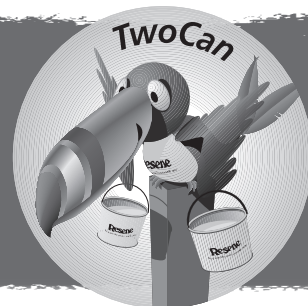


“ Somehow it seems easier getting up early in the morning in summer, and not quite so easy when it’s cold. If you’re working on a particularly cold site, remember to consider whether Resene Wintergrade paints might be a better option. And if you’re finding your van’s windscreen looks more like an ice rink in the morning than something you can actually see through, grab yourself a free ice scraper from your Resene ColorShop or representative, available while stocks last... ”



Getting paid on time

Getting paid on time is the key to staying on top of your cash flow. If someone doesn’t pay their invoice you’re left financing the cost of the job until it’s paid – which can be costly if you’ve paid for materials or staff to do the job.

Sending invoices and chasing debtors is part of getting the job done.

Invoicing tips

Tips to help you get paid on time:

- Talk about cost estimates up front – even before you start work it’s good to set expectations with your customer.
- Confirm contact details – you need to be able to get in touch with the person paying your bill.
- Keep details clear – make sure your invoice has a description of what was provided, when it was provided, plus the cost, due date and payment terms.
- Invoice as soon as the work is done – the value of the job will be fresh in your customer’s mind. The longer you leave it the lower the invoice priority.



- Offer flexible payment methods – does your customer have a preferred way to pay bills? Offering options will make it easier for them to pay.
- Check in if the due date is looming. A phone call or email can help make sure your bill doesn’t fall off the radar.

Chasing debtors

If invoices aren’t paid on time:

- Keep a record of who has outstanding invoices and how long these are overdue.
- Follow up as soon as possible – the longer you leave it the easier it is for your customer to forget or ignore your invoice.
- Have a process for what happens when, e.g. an email reminder two business days after the due date, and a follow-up phone call if you’ve had no response after a week.
- Keep these early reminders brief and courteous.

Common pitfalls

Avoid these common invoicing pitfalls:

- Leaving too much time between completing the job and sending the invoice.
- Not keeping clear records or contact details of who owes you money.
- Not having a process for what to do if a customer doesn’t pay.
- Leaving it for months before you get in touch with debtors.

Article courtesy of www.business.govt.nz.

Expect the unexpected

No matter how much you plan, sometimes you can’t quite plan everything as Peter tells us...

“In the mid 1980s we had a contract with the council and one of the buildings we had to paint was a morgue in a local cemetery.

It didn’t get used very much; the guy from the council reassured us that he had never seen it being used in years. So we went in to start painting. It just had a stainless steel table, a sink, and concrete floor.

I thought it wasn’t that bad after all, so we started work in there, I must admit we didn’t stop for smoko as we just wanted to get in and then out as fast as possible!

About halfway through the job we noticed an ambulance pull up. We went out and to our surprise they had a gentleman who had just suffered a heart attack... I was about halfway through painting the final coat on the ceiling; I was using Resene Alkyd Gloss.

We dropped tools to help the ambulance driver bring him in. He was covered in a white sheet and left there... What were we to do?!

I had a ceiling to finish, so I made sure that I respectfully pulled the sheet up over his face, and I continued to roll the ceiling till finished.

We packed up hurriedly as we wanted to get out of there. And to our horror we noticed that in taking care not to get paint splashes on his face we had exposed his feet and they were covered in paint spots!

What we learned from this, ALWAYS expect the unexpected!!”

Get your work seen

If you’ve painted a project recently that has an interesting use of Resene colours or products, we’d love to hear from you.

We may be able to feature it through one of the Habitat or Resene marketing channels and get you some more exposure for your decorating work. Simply send to us at update@resene.co.nz with details about the project. It’s a great way to show off your work without having to fork out money for advertisements.



Ask us anytime online

Need help with a painting project or perhaps you've got a burning paint or colour question and are not sure who to ask? Ask our Resene experts and they can help you with free advice and information direct to your inbox. We've noticed more and more painters are using the Ask a Colour Expert service to get some colour ideas for their clients – so do feel free to get in touch with us and our colour expert can give you some ideas to share with your clients.

Try out the free Resene Ask a Technical Expert service online, www.resene.com/techexpert

Or try out the free Resene Ask a Colour Expert service online, www.resene.com/colourexpert

Or you can call our freephone number for advice over the phone during normal working hours Monday – Friday

Australia: 1800 738 383

NZ: 0800 RESENE (737 363)

Give us your best decorating stories and advice and be in to win!!

Enter the Resene great professional decorating story and tip competition and make the most of your chance to enjoy fame and fortune just for sending us in your best painting/decorating tip or funny story. We've got thousands of dollars of prizes to give to commercial customers with a worthy decorating story or tip to share.

Get your decorating tip or funny story into your local Resene ColorShop, post to Resene Marketing, PO Box 38242, Wellington Mail Centre, Lower Hutt 5045, New Zealand or email to update@resene.co.nz with subject

header – Tips/Stories Comp by 30 June 2016. The best tip and story will each win \$1000, the rest will score prizes, the ones who don't enter will miss out completely!

Everything we get in will be subject to being printed somewhere, so if you don't want your name attached to the story or tip, make sure you let us know!

Hurry entries close soon!



Enter your great decorating tip or story here!

Your name:

Your business name:

Your address:

Your phone number:

Your Resene rep/main Resene contact person:

Your decorating story/tip: (if longer than this space continue on another page or attach to this page)



Catch you next month!

TwoCan, Editor.

