

Internal FAQs – Nuvo Credit Review Rollout

Question	Answer
What is Nuvo?	Nuvo is a secure, cloud-based platform ANA is using to manage credit reviews and collect updated customer account information.
Why are we using Nuvo?	To streamline the credit review process, reduce manual work, improve data accuracy, and enhance customer experience.
What kind of information is being collected?	Tax-exempt/resale certificates, accounting contacts, and trade references.
How long does it take customers to complete the form?	Typically, 5–10 minutes for an authorized user or Accounts Payable contact.
What if a customer didn't receive the form?	Notify the accounting team and they will resend the form through Nuvo.
Can reps or support teams fill out the form for customers?	No. The form must be completed by an authorized contact from the customer's organization.
Is Nuvo secure?	Yes. It uses industry-standard encryption and data protection protocols to safeguard sensitive financial information.
What's the benefit to customers?	A faster, easier, and more secure way to update account information—no paperwork, no back-and-forth.
Who do I contact with questions or issues?	Reach out to Melissa True at ar@anacorp.com 562-450-3570 ext. 111