

# SALES NEWS Issue 46

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Dear Dealer

## **Mercantile Credit applications - verification**

Mercantile Credit processed an enormous number of finance application forms during the Christmas period and they are still very busy. This is very good news for everybody, but the large volumes of applications caused some administrative problems. The notes below are intended to help both Mercantile Credit and you process finance applications with minimum delay.

On all special schemes using Mercantile Credit finance, please remember that a copy of the customer's application form must be sent to Acorn and to Mercantile Credit. Without the copy, Mercantile will process the application as a straightforward 0% transaction (in which no subsidy is reimbursed to you by Acorn) or delays may occur while enquiries are made. The schemes which currently require you to send a copy of the customer's order form are: Teacher and Academics Support Scheme; Home and School; and special dealer open days. (The pink Teachers Scheme claim forms need only be sent to Acorn).

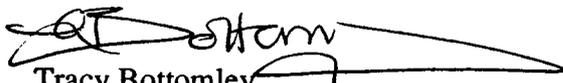
The ten day cancellation period on 'cancellable documents;' starts from the date the customer is approved by Mercantile, so send your finance application forms to Mercantile as soon as they are signed by your customer - do NOT hold them for ten days - if you do, your customer could be waiting twenty days for clearance!

It does not speed up the finance clearance process to send application forms to Mercantile all in one batch - they process applications quicker if you send them singly or in small batches (ie two or three together).

Under no circumstances should you release goods to customers until you have credit clearance by Mercantile. We have had some instances recently where goods were released and customers were then refused finance. Never assume that your customer is a 'good risk and let him or her walk away with your stock!

There will be some changes made soon to finance application documents (which should simplify the customer clearance procedure for you) and Mercantile will be advising us all of these changes in the near future. In the meantime, if you have any queries about using Mercantile Credit's finance facilities, please contact Nicola Clarke at Mercantile on 061 828 5555.

Yours faithfully

  
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