



## Policy for Accounts Receivable

Because the revenue of the NSSA is heavily dependent upon the payment of membership dues and purchase of safe room seals by producer members, it is important that every effort be made to collect past due receivables. Throughout the collection process, it is vital that staff and officers involved in contacting members regarding their past due accounts use the utmost care and respect in all correspondence.

## Membership Dues

The NSSA office staff will invoice members for their annual dues 30 days prior to the expiration of the membership, noting Net 30 terms on the invoice. If the invoice is not paid 60 days after it is generated (30 days past the Net 30 due date), the office staff will generate and send a statement that indicates that payment is due upon receipt and the member's status is subject to review. When the statement is mailed to the member, the office staff will also notify the NSSA President and Treasurer so they are aware of the member's status and can reach out to them to encourage them to submit their membership dues in a timely manner.

If the invoice remains unpaid 90 days after it is generated (60 days past due the Net 30 due date), the member is notified that they become subject to revocation at the next regularly scheduled full board meeting. A letter will be sent to the member who is past due, explaining the revocation process and strongly encouraging them to renew their membership by paying their dues. If the dues are not paid prior to the board meeting, the board members will be asked if they wish to take action on revoking the membership.

Throughout this process, producer members **may not purchase** NSSA seals if their membership dues are past due.

## Seal Purchases

NSSA seals may be purchased by producer members as outlined in the bylaws and policies of the organization. A seal price structure is available on the NSSA website under the [NSSA Member Information](#) page. The terms for seal purchases are, typically, Net 30, and members must be in good standing in order to receive an order of seals. Members who are not in good standing are misrepresenting themselves and the NSSA by applying NSSA seals to their storm shelters.

The office staff sends the first invoice in the package that contains the seals and may also submit the invoice via e-mail, if the member prefers to receive their billing in that manner. However, including the invoice with the seals ensures that at least one copy of the invoice is received by the member because seals are shipped via a trackable package (FedEx or UPS or USPS Priority Mail).

Statements for open seal invoices will be sent if the invoice is not paid by the Net 30 due date. After that time, no additional seals will be shipped until past due invoices are paid and the member's account is current. If members allow their account to become more than 60 days past due, their account becomes subject to prepayment terms for future seal orders at the discretion of the Executive Committee. An accounts receivable report will be provided to the Treasurer prior to each month's Executive Committee meeting for review by the committee, as needed.



Producer members who chose to participate in the Calendar Year Program for seal purchasing must, as required by the policy, purchase 1000 or more seals prior to the end of the calendar year for which they committed. The final invoice for the purchase must be paid within 30 days of billing, and the producer member must be current on membership dues and seals purchases before the Calendar Year Program seal price is offered to them again.

It is not the desire of the NSSA board of directors or staff to create an adversarial relationship with any member by pursuing accounts receivable collections. However, it is critical to the organization that products and services be paid for in a timely fashion. By becoming a member of the NSSA, members pledge their support to the NSSA and agree to abide by its by-laws and policies.