



Overdue Payments Alert Form

IMPORTANT: Dear all members. Please see the below announcement and pass to your accounting team also.

Important Announcement: Overdue Payments Alert System

In conjunction with our payment protection fund, Keystone, we would like to make everyone aware of the changes to our payment protection policy. In order to more closely monitor any company not paying on time, and resolve these issues more swiftly, we are introducing our **Overdue Payment Alert System**.

Since July 2020, it is mandatory that each company inform us of any overdue invoices as follows:

For any invoices that become **overdue** in a given month, the Overdue Payment Alert System must be completed on or before the 15th of the following month. Therefore if an invoice is issued on the 19th May and the due date is 19th June. The form must be completed on or before the 15th July (if the invoice is still overdue).

Failure to do so, will invalidate any future claim.

We would also like to take this opportunity to address some other concerns:

- We do also appreciate this creates some additional work, for us also. The reason for the alert system is to keep track of anyone struggling and be able to intervene quicker. The purpose is simply to be able to react quicker and protect our members.
- The official claim will still be submitted and processed on the previous timeframe: claims will be accepted for invoices less than 90 calendar days old nor more than 150 calendar days old. This new system is just to alert us as a network if there any issues so we can intervene and assist with collections.
- We only need to know about overdue invoices and this can be submitted all in one go just once per month on the 15th if you prefer. Alternatively anytime before the 15th is fine.
- The protection coverage remains as the same amount. Nothing has changed in that regard, we're just asking people to alert us sooner.
- This does not reduce your coverage. The aim is just to help protect everyone and be able to intervene earlier if payment problems do occur. These are uncertain times, so we just want to be aware of any agent who is having persistent late payments etc.
- This system is integrated into our website members' area. So please do make sure you have access. If anyone has any issues with their username and password, please contact your Membership Coordinator and we can assist with this.

During these difficult times, now more than ever, it is important to support your fellow members and make payments on time. Repeated failure to do so will result in removal from the network.

For your security, we are implementing a new system in the members' area that can allow for members to be temporarily suspended due to late payments or being overdue on their network membership. Should a member become suspended that said member themselves will not be covered under the financial protection program for further new business. We ask everyone to be vigilant and login daily to check the status of any member before doing business. This information will be live and up to date.

We would also like to use this opportunity to dispel the widespread misconception that by being part of a network you must give 30 days credit. You are not required to give credit and should still operate on your companies' best practices.

Our network regulations on this matter state:

- The terms of payment among AON members are determined by the quotation for the business concerned. Booking per the quotation without further arrangements is considered acceptance of the payment terms on the quote. Quotation acceptance supersedes any prior contracts or agreements. If no payment terms are included in the quotation and an agency contract is in effect between the parties, the payment terms will follow the contract. In cases where the quote contains no payment terms and there is no agency or other commercial contract between the origin agent and the destination agent, or unless otherwise agreed, AON members will settle all debts within thirty days of invoicing one another.

**Thank you for your continued support and we
hope everyone is managing ok during this
pandemic.**

**Many thanks,
AerOceaNetwork Management**

1) Once you have logged into the website, you will see the 'Payment Alerts' icon



2) After clicking on the icon, you will see this page. The 'Your Office' and 'Your Contact Email' field will be automatically filled out (as it is attached to your login details). Please fill out all the necessary details.

A screenshot of a web form titled 'AON Overdue Payments Alert Form'. The form is set against a dark blue background with a navigation bar at the top. The navigation bar includes links for Home, My Network, Events, Messaging, Payment Alerts (which is underlined), and Me. The form itself has two tabs: 'Cases' and 'Form', with 'Form' being the active tab. The form fields are as follows: 'Your Office *' is a dropdown menu showing 'AerOceaNetwork'; 'Your Contact Email *' is a text field containing 'surasuda.bunnag@advancedinternational.net'; 'Late Payment Member Office *' is a dropdown menu showing 'Select'; 'Late Payment Member Contact Email *' is an empty text field; 'Invoice Amount' is a text field with a red note 'Please indicate currency (USD, EUR, etc.) *'; 'Invoice Due Date *' is a text field with a red note 'DD-MM-YYYY'; and 'Invoice Upload' is a section with a 'Choose Files' button and the text 'No file chosen'. At the bottom of the form is a black button labeled 'Submit Late Payment Form'.

3) After you have filled out all the necessary details, the page will take you to the 'Cases' section of the page. This section of the page is a record of all the cases (both ones you filled out and ones that have been filled out against you) 'Receivable' means that you are owed payment by another member. Under Receivables, you can change the status in the dropdown box once you receive payment from the other member, or processing by Keystone has been made.

Accounts ▾

Late payment ▾

Status ▾

Cases

Form

Accounts	Late Payment Member	Invoice Amount	Invoice Due Date	Status
Receivable	XLProjects, Bangkok , Thailand	100 USD	May 13, 2020	Overdue ▾

4) If a member has put in a payment alert against you (you owe a member payment). It will show up as 'Payable' in your account and 'Receivable' in the other party's account. Under Payable, you are not able to change the status.

Accounts ▾

Late payment ▾

Status ▾

Cases

Form

Accounts	Late Payment Member	Invoice Amount	Invoice Due Date	Status
Payable	XLProjects, Bangkok , Thailand	50 USD	May 27, 2020	Overdue