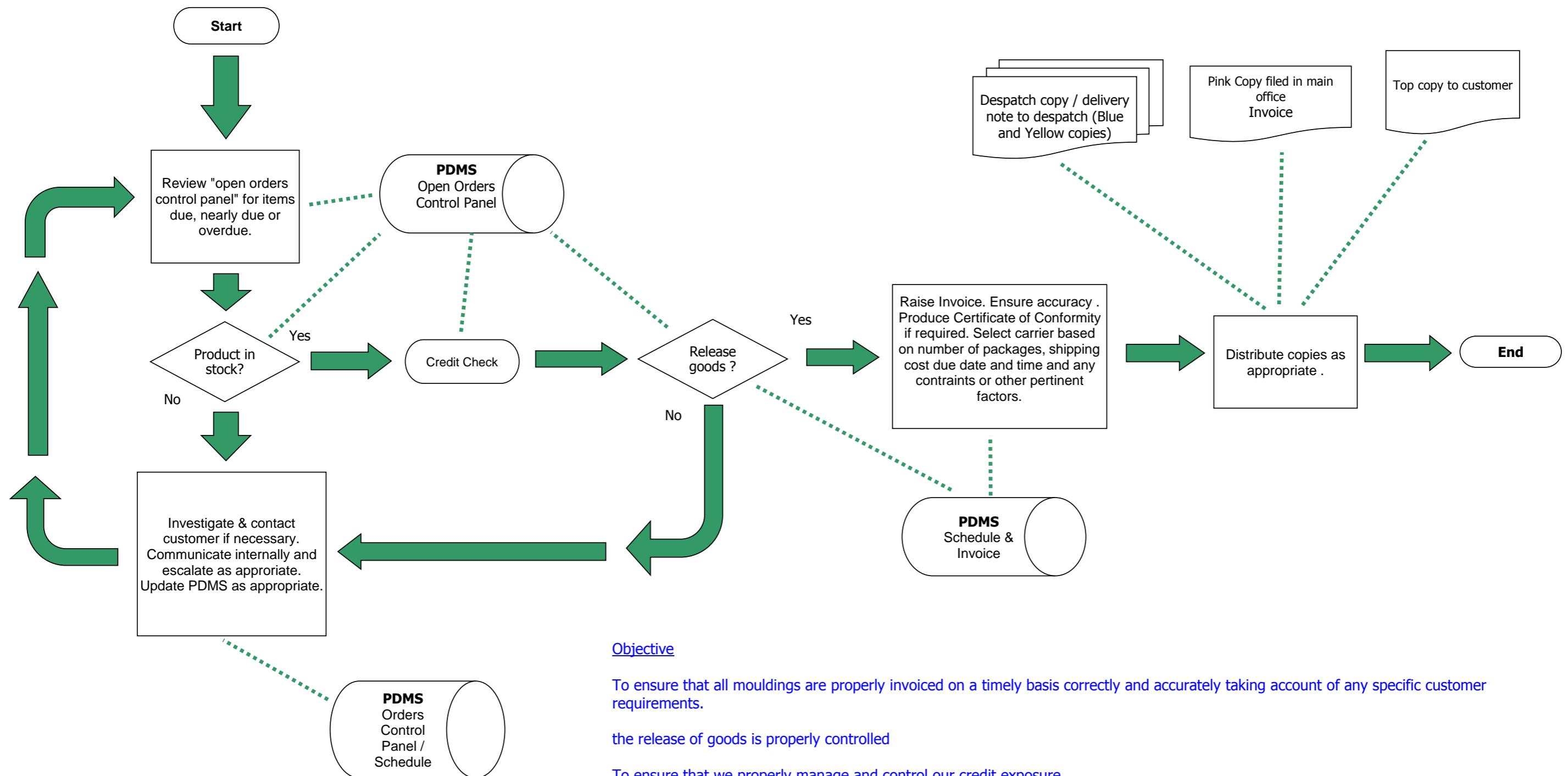


FC 030 Invoicing



Objective

To ensure that all mouldings are properly invoiced on a timely basis correctly and accurately taking account of any specific customer requirements.

the release of goods is properly controlled

To ensure that we properly manage and control our credit exposure.

To ensure we send goods by the most appropriate form of transport taking into account cost of delivery, delivery time and constraints and any other factors deemed relevant.

We keep the customer informed.

We focus on satisfying customer needs and the importance of "on time in full".

We escalate and resolve issues as appropriate.