

**Policy & Procedure Manual**

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**OVERDUE ACCOUNTS – FD-V-3**

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**POLICY**

All accounts thirty days in arrears will be monitored and collected in a timely manner.

**PURPOSE**

To ensure all funds due are received and every effort is made to collect the accounts.

**PROCEDURE**

1. All accounts that are 30 days in arrears are followed up by an "overdue" sticker placed on a pre-numbered invoice and a phone call placed to the account holder indicating the urgency of making payment. A record of the phone call will be kept on the file.
2. All accounts 45 days in arrears will be followed up by a letter from the Director, Finance and Administration indicating a date payment must be received by or further action will be taken.
3. If payment is not received by the date indicated in the letter, a written account of the collection attempts will be presented to the Executive Director with a recommendation from the Director, Finance and Administration.
4. The Executive Director will recommend further collection procedures or approve the write-off of the account to operating expenditures.

**RECOMMENDED BY:** Director, Finance and Administration

**APPENDICES:** 0

**OPERATIONAL ACCOUNTABILITY:** Administration, Finance, Community Services  
Administration

**ORIGINAL POLICY DATE:** February 1996

**AUTHORIZED BY:** Executive Director

**SIGNATURE:** \_\_\_\_\_

