

## **Idaho Crop Improvement Association Administrative Policy**

### **Customer Accounts-Payment Terms, Finance Charges, Delinquencies, Account Suspensions and Reinstatements (3/1/2023)**

In order to maintain good working relationships with ICIA customers, and to preserve professional business relations regarding customer accounts, the following financial terms are set by the ICIA Board of Directors.

For monthly invoices, accounts are Due Upon Receipt of Invoice. Payments are due no later than the 10<sup>th</sup> of the month, following the date of the invoice. Accounts not paid within these terms will be assessed a 1.5% late fee per month.

For monthly invoices, accounts 60 days past due will be suspended from all services until all charges on their accounts, including inspection fees, are paid in full. Customers will be notified via email by the Executive Vice President of their suspension, the customer will not receive any ICIA services, and will be locked out of the ICIA database, immediately. The Executive Vice President, or an appointed person within ICIA, are the only ones that can reactivate the customer's database account.

For inspection fee invoices generated from the ICIA Database, fees and all supporting documents are due by that particular crop deadline. Each crop has specific fees, late fees, and absolute deadlines, set in ICIA policy and procedure. Fees and deadlines are posted on the ICIA website. If a customer is invoiced mid-season for additional fees due to changes, re-inspections, etc., the amount owed is due by the date stated on the invoice received. A customer's account can be suspended for non-payment of inspection fees or additional fees when deemed necessary by the Executive Vice President. The customer will be notified via email and access to the ICIA database, and other services, will be suspended immediately until all fees owed by the customer are paid in full.

If a check is returned as non-sufficient funds, the customer will be contacted. If the payment is not resubmitted within 4 calendar days, the customer's account and services will be suspended immediately. If a customer submits multiple non-sufficient fund checks, over a season or years, they may be required to pay only by certified check, and will be notified by the Executive Vice President via email.

If a customer is chronically delinquent with their payments, or has legal notices of non-payment in publications, ICIA can mandate other required actions of the customer such as, but not limited to, prepayment of fees, payment with cashier's check only, probation of their account for a stated time period, as set and communicated by the Executive Vice President. If issues are severe enough, they will be brought to the Board of Directors for consideration of removal of a customer from all ICIA Certification Services.

All services are subject to these terms, which are posted on the ICIA website, and are agreed upon when requesting ICIA services.