

5.7 COMMERCIAL POLICY - ISSUE OF CREDITS

5.7.1 The need to issue a credit ordinarily represents an abnormal occurrence which does not benefit the CSI interest. As such all credits are to be viewed seriously and, in essence, as a write-off of CSI funds. A request for a credit by a customer will trigger automatically a customer complaint that will be raised by the Senior Accounts Receivable Officer. This will require the Industry Manager / Officer in Charge (OIC) of the business unit to record this as a non-conformance as per the Quality Management System.

In each case the need to issue a credit is to be accompanied by a thorough investigation of the cause including whether system default, staff or inmate negligence is prevalent. It is the direct responsibility of CSI managerial staff to address and correct any contributing issues including any issues caused by the OIC of the business unit; Industry Manager; or any staff of CSI's Corporate Office.

5.7.2 The use of credit adjustment notes produced by the Finance Branch is restricted to:

- i) Returns by any customers due to incorrect quantities or inferior quality.
- ii) Order cancellations due to late deliveries.
- iii) In the case of private sector involvement agreements where the service contracted has not been achieved or is disputed.
- iv) Invoice reversal due to incorrect details, pricing, GST and duplication errors.

5.7.3 Documentation setting out the nature of the proposed credit is to be recorded in TRIM – CSI Complaints File > Returns > Credit Report. Preferably this should include formal advice from the customer but must include an explanation and basis from the relevant Industry Manager/OIC business unit.

5.7.4 The information provided by staff investigating the complaint is used by the Senior Accounts Receivable Officer to finalise the credit adjustment note. The information provided must be accurate and provided within 48 hours of receiving the complaint unless otherwise agreed to by the Business Development Manager.

5.7.5 Delegations applying to the issue of credit notes are:

* Industry Manager	Up to \$150
CSI Business Manager	Up to \$500
Business Development Manager	Up to \$5000
Operations Development Manager	Up to \$5000
Executive Director, CSI	Up to \$50,000
Assistant Commissioner Offender Services & Programs	Over \$50,000

5.7.6 The Business Analyst is responsible for ensuring that all credits are processed in accord with this policy. An audit will be carried out every 6 months by the Business Analyst looking in detail at the existing customer complaints in TRIM at the time of the audit, with a report being provided to the Executive Director, Finance and Executive Director, CSI.

** For the purpose of this document the position of Industry Manager includes: Operations Managers, Managers of Industries Level 1 & 2, Manager Offender Services & Employment and Principal Industries Officer.*

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