

Initial contact was made on the below date and a proposal was sent.

From: Martin Smith | Rigg Access [<mailto:martin@rigg-access.com>]
Sent: 09 March 2017 18:45
To: 'Howard Kelly (howard.kelly@cygnet-projects.co.uk)'
Subject: Rigg Access
Importance: High

After 7 days with no response I followed up with the below enquiry which I thought was reasonable.

From: Martin Smith | Rigg Access [<mailto:martin@rigg-access.com>]
Sent: 16 March 2017 14:18
To: 'Howard Kelly (howard.kelly@cygnet-projects.co.uk)'
Subject: Rigg Access

Hi Howard,

would you like to proceed with a Partner account? Please advise.

Kind regards,

Martin Smith

Howard obviously also thought so and responded on the same day with the following affirmation:

From: Howard Kelly [<mailto:howard.kelly@cygnet-projects.co.uk>]
Sent: 16 March 2017 17:43
To: Martin Smith | Rigg Access
Subject: Re: Rigg Access

Hi Martin

Yes I believe we will be giving it a trial for 12months, I have looked at putting this in Aprils marketing budget.

Please contact me again on the 3rd of April.

Many Thanks
Kind Regards

Howard Kelly

To which I replied with:

From: Martin Smith | Rigg Access [mailto:martin@rigg-access.com]
Sent: 16 March 2017 19:09
To: 'Howard Kelly'
Subject: RE: Rigg Access

Would you like us to issue a post-dated pro forma? I can give you a nudge around the 3rd for payment/activation.

Kind regards,

Howard then advised:

From: Howard Kelly [mailto:howard.kelly@cygnet-projects.co.uk]
Sent: 16 March 2017 19:44
To: Martin Smith | Rigg Access
Subject: Re: RE: Rigg Access

Hi Martin

You can do, thanks.

Kind Regards

Howard Kelly
Rope Access / Safety Manager
Cygnet Projects Limited

A pro forma invoice was then issued forgoing our standard (retail model) immediate payment terms for:

TERMS	DUE DATE
Payment on or before April 15 th	As per terms

As per the previous email, I then (as arranged) followed up for payment on the 6th April.

From: Martin Smith | Rigg Access [mailto:martin@rigg-access.com]
Sent: 06 April 2017 14:24
To: 'Howard Kelly'
Subject: Rigg Access - Invoice

Hi Howard,

as advised I'm following up on a payment following the 3rd April. If you can let me know when the invoice will be cleared, we can book in some production time for your Partner Satellite Site upgrade.

Howard promptly responded with:

From: Howard Kelly [<mailto:howard.kelly@cygnet-projects.co.uk>]
Sent: 06 April 2017 15:03
To: Martin Smith | Rigg Access
Subject: Re: Rigg Access - Invoice

Hi Martin

Thanks for your e-mail.
It's on our list of things to do and will be arranged shortly, just snowed under on large tenders at the moment.

I will be in touch in the next week or two.

Kind Regards

Howard Kelly

To which I replied:

From: Martin Smith | Rigg Access [<mailto:martin@rigg-access.com>]
Sent: 06 April 2017 15:13
To: 'Howard Kelly'
Subject: RE: Rigg Access - Invoice

No worries, thanks for the prompt response.

Kind regards,

Martin Smith

After no response and no payment after two weeks I sent the polite nudge for which no acknowledgement or response was received.

From: Martin Smith | Rigg Access [<mailto:martin@rigg-access.com>]
Sent: 20 April 2017 13:23
To: 'howard.kelly@cygnet-projects.co.uk'
Subject: Rigg Access - Invoice

Hi Howard,

if you could make a payment to clear this invoice today/tomorrow it would be greatly appreciated.

Kind regards,

We deal with Rope Access companies of all sizes, working in all industry sectors at an international level and while it is common practice for me to call a company and speak with their Accounts Payable department/personnel, when I did make a call hoping to have achieve a resolution, my notes show “25/04/17 - Tried to call, no answer on either line.” this was then referred back to our admin team.

With a nudge from our accountant Terri our Administrator took up the baton with a polite and reasonable approach:

From: Terri - Rigg Access Admin [mailto:admin@rigg-access.com]
Sent: 26 April 2017 17:48
To: howard.kelly@cygnet-projects.co.uk
Cc: martin@rigg-access.com
Subject: FW: Rigg Access Invoice - FAO: Accounts Payable

Hi Howard,

Just a quick reminder to let you know your current invoice is still outstanding (I've attached it to this email for your reference). We were informed a payment would be made by the 3rd April but according to our records this remains unpaid.

I need to allocate the resources to your account but can't proceed until the payment is in and your invoice has been completed. I'd appreciate it if you could enable payment before the 30th of April so we can ensure your account is up and running in good time to take advantage of the busier seasonal trading period.

Thanks again for you order, we look forward to getting you up and running soon.

Regards,

Terri

Account Manager

Professional courtesy would normally dictate at least an acknowledgement of the above email, yet again no communication from Howard was received.

After leaving the situation for a reasonable period to honour the pro forma, on the 22nd June 80 days into the agreed payment period, I called Howard seeking closure. Howard immediately took a defensive attitude and began accusing Rigg Access of the content in the following public Social Media post. When questioned about his unwarranted behaviour, Howard abruptly ended the call without providing the opportunity for response or further discussion.



Howard Kelly
Rope Access Safety Manager
4h

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Absolutely shocked at the bully sales tactics of a well known job/service advertising platform for the rope access industry.

Telling me I have to pay their invoice as I've entered into a business agreement with them when I enquired about the costs for the subscription, ringing my accounts to say the invoice is over due trying to trick them into making a payment.

I HAD every intention of using their services in the future but not now, unbelievable...
be careful who you trade with sneaky greedy snakes in the grass!

Happy Wednesday everyone!

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The above thread of communications is verbatim, complete and in chronological order. If you wish to judge our integrity then we invite you to do so based on the facts of the situation. If you find the above communications “bullying” or “sneaky” or in any way anything other than a straight forward and an open means of conducting business, then we are probably not for you.

While we would not usually take the time to respond to spite filled, petty tittle tattle, on this occasion we felt a reaction to the false allegations indirectly aimed at Rigg Access required a response.

Martin Smith
Director

Rigg Access Ltd