

N.C.R.S.O., INC.

NORTHERN CALIFORNIA REGIONAL SERVICE OFFICE

CREDIT POLICY

1. The NCRSO extends credit to NA Area and Regional level service bodies as well as established businesses.
2. New clients must pre-pay the first three (3) orders.
3. After three pre-payment orders, eligible clients may be extended net 30 terms if we have the following information.
 - a. For businesses, a completed credit application must be on file with our office. This application will include all Federal Tax ID information.
 - b. For NA service bodies we must have acknowledgement of terms and conditions signed by the chairperson of the service body. In addition, contact information is required from both the person responsible for ordering, and the person responsible for paying for the orders. Required information includes: name, address, phone number, e-mail, and the end date of their service commitment.
4. In the event an account is over 30 days past due (*60 days from date of shipment*), the account will be placed on credit hold and a collection letter will be sent. For Northern California NA Area or Regional accounts, a second letter will be hand delivered to the appropriate RCM at the next RSC meeting. Five days after mailing the collection letter a phone call will be made to the person responsible for paying the bills.

NOTE: If either the ASC, or one of its 'subcommittees' account is 30 days past due*, all ASC related accounts from that Area will be placed on credit hold until payment is received.

*This includes non payment of insurance related fees.

5. All existing accounts must be updated in accordance with item (3) of this document by January 1, 2006.
6. NA service bodies must update contact information within 30 days of the election of new trusted servants (*page 2*). Accounts on credit hold due to nonpayment will remain so until payment is received and contact information is updated.