

Costa Rica



Total Respondents:

November 2013	42
July 2014	18
May 2016	90

Respondents with customers in this country:

November 2013	20
July 2014	9
May 2016	26

Sales are primarily to:

	Existing Customers	New Customers
November 2013	N/A	N/A
July 2014	N/A	N/A
May 2016	96%	4%

Do accounts in this country represent a significant portion of respondents A/R?:

	Yes	No
November 2013	N/A	
July 2014	N/A	
May 2016	4%	96%

Respondents extending credit to customers vs. those who do not

	Extend Credit	Do Not Extend Credit
November 2013	65%	N/A
July 2014	88%	N/A
May 2016	73%	27%

Payment terms granted by those extending credit to customers in this country:

	0-30	31-60	61-90	91+
November 2013	22%	45%	33%	
July 2014	50%	17%	33%	
May 2016	32%	53%	10%	5%

Payment methods used (multiple selections permitted):

	Wire Transfer	EFT (seller initiated)	EFT (buyer initiated)	Check	Credit Card	Extended Payment Program or Progress Billing	B.P.O. (Bank Payment Obligation)	Letter of Credit	Cash Against Documents	Dated Draft	*Other	N/A
November 2013								5%			*30%	
July 2014											*12%	
May 2016	96%	16%	12%	28%	24%			28%	20%	4%	*4%	
*OTHER												
November 2013	<ul style="list-style-type: none"> Payment in advance – method not specified 											
July 2014	<ul style="list-style-type: none"> Payment in advance – method not specified 											
May 2016	<ul style="list-style-type: none"> Insured limit 											

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Payment Delays Are:

	Increasing	Decreasing	No Change	No Payment Delays
November 2013				16%*
July 2014				38%*
May 2016	19%		50%	31%
*NOTE: Previous surveys asked for average length of payment delay.				
November 2013	<ul style="list-style-type: none"> 54% reported payment delays <30 days, 23% reported 30-60 days, 7% reported 60-90 days. 			
July 2014	<ul style="list-style-type: none"> 50% reported payment delays <30 days, 12% reported 30-60 days. 			

Causes of payment delays, open account:

	Billing Disputes	Other Disputes	Cash Flow Issues	Inability to Pay	Unwilling to Pay	Customer Payment Policy	Government Approval	Regulatory Issues	Foreign Exchange Rates	Central Bank Issues	Cultural Norms and Customs	Other
November 2013	N/A											
July 2014	N/A											
May 2016	12.5%	6%	44%	12.5%		12.5%				12.5%		

Resources used to check creditworthiness of customers (multiple selections permitted):

	Customer visits	Trade references	International credit reports	Country risk reports	Financial statements	Bank references	Tax records	Customer's borrowing relationship with their bank	Customer's line of credit with their primary bank
November 2013	N/A								
July 2014	N/A								
May 2016	56%	72%	88%	44%	64%	40%		16%	20%

Documents used to confirm or finalize sale to prior to shipping (multiple selections permitted):

	Credit Applications	Purchase Orders	Sales Contract	Other
November 2013	N/A			
July 2014	N/A			
May 2016	69%	85%	73%	4%*
*OTHER				
May 2016	<ul style="list-style-type: none"> Payment in advance of shipment 			

Advice when doing business in this country:

May 2016	<ul style="list-style-type: none"> Use Cash In Advance terms. Credit insurance is a must. We have had few issues with our customers in Costa Rica, but we only have four customers there. Know your customer and management of the company; Do a full credit investigation Have a local contact to help resolve any disputes Have in place an adequate follow up process for overdue invoices
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