



## **FULL ELECTRONIC CUSTOMER COMMUNICATION FUNCTIONALITY NOW AVAILABLE**

In an effort to further improve customer service NZWTA has recently upgraded its accounting systems to be able to email customer invoices, customer monthly statements and supplier remittance advices. This system has been in place for several months and many customers are enjoying the benefits.

This functionality increases our ability to communicate with you electronically for:

1. Acceptance of broker communications.
2. Electronic transmission of test results.
3. Emailing of test certificates.
4. Emailing of customer invoices.
5. Emailing of monthly statements.

We have been pursuing this strategy so that we can offer you the information that you want when you want it.

### **Benefits for you include:**

1. Reduction of potential for keying errors of data.
2. Instant receipt of documents. No delay in the post etc. Staff have the data as soon as it is generated.
3. For invoices, you have the choice of how often these are generated and sent to you. Options are; per test, weekly, fortnightly or monthly. This can reduce your processing time considerably.
4. Reduction of mail handling.

We also offer **payment options** of Direct Credit or even Direct Debit (automatic debiting of your bank account) if you wish to drive further cost out of your business.

If any of these options are of interest to you please contact your **local NZWTA representative**, or:

### **For Broker Communications and Invoicing**

Erica Jit – on (06) 833 5628 or [erica.jit@nzwta.co.nz](mailto:erica.jit@nzwta.co.nz)

### **For Monthly Statements or Supplier Remittances**

Tom Ryan – on (06) 833 6784 or [tom.ryan@nzwta.co.nz](mailto:tom.ryan@nzwta.co.nz)

For those of you who wish to pay by Direct Credit our bank account details are:

02-0700-0266846-00, New Zealand Wool Testing Authority Limited, BNZ Napier.