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## **Customer Service and Credit Policy and Procedures**

**August 2017**

# Accessing Policy/Procedure Information

- ❑ Empire Merchants policy and procedure information can be accessed from [www.empiremerchants.com](http://www.empiremerchants.com) by selecting the “Customer” tab
  - ❑ New Customer Information
  - ❑ Policy Memos
  - ❑ Training Guides

The screenshot shows the Empire Merchants website interface. At the top, there is a search bar and a 'LOGIN' button. Below this is a navigation menu with the following items: ABOUT US, BRANDS WE OFFER, NEWS & EVENTS, COMMUNITY RELATIONS, EDUCATION, and CUSTOMER. The 'CUSTOMER' menu is expanded, showing a list of links: Customer, Bill And Store Form, COD, Customer Service Form, Delivery Instructions, Empire Online, Empire Online/Pay By Phone Forms And Training Guide, Help, Important Updates, Policy Memos, and Pricing. Three red arrows point to the 'CUSTOMER' menu, the 'Policy Memos' link, and the 'Policy Memos' page content.

The main content area features a large banner for 'METRO NEW YORK'S LEADING distributor of fine wines & spirits' with a background image of yellow taxis in Times Square. Below the banner, there are three columns of content: 'Becoming a Customer', 'News & Events', and 'Community Relations'. The 'Policy Memos' page is displayed below the banner, listing several PDF documents:

- Delivery Charge Memo 2015 (PDF)
- Notice of Change in Storage Charges in Connection w Warehouse Receipts February 2012 (PDF)
- Signature Procedure on Invoice (PDF)
- Breakage Policy Memo (PDF)
- Delivery Charge FAQ March 2009 (PDF)
- Email Privacy Policy (PDF)

At the bottom of the page, there is a footer with the Empire Merchants logo and navigation links: ABOUT US, BRANDS WE OFFER, NEWS & EVENTS, COMMUNITY RELATIONS, EDUCATION, and CUSTOMER. There is also a search bar and a 'LOGIN' button in the footer.

## Key Contact Numbers

NAME	PHONE/FAX/Email
Nina Viterbo – Customer Service, Order and Cash Application	<b>P: 800-338-3880 ext 9270</b> <b>F: 718-609-0105</b>
Karolina Bigus – Credit Danuta Szymeczyk – Credit	<b>P: K. Bigus 718-383-5500 x9279</b> <b>P: D.Szymeczyk 718-383-5500 x9299</b>
COD Dept	<b>P: 800-338-3828</b> <b>F: 718-389-5708</b> <b>E: <a href="mailto:cod@empiremerchants.com">cod@empiremerchants.com</a></b>
Order Dept	<b>P: 800-382-3820</b> <b>F: 800-441-5596</b>
Customer Service Dept	<b>P: 800-441-5614</b> <b>F: 718-609-0105</b> <b>E: <a href="mailto:customerservice@empiremerchants.com">customerservice@empiremerchants.com</a></b>
Credit	<b>P: 800-338-3880 ext 9299, ext 9279, ext 9286</b> <b>F: 718-389-7175</b>
Bill and Storage Requests	<b>F: 718-383-2323</b> <b>E: Website e-form</b>
Bill and Storage Releases	<b><a href="mailto:billandhold@empiremerchants.com">billandhold@empiremerchants.com</a></b> <b>P: 800-382-3820</b>



## Policy and Procedures Topics\*

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- Order Department
- Customer Service
- Credit
- COD

\* The Policies and Procedures set forth herein are subject to the laws and regulations of the NYSLA and any other authority having appropriate jurisdiction over Empire Merchants, LLC;

\* Empire Merchants policies change from time to time. Please check with your Sales Representative as the most current information may not be reflected in this document.

## Order Department

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- ❑ The Order Dept can place orders and release Bill and Storage orders for Customers only
  
- ❑ \$20 Delivery Charges
  - Effective September 1, 2015, Empire Merchants, LLC will charge \$20.00 on all deliveries under \$1000
  - The charge will appear on the invoices as a separate line item titled “Delivery Charge”
  - In accordance with NYS law, an account does not pay the \$20 charge will be put on the Delinquent List with the NYSLA.
  - Bill and Storage orders are invoiced separately and are not combined with other invoiced orders that are being delivered to determine if a delivery charge will be assessed.

# Special Order Types

## Releasing Bill and Store Orders

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- ❑ Releases may be in any quantity
- ❑ Sales reps can release Bill & Store orders through Pocket Advantage ( this is recommended). Release requests may also be sent using the e form on the Empire Merchants website ( located under the Customer and Employee tabs)
- ❑ Refusals and short shipments at time of delivery will be added back to the Bill & Store inventory (full cases only).
- ❑ Reimbursement will be issued for any broken bottles.
- ❑ Bill & Storage Charges
  - .25 per case for “In Charge”
  - .50 per case Storage Fee
- ❑ Per the Bill and Hold Advisory (SLA Advisory #2017-3) retailers are required to accept delivery of any and all product ordered that has remained in Empire Merchants’ possession for a period of eighteen (18) months from the date of the acceptance of the order.
  - If the retailer does not accept the goods within this timeframe, Empire is required to notify the SLA

## Next Months Orders

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- ❑ Orders taken on the last business day of the current for delivery on the 1<sup>st</sup> business day of the next month can be taken according to Empire Merchants policy
  
- ❑ All orders can now be placed using only Pocket Advantage(PA) or by calling the Order Department starting at 9am on the last business day of the current month for the 1<sup>st</sup> delivery day of the next month. (For example, you can place orders on June 30<sup>th</sup> for delivery on July 3<sup>rd</sup> ).
  - Only one customer's orders will be taken on each phone call.
  - This exception to ordering at 9am only applies to ordering on the last business day of the current month.

## Next Months Orders (continued)

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- ❑ **Order confirmations from Pocket Advantage(PA) will be sent as normal once the order has been received and confirmed into JDE.**
  
- If a sales rep transmits orders in PA prior to 9am on the last business day of the current month, the rep will receive this error message (“Pocket Advantage is not currently open to process orders; Retry at 9am”) and will need to transmit the orders again at 9am.
  
- Any orders submitted directly into JDE prior to 9am (by Sales Admins or anyone else with JDE order entry access) on the last business day of the month will be cancelled and those associates involved in this transaction will be subject to progressive discipline.
  
- This exception to ordering at 9am only applies to ordering **on the last business day** of the current month.





# Customer Service Overview

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- ❑ Basic Information
- ❑ Pickups & Exchanges
- ❑ Quantity Discounts
- ❑ Backorders
- ❑ Invoice & Credit Memo Disputes
- ❑ Website Overview
- ❑ Customer Service E-Form
- ❑ Bill to/Ship to
- ❑ Allocated Items

# Customer Service General Information

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- ❑ Customer Service Inquires
  - Telephone number 1-800-441-5614
  - Fax Number 1-718-609-0105
  - Email [CustomerService@empiremerchants.com](mailto:CustomerService@empiremerchants.com)
  
- ❑ Information needed for all Customer Service inquiries
  - ✓ Customer Number
  - ✓ Invoice Number
  - ✓ Order Number
  - ✓ Date of Invoice
  - ✓ Item number(s)

# Customer Service Pickups and Exchanges

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- ❑ Merchandise Picked Up for credit
  - Must be called in within 5 business days of date of delivery
  
- ❑ Exchanges for un-saleable items
  - Must be called in as soon as possible but no later than 3 months for Wines and 1 month for Spirits and the seal cannot be broken
  
- ❑ Exchange for breakage (full case only)
  - Must be called in within the next business day
  
- ❑ Closeout items cannot be picked up or exchanged (Final Sale)
  
- ❑ Ship to Complete orders must be called in within 5 business days of date of delivery

# Customer Service Pickups & Exchanges

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- “As Billed”
  - Merchandise to be exchanged when the customer is billed for one item but received another item
    - Must be called in immediately upon discovery
    - In addition to the standard information that is needed, Customer Service must be provided with the specific information on the item received in error
    - Confirmation is not given from Customer Service Rep as the Discrepancy Department will need to investigate the situation. Customer Service will follow-up with Customer as appropriate

# Customer Service Quantity Discounts

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## Quantity Discount

- ❑ Quantity discounts must be on one invoice
- ❑ If an item is short shipped on the invoice, refused, un-saleable, repacked and/or broken on delivery, item may be reordered to replace cases per our “ship to complete” process
- ❑ Customer Service must be contacted with the invoice and order numbers to ensure proper crediting of discount.

## Customer Service Backorders for Out of Stock Items

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- ❑ Backorders will not be accepted for On Premise unless specifically requested by the account
- ❑ For Off Premise only - If an item is Out of Stock, it will be placed on back order
- ❑ Combination packages will backorder for both On and Off Premise customers

## Customer Service Disputes

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### Invoice and Credit Memo Disputes

- ❑ If a Customer claims to have not received an item on the invoice
  - As soon as possible, Customer Service must be contacted with the invoice, order and item numbers and an investigation will be launched
  
- ❑ If a credit memo is being disputed
  - Customer Service must be contacted with the invoice, order, credit and item numbers and an investigation will be launched

## Empire Merchants Website Customer Service Forms

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- Customers and Sales Representatives are encouraged to request all types of Customer Service inquiries online
  
- Go to [www.empiremerchants.com](http://www.empiremerchants.com)
  
- Click on Customer Service E-Form and fill out the necessary fields
  - An auto acknowledgement is sent when the request has been received
  - Receipt confirmation is sent when transaction is complete
  
- For Delivery issues – click on “delivery comments” and complete the form. This is reviewed by Operations
  
- “Ship to Complete” orders can be done using eforms



# Customer Service E Forms

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- You can choose the problem you need corrected from a drop down menu
  - Problems include...
    - Breakage
    - Billed wrong item
    - Delivered wrong item
    - Un-saleable
    - Quantity Discount Credit
    - Mis-priced item
  
- You can choose the action you want taken from a drop down menu
  - Actions include...
    - Exchange
    - Pick-up for credit
    - Quantity discount credit
    - Re-price credit
    - Ship to Complete



## Customer Service Bill to /Ship to

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For customers that utilize their own warehouse to store goods...

- **The retailer must obtain a valid warehouse permit from the SLA in order for Empire Merchants to deliver to the designated premise**
  - In general, warehouse permits expire Dec 31
- **Please contact your sales representative to place this type of order**

## Customer Service Allocated Items

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- ❑ Sales determines which items are allocated and the method of allocation
- ❑ Specific quantities of allocated items are loaded into our system
- ❑ Allocated items can be ordered by your Sales Representative or by calling the Order Department
- ❑ All Distributor Made and Supplier Made Combination Packages must be allocated and reported to the SLA

# Empire Online and Pay by Phone

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<https://ecommerce.empiremerchants.com>



## What is “Empire Online”?

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- ❑ **Flexible web based tool that can provide**
  - ❑ Invoice information
  - ❑ Ability to pay bills (for next day or scheduled dates)
  - ❑ Payment and order history
- ❑ **Secure website**
  - ❑ Email information from Empire Online will not be used for Marketing purposes
  - ❑ Banking information does not need to be provided to view account/invoice information
    - ❑ If customer decides to opt into Paying Bills later – enrollment form will need to be amended
- ❑ **Can be setup to allow one person or multiple users (at account) to perform different functions**

## Why Should I Use “Empire Online”

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### ❑ **Convenience**

- ❑ Just requires internet access
- ❑ Easy to research invoice/order info and purchase history
- ❑ See what you owe and when it is due
- ❑ Reduce calls to Customer Care Dept

### ❑ **Speed**

- ❑ No need to wait for reps to pick up checks or mail
- ❑ No last minute overnight mail!
- ❑ Schedule multiple payments at one time

### ❑ **Simplicity**

- ❑ Straight forward to use

### ❑ **Value**

- ❑ A lot of functionality with no extra cost

## What does “Empire Online” provide?

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### **View Account Information:**

- See what I owe and when it is due
- See open invoices and credits
- Review B&S inventory balance
- Review payment history
- See details of current and past invoices and orders

### **Pay bills:**

- Pay current invoice, apply credits
- Schedule future payments
- Make on account payments

**You can register to view your account information online without providing banking information**

# Empire Online Homepage



**EMPIRE  
MERCHANTS**

HOME LOGIN

erp web  
powered by cdi

Welcome to Empire Merchants Account

Best viewed by: Internet Explorer 6.0 or higher on windows box, Mozilla Firefox 3.0 or higher on windows box.

User Email

Password

[Sign In](#)

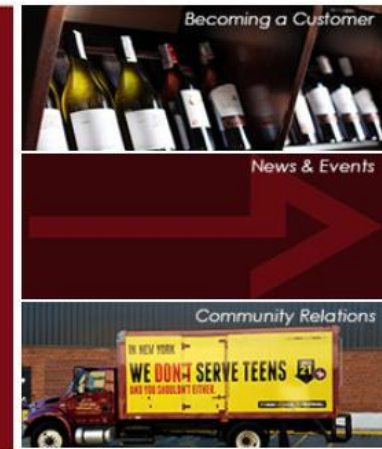
[Forgot Password?](#)

Web Page

Chrome 4.0 or higher on windows box, Apple Safari 4.0 or higher on windows box.



**METRO  
NEW YORK'S  
LEADING**  
distributor of  
fine wines &  
spirits



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**“Empire Online” is located under the “Customer” tab on [www.empiremerchants.com](http://www.empiremerchants.com)**



## PAY BY PHONE



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“Thank you for calling Empire Merchants, how can I help you?”

## Pay by Phone

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- ❑ **Allows Retailers to call Customer Service to pay their invoices over the phone**
  - ❑ Call Customer Service 1-800-441-5614
  - ❑ Instruct the Customer Service rep to make a payment for the same day or to schedule a future payment
  - ❑ Can pay invoices as well as make On Account payments
  
- ❑ **Secure process**
  - ❑ Banking information needs to be provided
  - ❑ Phone calls are recorded to document transaction
  - ❑ PIN Code needs to be setup by customer and provided when making a transaction

## Benefits of “pay by phone”

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- ❑ **All the same benefits of “Empire Online”**
  - Convenience
  - Easy to use
  - No need for reps to pick up check
  - No last minute overnight mail
  - Can schedule payments
  - Better customer service
  
- ❑ **Retailers can pay invoices as needed over the phone up to 4:30pm**
  
- ❑ **Contact Customer Service for Enrollment form or visit [www.empiremerchants.com](http://www.empiremerchants.com)**



## Credit Department Overview

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- ❑ Internal Collection of Accounts Receivable
- ❑ Reporting to State Liquor Authority (SLA)
- ❑ Establishing Credit Terms for Customers
- ❑ Changing a Customer's Credit Status
- ❑ Outside Collection Agency Procedures

# Payment Methods at Empire Merchants

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- ❑ **Payments can be received via US Mail, overnight services, courier, directly from Sales Representatives, and electronically via Empire Online Bill Pay:**
  - ✓ Empire Online website
  - ✓ Corporate Check
  - ✓ Bank Check
  - ✓ Money Order
  - ✓ Empire Merchants Cash Deposit Slip
  - ✓ Wire Transfer
  - ✓ Pay by Phone
- ❑ **Payments are processed by Customer Care & Credit:**
  - ✓ Research payment discrepancies
  - ✓ Collection of past due amounts

# J. P Morgan Chase Bank – Empire Cash Deposit Slips

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## Empire Merchants Cash Deposit Slips

- ❑ Cash may be deposited directly into the Empire Merchants account at any JP Morgan/Chase Bank Location in 5 Boroughs, Nassau, Suffolk or Westchester areas.
  - ✓ **Only cash may be deposited!**
  - ✓ **No checks or other payments can be deposited!**
- ❑ Specific deposit slips must be used for this deposit:
  - ✓ Deposit slips are found in the Credit & COD Departments.
  - ✓ Customer number, Salesperson number, amount of deposit and items paid must be entered on the deposit slip.

# J. P Morgan Chase Bank – Empire Cash Deposit Slips (Continued)

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- ❑ **Original “Yellow copy” of the cash deposit slip must be submitted for payment processing to be completed:**
  - ✓ Deposit slip must be stamped by the bank, with the date and amount of the deposit or a receipt from the bank must accompany the slip.
  - ✓ Without returning the yellow slip to Empire Merchants, the account is not considered paid.

# Wire Transfers

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- ❑ Customer number, Customer name, date of transfer, total amount, and invoices being paid must be faxed to our Accounting Department:
  - ✓ Fax # 718-349-1807 Attention: Accounting Department

- ❑ Make Wire Transfers to:

**J.P Morgan Chase**

**4 Metrotech Center, 22<sup>nd</sup> Floor**

**Brooklyn, New York 11245**

Account title: **Empire Merchants, LLC.**

**Accounts Receivable Wire Transfer Account**

**ABA # 021000021**

**Account # 304915882**

- ❑ Wire transfer transactions must be confirmed before they are posted.
- ❑ **Upon confirmation of the wire transfer, orders will be shipped.**



## Check/Cash Deposit Slip Payment Drop Off Sites

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- ❑ Empire Merchants uses 13 The UPS Stores, and 1 MAILED INC. locations where *checks and cash deposit slips only* may be dropped off for overnight delivery to Empire Merchants in Brooklyn.
- ❑ The UPS Stores/MAILED Inc. locations may be used by Sales Representatives and Customers.
- ❑ No cash payments should be given to The UPS Stores/MAILED INC.
- ❑ Sales Representatives collecting Customer payments should send via the drop-off locations within 24 hours of receipt.
- ❑ Customer number & invoices paid must accompany the payment.
- ❑ Payment must be sealed in an envelope marked “Empire Merchants”.
- ❑ Payment must be dropped off prior to 4:00pm for next day delivery.
- ❑ *Empire Merchants is not responsible for undelivered packages from The UPS Stores/MAILED INC.*

# Payment Drop Off Sites

<b>Manhattan- Hell's Kitchen</b>	<b>Manhattan-Chelsea</b>	<b>Manhattan- Union Square</b>	<b>Manhattan- Midtown East</b>	<b>Manhattan- Washington Heights</b>
888-C 8th Ave (Btwn 52nd and 53rd Street) New York, NY 10019 Brad Kaplan Phone (212) 581-2669 Fax (212) 581-2737 <a href="mailto:store4769@theupsstore.com">store4769@theupsstore.com</a>	245 8th Ave (Btwn 22nd and 23rd Street) New York, NY 10011 Mailed Inc (NOT UPS Store) Phone (212) 366-4310 Fax (212) 366-4312 <a href="mailto:mbe1084@aol.com">mbe1084@aol.com</a>	111 East 14th Street (Btwn 4th and Irving) New York, NY 10003 Greg Dougherty Phone (212) 979-8785 Fax (212) 979-8806 <a href="mailto:store4769@theupsstore.com">store4769@theupsstore.com</a>	132 East 43rd Street (Btwn 3rd Ave and Lexington) New York, NY 10017 Samisha Brimmage Phone (212) 979-8785 Fax (212) 979-8806 <a href="mailto:store4769@theupsstore.com">store4769@theupsstore.com</a>	809 W 181st Street (Btwn Pinehurst Ave and Fort Washington Ave) New York, NY 10019 Danny Spies Phone (212) 740-9204 Fax (212) 740-9217 <a href="mailto:store4472@theupsstore.com">store4472@theupsstore.com</a>
<b>Manhattan- Upper East Side</b>	<b>Brooklyn- Bay Ridge</b>	<b>Staten Island- Oakwood</b>	<b>Westchester</b>	<b>Yonkers</b>
1632 1st Ave (Btwn E 84th St and E 85th St) New York, NY 10028 Brian Pahk Phone (212) 737-9700 Fax (212) 737-9707 <a href="mailto:store6584@theupsstore.com">store6584@theupsstore.com</a>	9322 3rd Ave (Btwn 93rd and 94th Street) Brooklyn, NY 11209 Biana Kronov Phone (718)759-9100 Fax (718)759-9133 <a href="mailto:store4962@theupsstore.com">store4962@theupsstore.com</a>	2744 Hylan Blvd (Btwn Tysens Ln and Ebbitts St) Staten Island, NY 10306 Frank Willman Phone (718) 980-0700 Fax (718) 980-0002 <a href="mailto:store5400@theupsstore.com">store5400@theupsstore.com</a>	333 Mamaroneck Ave (Btwn Livingstone Ave and Rutherford St) White Plains NY 10695 Liam O' Connell Phone (914) 428-3300 Fax (914) 428-6666 <a href="mailto:store0819@theupsstore.com">store0819@theupsstore.com</a>	941 McLean Ave (Btwn Alexander Ave and Glover Ave) Yonkers, NY 10704 Michael Quaid Phone (914) 237-3100 Fax (914) 237-5647 <a href="mailto:store2522@theupsstore.com">store2522@theupsstore.com</a>

# Payment Drop Off Sites (continued)

<b>Nassau County</b>	<b>Nassau County</b>	<b>Suffolk County</b>	<b>Suffolk County</b>	<b>Suffolk County</b>
265 Sunrise Highway (Cross Street: N Park Ave) Rockville Centre, NY 11570 Mary Beth Tain Phone (516) 678-7500 Fax (516) 578-0600 <a href="mailto:store3933@theupsstore.com">store3933@theupsstore.com</a>	94 Gardiners Ave (Btwn Jeffries Rd and Amber Ln) Levittown, NY 11766 Karen Jackson Phone (516) 735-5120 Fax (516)735-5136 <a href="mailto:store1582@theupsstore.com">store1582@theupsstore.com</a>	15 West Montauk Highway (Btwn Pinehurst and Fort Washington) Hampton Bays, NY 11946 Ron Reatherford Phone (631) 728-6100 Fax (631) 728-6400 <a href="mailto:store4948@theupsstore.com">store4948@theupsstore.com</a>	414 W Sunrise Highway (Btwn Clubhouse Dr and Waverly Ave) Patchogue, NY 11772 Kristin Howard Phone (631) 289-5370 Fax (631) 589-5436 <a href="mailto:store2216@theupsstore.com">store2216@theupsstore.com</a>	654 N Wellwood Ave Ste D (Btwn 51st Street and Buffalo Ave) Lindenhurst, NY 11757 Walter & Marilyn Goldsmith Phone (631)255-6887 Fax (631)225-7076 <a href="mailto:store1961@theupsstore.com">store1961@theupsstore.com</a>
<b>Suffolk County</b>	<b>Suffolk County</b>			
169 Commack Rd, Suite H (Cross Street: Dorothea Street) Commack, NY 11725 Bob Szczurowski (631) 858-2332 Fax (631) 858-2333 <a href="mailto:store4885@theupsstore.com">store4885@theupsstore.com</a>	81 Newtown Lane (Cross Street: Muchmore Lane) East Hampton, NY 11937 Kinga Knap Phone (631) 907-1100 <a href="mailto:store5316@theupsstore.com">store5316@theupsstore.com</a>			

# NYSLA – Default Reporting

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- ❑ It is the responsibility of the Credit Department to comply with **New York State Liquor Authority (NYSLA)** regulations.
- ❑ Customers will be reported to the NYSLA under the following conditions:
  - Payment is not received from any Customer according to the NYSLA credit calendar schedule. The types of reports issued are:
    - ✓ Delinquent Report
    - ✓ Report in Dispute
  - Any check/electronic payment is returned unpaid by the licensee's bank by the final payment date according to the NYSLA credit calendar schedule.
    - ✓ Bounced check ( with \$30 penalty fee)
- ❑ Published interest and service charges will continue to be assessed on all delinquent balances.

# NYSLA – Default Reporting (Continued)

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- ❑ **If payment for an invoice is not received by the due date:**
  - Customer will be reported to the NYSLA as “Delinquent” on a daily basis or as specified by the SLA.
  - Customer is put on COD credit status.
  - **Payments for COD invoices must be in the house within 48 hours from the date the goods are delivered.**
    - ✓ If payment of a COD invoice is not received **according to this timeline**, the account becomes CIH (Certified in House).
  - Checks should be picked up on the day of delivery or no later than the next business day.
  
- ❑ **If payment is received but a small balance remains unpaid:**
  - Customer may be reported as “In Dispute” daily to the NYSLA.
  - The Customer credit status will remain unchanged.
  - If the disputed amount is not resolved within 30 days, the Customer will then be placed on CHH until the matter is resolved.

# SLA – Issuing Default Notices

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## Issuing Notices of Payment (on default balance) to NYSLA

- ❑ Payment is received for all outstanding merchandise defaults previously reported to the NYSLA.
- ❑ Electronic notification is sent to the NYSLA informing them of payment.
- ❑ The NYSLA releases the Customer from default status when all of their outstanding reports (with all wholesalers) have been satisfied.
- ❑ Customer may then be considered for a change to Open Terms status.
- ❑ If the Customer status is COD or CIH, no open CODs are outstanding, and not listed in default by the NYSLA, the Customer will be placed on Open Terms status via electronic “sweep” of the NYSLA list.
- ❑ Credit Department electronically sweeps the NYSLA list of delinquent retailers hourly.

# SLA Default Email Notification Program

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## SLA Advisory allows Retailers to receive email Default Notifications

- ❑ The email notification service is completely voluntary.
  - ✓ Customers may opt out and continue to receive letters via US Mail.
- ❑ Customers signed up will receive two separate emails:
  - ✓ **1<sup>st</sup> Notice - Invoices due to be reported to the SLA in 5 days.**
  - ✓ **2<sup>nd</sup> Notice - Notice of Default on the same day the Customer is reported “Delinquent” with SLA on its website.**
  - ✓ Sales Representatives are only notified via email on the 2<sup>nd</sup> Notice for each of your Customers participating in the program.
- ❑ Customers who participate in the email notification service will not receive a duplicate notice via US Mail.

## SLA Default Email Notification Program Benefits

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- ❑ Customers will be notified of invoices coming due - **(1<sup>st</sup> Notice)**.
- ❑ Customers can then follow-up with Sales Representative or Customer Care department if there are issues or questions.
- ❑ Customers will be notified the day they are reported by Empire Merchants with default amount - **(2<sup>nd</sup> Notice)**.
- ❑ You, as a Sales Representative, will know when your Customer has been reported by Empire Merchants.
- ❑ Combined with Empire Online Bill Pay, a Customer has a powerful way to resolve a delinquent SLA status quickly and efficiently.



## SLA Default Email Notification Program

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- ❑ Customer must complete and sign a enrollment form.
- ❑ Return completed form to the Credit Department via mail or fax.
- ❑ Empire will confirm the Customer's e-mail address by sending an acceptance e-mail to the Customer. ***This initial confirmation e-mail must be responded to within 10 days for the Customer to be activated.***
- ❑ Enrollment forms are available:
  - ✓ On our Website [www.empiremerchants.com](http://www.empiremerchants.com) (under "Customer" tab).
  - ✓ Contact your Sales Representative or Customer Care.

## Establishing Customer Credit Terms

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- ❑ Customer credit terms are set when a Credit Application is submitted and approved by the Credit Department.
- ❑ New On and Off Premise Customers must fill out an Empire Personal Guaranty in the **exact legal business entity as registered with the NY Department of State** and archived on its website.
- ❑ ***The Personal Guarantor must be named on the NYSLA license.***
  - An Empire Credit Application is required for all new accounts.
  - A credit report will be run on the individual(s) who signs the Personal Guaranty as they are taking responsibility for payment to Empire Merchants. Upon receipt of a signed form that provides approval to Empire Merchants to request a credit report, the credit report will be run.
  - This credit report will help determine credit status.
  - All credit information will be kept strictly confidential.

# Establishing Customer Credit Terms (Continued)

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- ❑ ***On-Premise Customers only owned by the same individual*** may submit an “Also Owns” form to help establish Open Terms credit.
  - ✓ The “Also Owns” form certifies the Customers are owned by the same individual, and that they are all to be taken into consideration when determining credit status and/or credit limit.
  - ✓ Customers listed on the “Also Owns” form may, from date form is submitted, be considered linked for credit purposes, but obtaining individual Personal Guarantees for each entity is best practice.
- ❑ Personal Guaranty and “Also Owns” forms can be obtained in Credit Department.
- ❑ Personal Guarantees must be filled out completely and accurately, using the ***exact legal entity as registered with the NY Department of State*** - the original document must be signed, notarized and returned to the Credit Department.

# Requesting Customer Credit Status Changes

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## Requesting Credit Status Change to Open Terms

- The Credit Department runs an electronic “sweep” of SLA delinquent licenses on an hourly basis.
- If a Customer is not reported “Delinquent” on the SLA website, has no open CODs outstanding, and is not currently on CHH terms of sale, credit status may be changed back to Open Terms based on Credit Manager review.
- ***Orders placed while the Customer is on COD are not automatically released; they must be manually released.***
- ***For Customers on CHH (Cash in House, Exception) credit status can only be changed by the Credit Management team.***
- ***Ultimately the decision to put an account on Open Terms is determined by the Credit Management team.***

# Requesting Customer Credit Status Changes (Continued)

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## Requesting Credit Status Change to Open Terms

- Even if a Customer does not appear “Delinquent” with SLA, Open Terms credit status is not guaranteed.
- While we recognize the urgency to remove Customers from “Delinquent” status with SLA, Empire requires all contact with NY State Liquor Authority to go through Credit department.
- If a solicitor wishes to check on a default filing, it should be directed through the Credit Department or Customer Care.
- Solicitors should not contact SLA directly.



## COD Department - Overview

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- ❑ Releasing COD orders
- ❑ Releasing CIH orders
- ❑ Releasing CHH orders
- ❑ Requesting a CIH to COD status change
- ❑ Requesting a CHH status change

## COD Department - Releasing CIH Orders

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- ❑ Sales Representative must have in hand, a certified check, money order or Empire Merchants deposit slip in the amount of the order.
  - **The COD Department does not accept cash.** Cash payments should be remitted to our bank, JP Morgan/Chase using appropriate deposit slips provided to Sales.
  - **Cash payments are not accepted by any department at Empire Merchants.**
  - Although cash has been deposited into the Empire Merchants bank account, it is not considered paid until the yellow copy of cash deposit & bank receipt is delivered to Credit department.
- ❑ Sales Representative must email/call the COD department with the information to request the order be released.

**COD@EMPIREMERCHANTS.COM**

## Requesting CHH to COD Credit Status Change

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- ❑ The decision to change CHH terms to any other terms is determined solely by a Credit Management team.
- ❑ **All open COD/CH orders must be paid in full to be considered for a credit status change.**
- ❑ If a Customer is constantly late paying CODs, bounces too many checks or is otherwise deemed unworthy of COD, the credit status **may remain CHH indefinitely.**



## Placing Customers with Outside Collection Agency

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- ❑ When all Empire Credit Department internal collection efforts on delinquent balances have been exhausted, it may be necessary to send a Customer to an outside collection agency.
- ❑ Customer receives a “10 Day Final Demand Notice” via US Mail.
- ❑ Sales Representative receives an email notification from the assigned Collection Agent that the demand letter has been sent.
- ❑ Once a Customer is turned over for collection, all correspondence and payments concerning past due amounts should be directed to:

***K.I.P. Collection Services, Inc.***

***222 Atlantic Avenue***

***Oceanside, NY 11572***

***Phone Number 1-516-872-4200***

***Fax Number 1-516-872-4657***