

Title: Customer Payment Policy

Implementation Date: 01/19/2024

POLICY STATEMENT

It is the policy of CCE that invoices be processed timely and accurately to ensure prompt receipt of customer payment as well as the guidance for refunds or cancellations. Exceptions require approval of the Director of Operations and/or as approved by the Executive Committee.

INVOICING METHOD

1. Quickbooks® (Intuit)
 - a. Customer invoices sent via e-mail,
 - b. Digital payment methods (ACH payments and card payments),
 - c. Traditional checks with the invoice may be mailed to the current CCE mailing address.

PAYMENT METHODS

1. ACH Payment (Preferred Method)
 - a. Electronic bank-to-bank funds transfer,
 - b. No additional fees from CCE.
2. Traditional Check Payment
 - a. Send to current CCE mailing address,
 - b. Including invoices will assist in payment processing.
3. Credit/Debit Card Payment
 - a. Activated per customer request,
 - b. The customer will incur a 4% processing fee.

MEMBERSHIP

1. Membership dues are non-refundable.
2. Memberships are based upon a 12-month cycle.
3. Memberships start at the beginning of the month fees are received.
4. All Membership benefits and privileges expire at the end of the membership term and do not accrue.

FELLOWS PROGRAMS

1. Program fees must be received by the invoice due date and/or Program start date,
2. 50% refund up to thirty (30) days prior to the first Program session date,
3. Program fees are non-refundable after the first Program session date.



CALIFORNIA AWARDS FOR PERFORMANCE EXCELLENCE (CAPE) ASSESSMENT APPLICATIONS

1. CAPE Award Applications (*Eureka Award for Performance Excellence and California Team Excellence Award*)
 - a. Intent to Apply Fee is a non-refundable deposit,
 - b. Award application fees are non-transferable,
 - c. Application Fees must be received in full by the Invoice date,
 - d. Application Fee is non-refundable after the Invoice date,
 - e. Site Visit Deposit must be paid prior to initiation of the Site Visit,
 - f. Site Visit Fees must be completely reimbursed by Applicant prior to delivery of Feedback Report.
2. CAPE Recognition Applications (*Organizational Profile, Explorer, and Prospector*)
 - a. Intent to Apply Fee is a non-refundable deposit,
 - b. Recognition application fee may be transferred to a different award cycle date within the same calendar year,
 - c. Application Fees must be received in full by the Invoice date,
 - d. Application Fee is non-refundable after the Invoice date.

CONFERENCE REGISTRATIONS

1. 75% refund available up to 4 weeks before the scheduled conference date,
2. Registration fees must be paid in full prior to attending the conference.

CAPE EXAMINER TRAINING REGISTRATIONS

1. Training fees are non-refundable,
2. Training fees may be applied to alternative course dates within the same calendar year, based on availability,
3. Training registration may be transferred within the registrant organization; within the same calendar year provided the trainee has NOT accessed the online modules,
4. Training fees must be paid in full prior to accessing the online learning management system and training session attendance.

EVENT AND COURSE REGISTRATIONS

1. Registration fees are non-refundable,
2. Registration fees may be applied to alternative course dates within the same calendar year, based on availability,
3. Registration may be transferred within the registrant organization, within the same calendar year,
4. Registration fees must be paid in full prior to training attendance.

ALL PROGRAMS

Invoices delinquent (unpaid/late) after thirty (30) days from the invoice due date will incur a 5% late fee.