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Customer Account Suspension Procedure

1. Purpose

This procedure sets out how customer accounts may be suspended by Besceau (Beck & Scott (Services) LTD) to protect the business from financial loss, misuse of company assets, health and safety concerns, or breaches of agreed trading terms.

The procedure ensures all suspensions are handled fairly, consistently, and professionally.

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2. Scope

This procedure applies to all customers of Besceau including:

- Domestic customers
- Commercial customers
- Rental cooler customers
- Bottle water customers
- Plumbed-in cooler customers

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3. Reasons for Account Suspension

An account may be suspended for any of the following reasons:

3.1 Non-Payment

- Outstanding invoices beyond agreed credit terms
- Repeated late payments
- Failure to agree or maintain a payment plan

3.2 Unreturned Company Assets

- Water coolers
- Bottles
- Stillages
- Bottle stands

- Covers
- Other company-owned equipment

3.3 Health & Safety Concerns

- Unsafe delivery conditions
- Aggressive or threatening behaviour
- Unsafe customer premises
- Repeated refusal to follow delivery safety requirements

3.4 Misuse or Damage

- Deliberate damage to company equipment
- Misuse of coolers or bottles
- Tampering with equipment

3.5 Breach of Agreement

- Breach of rental agreement or service terms
- Fraudulent activity
- Repeated cancelled deliveries without notice

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4. Authority to Suspend Accounts

Accounts may only be suspended by:

- Company Directors
- Accounts Department
- Operations Manager
- Authorised Senior Management

Drivers or warehouse staff may report concerns but cannot independently suspend customer accounts unless instructed by management.

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5. Suspension Process

Step 1 – Review the Account

Management or Accounts will:

- Review payment history
- Review outstanding balances
- Check previous communication records
- Confirm any asset recovery concerns
- Assess risks to staff or business operations

Step 2 – Attempt Resolution

Where appropriate, the company will attempt to resolve the issue before suspension by:

- Sending reminder notices
- Contacting the customer by telephone or email
- Offering a reasonable payment arrangement
- Requesting return of company property

Immediate suspension may occur where there is:

- Threatening behaviour
- Serious safety concerns
- Fraud
- Deliberate damage or theft

Step 3 – Suspend the Account

Once approved:

- The customer account will be marked as “Suspended”
- Deliveries and services may be paused

- Additional orders may be refused
- Rental equipment recovery may be arranged
- Drivers and relevant staff will be informed

Step 4 – Notify the Customer

The customer should be informed in writing of:

- The reason for suspension
- Any outstanding balance
- Required actions to reinstate the account
- Any deadlines for response
- Potential recovery of company assets

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6. Equipment Recovery

Where accounts remain suspended or unpaid, Besceau reserves the right to recover company-owned assets including:

- Water coolers
- Bottles
- Stands
- Stillages
- Accessories

Recovery visits should:

- Be arranged professionally
- Be documented
- Follow company health and safety procedures

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7. Reinstatement of Accounts

Accounts may be reinstated where:

- Outstanding balances are paid
- Payment plans are agreed and maintained
- Company assets are returned
- Safety concerns are resolved
- Management approves reactivation

The company reserves the right to:

- Request payment in advance
- Remove credit terms
- Require deposits before reinstatement

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8. Permanent Closure

Accounts may be permanently closed where:

- Debts remain unpaid
- Legal action has commenced
- Assets are not returned
- Serious misconduct has occurred
- The business relationship has irreparably broken down

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9. Records

The following records should be retained:

- Suspension notices
- Emails and letters
- Payment records

- Asset recovery records
- Notes of telephone conversations
- Reinstatement approvals

Records should be retained in line with the company's data protection and record retention procedures.

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10. Responsibilities

Management

- Approve suspensions where appropriate
- Ensure fair and consistent application
- Authorise reinstatement decisions

Accounts Department

- Monitor overdue balances
- Issue notices and statements
- Maintain account records

Drivers and Operational Staff

- Report issues or concerns
- Follow suspension instructions
- Do not supply suspended accounts unless authorised

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11. Review

This procedure should be reviewed annually or following:

- Changes in business operations
- Significant disputes or incidents
- Changes to legislation or company policy