

# Memo

**To:** All Customers  
**From:** Diane Pearse, Credit Manager  
**Re:** Credit Policy

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We appreciate your business and look forward to meeting your transportation needs in the southeast USA in the future. In our efforts to better serve you, please review our credit policy:

1. We bill our customers on a weekly basis and expect payment of our invoices in their entirety within 45 days of billing date.
2. Any partial payments or short paid invoices must be explained in advance and approved by the accounts receivable department.
3. Any overpayments or payments that we are unable to identify will be applied to the oldest outstanding invoice before any refund will be given.
4. No COD monies will be issued from this office to customers who have invoices that are past due until these invoices are paid in full.
5. We are a subscriber of a nationwide network of transportation companies that share credit information on their customers. Slow paying of invoices will be reported to CompuNet. Any past due balances that remain unpaid for an extended period will be turned over for collection.
6. All customers will be assigned a reasonable credit limit with our company. When this limit is exceeded, the account will automatically be placed on credit hold until payment is received.
7. Once an account has been placed on credit hold, the credit limit will be reduced for a probationary period, until an acceptable payment history can be established.

We thank you for placing your confidence in us and assure you that we are committed to providing the best service available to our customers.