

AMY COLEMAN – YOUR CONTACT FOR ALL THINGS ACCOUNTS!

If you don't know Amy Coleman, let us introduce! Amy is responsible for all matters relating to the finances of your Teckentrup UK's Home products account (CarTeck Garage Doors to most of us!).

Amy is part of the Teckentrup Finance team, working with Toni Baldwin, Accounts Manager and Joanne Millett, Accounts Assistant.

- ✓ Invoicing & invoices queries
- ✓ Credit notes & credit note queries
- ✓ Statements & statement queries
- ✓ New account set-up
- ✓ Credit Limits
- ✓ Payments and payment queries



TONI BALDWIN



JOANNE MILLETT



AMY COLEMAN

Use Amy as your first point of contact for all these matters and, if more information is needed from the sales office or the external sales team, Amy will act as point to gather the information needed to resolve your questions and queries.

"Can I still call the sales office or the sales team?" We love to talk, but if you do call relating to one of Amy's responsibilities, we will, most likely, pass your call onto Amy, so if it's accounts related, think Amy first!"

"When will Amy contact me?" If you've been in touch with a query that isn't answered immediately, Amy will call/email with an answer. Amy is also responsible for cash collection, so if you're late with a payment, expect a call!

"I'm late with a payment but I want more doors released" Amy works closely with the sales office and sales team and will make them aware of your payment status, however Amy has the mandate and authority to manage these requests... **"So, if the answer is no and I call Jim, or Ian, or... in the hope of a different answer, I'll be referred back to Amy?" ... Yes!**

We trust you appreciate our directness on this topic – If you have payment issues, talk to us before, not after you miss a payment, and we'll do our best to work with you.

"What if I can't get hold of Amy?" Talk to Joanne or Toni and they will ensure your questions are answered.

SO, THERE YOU HAVE IT, YOUR FINANCE CONTACT AMY.

CALL AMY ON **01925 924 050 OPTION 4**
OR EMAIL **A.COLEMAN@TECKENTRUP.CO.UK**



QUESTION?

Call the team on: **01925 924 050**