

Customer Payment Control Worksheet



General Terms and Conditions of Business

Every dealership needs to adopt and adhere to an acceptable set of general terms and conditions of business with regard to selling used cars.

It is normal for the formal terms and conditions to be printed on the reverse side of order forms, a copy of which should be given to the customer on completion of the sale. However, it is important that policies with regard to certain operating aspects are made clear during the contract completion stage or before if appropriate.

When accepting a cheque, for example, as payment of any balance due, do you require this in advance to allow the funds to be cleared before the customer can take delivery? If you do, it should be made clear to the customer to avoid any unnecessary disputes on handover.

Review current terms of business to establish adequate procedures. The following worksheet will help.

Term	Condition	Operational
Payment	Full payment is required prior to any vehicle leaving the premises.	✓
Deposit	Request 10% of the vehicle selling price in all cases.	✓
Delivery Lead Times	3 days (check with after-sales), report any variances to the used car manager.	✓
Trade-in Road Tax Disc	Licence discs should be removed from all trade-ins and stapled to the appraisal form for reconciliation by administration.	✓
Personal Cheques		
Order Form Signature Requirements		
Late Accessory Sale Payment		
Cash Payments		
Missing Trade-in Documents		

The conditions above are examples, however you should consider your own business and then complete this column with terms appropriate for your dealership.