



Invoice date is date of project completion; walk-through, customer acceptance
All payments due upon receipt of invoice

Unpaid Invoices:

After 15 Calendar days a follow-up – phone call

- Verified receipt of invoice / Reminder phone call & follow up email
- Request for list of unresolved issues within 7 days - in writing
- Resolution of any payment issues

After 30 Calendar days of no payment – written notice

- Notice of late payment; reference call/email from day 15
- Intent to add 1.5% to original invoice amount beginning at 45 days
- Include a copy of this Invoicing Process document

After 45 Calendar days – written notice

- New invoice issued with 1.5% interest added to invoice
- Request for proposed payment plan submitted within 7 days.
- Submit to Oversight Committee review for civil action
- Notification of intent to assign to third party collections process

At 60 Calendar days – certified letter

- Letter establishing intent to place lien property at 90 days
- Payment resolution removed from R2R staff to collections process

At 90 Calendar days

- Initiate lien on property