Post Masters of GPO/PO's). This aging report must be checked once per week by the Credit Officer to ensure accurate aging information. Aging information is provided to the Regional Manager for appropriate handling.

6. Terms and Conditions of Credit Sale

- No credit facilities must be extended to any new business (less than 6 months old) establishments.
- Credit should be extended only to those individuals holding valid Bhutanese trade license issued by Department of Trade, Ministry of Economic Affairs.
- A customer should not be allowed to take credit from more than one Post Office. Chief/ Post Masters should cross check with other GPO's and PO's before extending any credit to a customer.
- Chief/ Post Masters are authorized to extend subsequent credits to customers provided all earlier credits availed by the customer(s) are recovered within the given time frame.
- The depot manager should provide equal opportunity of credit sales to all the customers by following rationalised allocation system and proper KYC norms.
- No credit should be given to customer(s) who has defaulted frequently or has failed to adhere to the Bhutan Post credit norms.
- No credit should be extended on mutual understanding basis without any documentation.

- Under no circumstances shall the credit facilities be extended to a minor or person with mental disability.
- Chief/ Post Master is not allowed to favour or patronize customers based on personal relationship, friendship or any other relationship. All the customers should be given equal opportunity to avail credit facilities provided proper KYC norms are followed.
- If there is conflict of interest for the credit officers it would be advisable for credit officer to declare it to the credit committee members, which shall decide on whether credit should be extended or not.
- Customer can place order through electronic media but the goods shall be delivered with additional applicable postage charges added on the price of the goods - only upon receipt of the payments using the most efficient postal services available.
- Goods once despatched/delivered shall be at the risk of the customer

11 CREDIT PERIOD & RECOVERY

Customer shall be given a period of 30 days (plus 10 days for government agencies only as per approval of the RCC/CCC) from date of the invoice to liquidate their dues. The credit officers shall remind and follow up with the customer well in time before the actual credit period expires. A repeated, persistent, persuasive and constant follow up should be made as follows:

- Telephonic reminder to the customer every week starting from the first week of the invoice date.
- Written notice reminding the customer to clear the dues within the credit period on the 27th day (4th Week) from the date of invoice.
- Written notice on the 30th day reminding the customer that a penalty of 2% per month shall be levied on the outstanding credit amount.

Review all outstanding invoices using the aging schedule (

Annexure 3) to segregate a list of customers with overdue accounts. Any credit not recovered after 90 days of repeated, persistent, persuasive and frequent follow-ups by the concerned credit officers shall be forwarded to the Legal Unit of the Bhutan Post for necessary legal attention and action.

Credit Officers are not allowed to extend any credit sales towards the end of the fiscal year to avoid unnecessary balance in the book of accounts.

The Concerned Credit Officers shall be held **“personally and fully responsible”** in the event of any customer failing to pay.

12 CREDIT CONFIRMATION

The Credit Officers should obtain credit confirmation from all the customers on a quarterly basis with proper documentation and authentication and submit to Operation's Department for onwards submission to the Finance Division, Bhutan Post.

The credit confirmation should not be obtained in advance for future dates. It should be signed by customers on a legal stamp and counter signed by the Credit Officer.

It is advisable for credit officer to obtain confirmation in presence of at least one witness to authenticate it. A Credit Confirmation form is attached in **Annexure 1**.

13 LITIGATION WITH CUSTOMER

In case of any defaulting customers, the Credit Officer should notify the customer that a case shall be filed in the court of law (Royal Court of Justice based in Thimphu) for recovery/collection of dues including fees for such action added to the customer's account. The details of defaulting customers along with reminders should be sent to head office for litigation.

14 RESPONSIBILITY & ACCOUNTABILITY

Given the full and enormous authority to the Credit Officers to support its sales effort, while maintaining the highest quality of accounts receivable within the Corporation's capacity for risk, the concerned credit officers shall be held **"personally accountable and liable"** for any credit disputes, bad debts and long over dues.

Any credit executed not in conformity to this rule shall be treated as unauthorized and hence shall be revoked by the Bhutan Post Management.

Credit Officers shall be issued "No Objection Certificate" by GM, Operation Department for processing their promotions, trainings and other benefits under the Corporations Service Rule only upon clearing all the dues with Bhutan Post.

15 WRITE OFF (DOUBTFUL & BAD DEBT)

Credit dues that are more than five years shall be written off (as per provision of the Company's Service Rules in vogue). Regional Managers shall propose for write offs through the RCC for all credit debts older than five years to the General Manager, Operation Department for further deliberation in the CCC. The write offs thus proposed shall be deliberated by the CCC and forwarded to the Board of Directors for any debts in excess of the limits delegated to the Credit Committee (CC) chaired by the CEO.

However, this does not mean that the credit officers shall cease to pursue recovery from the customers.

16 CONCLUSION

This Credit Policy shall be a dynamic to provide Bhutan Post sales personnel's more freedom to enhance business through better customer service and customer relationships but at the same time make all credit officers personally and professionally responsible.

This policy will help in enabling a clear, streamlined and transparent system of extending credit service and also aims to streamline the credit sales, recoveries and procedures in the hope to enhance our business and build better relationship with its ever-expanding customers.

Annexure 1: Certification of Credit Confirmation

This is to certify that I, Mr/ Mrs/Ms./ Dasho: bearing
 Citizenship ID Card, No: from Village:
 Gewog:.....Dzongkhag:..... has availed credit from the Bhutan
 Post GPO/PO located at and the balance that I still owe to Bhutan Post as
 on ...dd.../...mm/...yyyy is Nu..... as detailed below:

Sl. No.	Invoice No & Date	Amount Availed	Amount Paid	Balance
			Total (Nu.)	

In presence of the following, I attest my signature hereunder;

**Attest
Legal
Stamp**

Signature of the customer

Name & Signature of the Credit Officer

GPO/PO Location:

Date:

**Attest
Legal
Stamp**

Name & Signature of Witness

Citizenship ID No:

Contact Phone No:

Annexure 2: BHUTAN POST CREDIT APPLICATION FORM

CUSTOMER INFORMATION			
Customer Name:		Citizenship ID Card No:	
Contact Address:			
Billing Address:			
Phone:		Mobile:	
Fax:		Email:	
CREDIT HISTORY*			
Credit No.	Date Credit Disbursed	Credit Amount	Current Outstanding Amount
1			
2			
3			
* Attach all relevant supporting documents			
CLIENT/CUSTOMER ASSESMENT			
Year business started		Type of business	
No. of years in current business			
Form of Business (please tick)	<input type="checkbox"/> Government <input type="checkbox"/> CSO/NGO <input type="checkbox"/> DHI Corporation <input type="checkbox"/> SoE Corporation <input type="checkbox"/> <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Others		
Past repayment record (%) (<i>Attach proofs</i>)			
Any lump sum Payment (Nu)		Amount Deposited (Nu)	
MARKET ASSESMENT			
Business location			
Main products/services			
Existence of similar businesses			
WITNESS			
Company Name (1)		Signature	
Address		CID No.	
Company Name (2)		Signature	
Address		CID No.	

Our payment terms are net 30 days from the invoice date. Any accounts not paid in this time frame will be charged 2.0% interest rate per month and future orders will be strictly on a Cash

and Carry basis until the account is current. Should collection or legal action be required to collect past dues, fees for such action will be added to your account.

I the undersigned having understood hereby agree to comply with all the above Bhutan Post credit sale terms.

**Attest
Legal
Stamp**

Signed by: _____ Date: _____

Print Name: _____ Position: _____

=====

FOR BHUTAN POST INTERNAL USE ONLY

Recommendation:

Credit Officer:

GPO/PO:

Authorized Credit Amount:

Date:

Annexure 3: Accounts Receivable Aging Report Sheet with formula

Accounts Receivable Aging Report Sheet										
Customer	Invoice #	Date	Amount Due	Days Outstanding	Not Due	1-30 days	31-60 days	61-90 days	>90days	Total
Dorji	12345	21-Oct-2022	100,000	42	0	0	100000	0	0	0
Tenzin	12346	11-Jun-2022	200,000	174	0	0	0	0	200000	0
Karma	12347	1-Dec-2022	350,000	1	0	350000	0	0	0	0
Dema	12348	7-Sep-2021	140,000	451	0	0	0	0	140000	0
Pema	12349	15-Nov-2022	20,000	17	0	20000	0	0	0	0
Doma	12350	11-Nov-2022	60,000	21	0	60000	0	0	0	0
Lema	12351	6-Aug-2022	100,000	118	0	0	0	0	100000	0
Seema	12352	10-Oct-2022	900,000	53	0	0	900000	0	0	0
Dorji	12353	19-Nov-2020	100,000	743	0	0	0	0	100000	0

Link to excel spreadsheet <https://docs.google.com/spreadsheets/d/1ymGg2KDa80pHxrA5XXrS28hxZp-izRdL/edit#gid=1878235300>