



	May 2015	September 2017	August 2018
<b>Total Respondents</b>	20	77	83

	May 2015	September 2017	August 2018
<b>Respondents with customers in this county</b>	20	49	35

<b>Sales are primarily to</b>	May 2015	September 2017	August 2018
Existing Customers	86%	92%	94%
New Customers	14%	8%	6%

<b>Respondents extending credit to customers vs. those who do not</b>	May 2015	September 2017	August 2018
Extend Credit	92%	100%	82%
Do Not Extend Credit	N/A	0%	18%

<b>Payment terms granted by those extending credit to customers in this country:</b>	May 2015	September 2017	August 2018
0-30	64%	52%	54%
31-60	9%	36%	32%
61-90	27%	8%	11%
91+	0%	4%	4%

<b>Average days beyond terms:</b>	May 2015	September 2017	August 2018
	N/A	9	14.6

<b>Payment methods used (multiple selections permitted):</b>	May 2015	September 2017	August 2018
Wire Transfer	8%	98%	88%
EFT (seller initiated)	0%	17%	15%
EFT (buyer initiated)	N/A	17%	18%
Check	N/A	17%	12%
Credit Card	0%	21%	21%
Extended Payment Program or Progress Billing	0%	4%	6%
B.P.O. (Bank Payment Obligation)	N/A	4%	3%
Letter of Credit	0%	21%	6%
Cash Against Documents	0%	15%	9%
Dated Draft	0%	2%	0%
*Other	92%	2%	3%

\*OTHER (NOTE: Surveys prior to 2016 asked for top method of payment, which included PIA and open account)

May 2015	September 2017	August 2018
<ul style="list-style-type: none"> <li>92% Open Account, no payment method specified.</li> </ul>	<ul style="list-style-type: none"> <li>Bank guarantees; SEPA Transfer.</li> </ul>	<ul style="list-style-type: none"> <li>Credit Insurance</li> </ul>

<b>Payment Delays Are:</b>	May 2015	September 2017	August 2018
Increasing	N/A	15%	14%
Decreasing	N/A	12%	8%
No Change	N/A	50%	64%
No Payment Delays	50%	23%	14%

\*NOTE: Surveys prior to 2016 asked for average length of payment delay.

<b>May 2015</b>	<ul style="list-style-type: none"> <li>50% experiencing delays of &lt;30 days.</li> </ul>
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<b>Causes of payment delays, open account:</b>	May 2015	September 2017	August 2018
Billing Disputes	N/A	33%	22%
Other Disputes	14%	19%	0%
Cash Flow Issues	14%	14%	18%

Causes of payment delays, open account:	May 2015	September 2017	August 2018
Inability to Pay	N/A	0%	0%
Unwilling to Pay	N/A	6%	9%
Customer Payment Policy	N/A	11%	41%
Government Approval	N/A	0%	0%
Regulatory Issues	N/A	3%	0%
Foreign Exchange Rates	N/A	0%	0%
Central Bank Issues	N/A	0%	0%
Cultural Norms and Customs	N/A	6%	5%
*Other	72%	8%	5%

**\*OTHER**

May 2015	September 2017	August 2018
<ul style="list-style-type: none"> <li>72% Cited unspecified causes for payment delays</li> </ul>	<ul style="list-style-type: none"> <li>Product performance.</li> <li>Project customers.</li> <li>Just have to allow email and request payments, sometimes have to ask more than once. Customer never explains why slow.</li> </ul>	<ul style="list-style-type: none"> <li>Not sure why. I always have to call to ask for payment. Never initiated on their own.</li> </ul>

**PRS Political & Economic Risk Forecast (Updated 05/01/18)**

18-month & 5-year political forecasts and probability for REGIMES most likely to hold power; risk ratings for TURMOIL (low to high), and RISK RATINGS (A+ least, D- most) for financial TRANSFER, direct INVESTMENT, and EXPORT to the country. If forecast has changed, the previous rating appears in parentheses. An asterisk (\*) means a nonincumbent regime. Most recent economic data and forecasts include a previous five-year average, a one-year forecast or estimate, and a five-year forecast average. REAL GROWTH of GDP and INFLATION are expressed as percentages, and CURRENT ACCOUNT figures are in billions of US dollars.

Country Regimes and Probabilities	Turmoil	Transfer	Investment	Export		Real GDP Growth	Inflation	Current Account
<b>Netherlands</b>					2013-2017	1.8	1.2	75.89
Center-Right Coalition 40%	Low	A+	A-	A	2018	2.8	1.6	87.30
*Broad Coalition 50%	Low	A	A	A-	2019-2023	2.0	1.9	74.20

Forecast provided by The PRS Group, Inc. [Click Here for More Information on the Political Risk Letter and other offerings.](#)

**Advice when doing business in this country:**

- August 2018**
- Just be aware of the business climate and who pays the bills.
  - Customers are usually very stable and pay promptly.
  - We have a local presence. Know your customer. No major issues at this time.
  - Dutch Customers are known to not respond to queries. Therefore, make it clear that communication is the key to a successful relationship. They have money but don't inform when they pay.
  - Send monthly statements in addition to invoices.
  - Know your customer --- 5 C's of Credit. Actually, know the legal entity you are selling to.
  - Overall not a difficult country for trade. Company data availability is decent. Balance sheet reporting is required.
  - Strong prosperous country. Generally, if you know your customer, risks are minimal.
  - Most [of our] customers from the Netherlands speak unreal [excellent?] English - very fluent and they have a fantastic sense of humor.
  - Financials are extremely rare to obtain.

## September 2017

- Ensure sales contracts are clear and agreed upon before transactions take place
- Know your customer. Know the local laws concerning collection activities.
- Try to get to know the customer and ask for cash in advance if you can't.
- Good payers, focus on proper issuing of invoices to avoid problems with payment.
- Get financials; check references.
- A relatively easy country for trade. They do have a very high VAT of 21%. Payments are generally timely.
- Documentary Collection Terms Manage the exposure to force better pay habits.
- Excellent customer. As with all our customers, we set high expectations before operations begin.
- Customer visits recommended, but no significant issues experienced.
- Get a good understanding of their business culture and keep abreast of their market conditions.
- Make sure you know who you are really selling to, make sure the credit application is correct with the name and locations you are shipping product too - do your research!