

January 3, 2024

CCFAA Credit Policy

1. Policy Statement

The purpose of the policy is to make it easier for our members to support A.A.'s mission of carrying the message of recovery by facilitating the ability to purchase goods and services. This Credit Policy clearly sets out the processes for the issue, payment, and retention of invoices. It also states the requirement for Registered Groups to keep CCFAA apprised of contact information.

This office retains the right to change, update, and modify this policy at any time to meet the needs of the business of Central California Fellowship of Alcoholics Anonymous. All changes will be posted on our website at aaasacramento.org and in the Bookstore.

2. Issuing of Invoices

CCFAA offers meetings, groups, fellowships, and clubs that are registered with our Intergroup (Registered Groups) the ability to invoice in lieu of “pay at the time of purchase”. An individual has the ability to “invoice” the sale of literature, medallions, and recovery-related items on behalf of the Registered Group that they represent.

3. Customer Contact Information

All Registered Groups of CCFAA are required to keep the office apprised of the most current contact information. Annually CCFAA will send out the current information that is on file for each Registered Group for confirmation. If there is a change, the update must be made in “writing” by mail, email, or through the aaasacramento.org website.

Contact information should include:

- Treasurer's name, phone number, and email
- Group contact name, phone number, and email
- Billing address
- Who is authorized to invoice (*or choose for your Registered Group to opt out of invoicing*)

4. Invoice Content

The invoice will be issued to the Registered Group and mailed to the billing address or emailed upon request at the time of purchase if an email address was previously provided. CCFAA qualifications' invoice template will contain the following information:

- a. A unique invoice number
- b. CCFAA Registered Group billing address and contact details
- c. Customers' location address
- d. The Registered Groups CCFAA number (ID number)
- e. Date of the invoice
- f. Details of the items being charged
- g. Balance Due
- h. Payment terms
- i. Address where remittance should be made
- j. CCFAA contact information
- k. Name of the person placing the order (*Only on hard copies*)
- l. Phone number of the person placing the order (*Only on hard copies*)

5. Credit Control and Collection of Debts

The Office Manager is responsible for ensuring that:

- The Registered Group's credit limit is \$500.00 total for all open invoices unless authorized in advance by the Office Manager.
- Invoices are issued with terms specifying payment "**due upon receipt**" of the invoice.
- Invoices are raised for the full amount due.
- Invoices are promptly issued for income owed to CCFAA.
- Invoices are generated in a legal format, and supporting information is retained.
- Actions are taken to collect overdue debts in compliance with this debt recovery policy.

- If payment has not been made after 30 days of the invoice, CCFAA will send out a statement to the billing address on file for the Registered Group, and a hold will be placed on the account until payment in full is made.
- If payment has not been made after 60 days, CCFAA will send out a second statement to the billing address on file. We will call the "signature contact" from the invoice for confirmation of the current contact information on file, and the account will remain on hold until payment is made in full.
- If payment has not been made after 90 days, CCFAA will send a third copy of the Registered Group's statement to the billing address on file, copy the CCFAA Treasurer, and follow up with a second phone call. The account will remain on hold until payment is made in full.
- If payment has not been made after 90 days, CCFAA reserves the right to place the customer's account on hold indefinitely. The meeting, group, fellowship, or club that finds itself in this situation can appeal in writing to the Office Manager and Board of Directors for the release of the hold on the customer's account

Aged debtors are routinely reported to the Treasurer monthly and to the Board of Directors on a quarterly basis.

6. Retention of Invoices

Electronic copies of sales and purchase invoices are retained in accordance with the legal requirements to preserve records for the past six complete financial years plus the current financial year.

7. Contact Details

If you wish to discuss any aspect of this policy and/or have a query relating to our invoicing/credit arrangements, please contact:

- Business Office: 916-454-1771
- Email: centraloffice@aaasacramento.org
- Website: aaasacramento.org
- Address: 9960 Business Park Dr. Ste.110, Rancho Cordova, CA 95827
- Version: 1.1 January 2024
- Policy Author: Office Manager
- Board Approval Date: August 2023
- Review frequency: Two years (or upon changes to General Conditions of Recognition)
- Review Date: