

DEMO DOCUMENT - NOT REAL

Internal Policy: Billing & Collection

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Scope: All Projects

1. Closing Procedure

- Check exceptions every Monday at 10:00 AM.
- Confirm billing status by month-end.

2. Collection Flow (Overdue)

- Due Date + 1 Day: First Reminder (Email)
- Due Date + 7 Days: Second Reminder (Phone)
- Due Date + 14 Days: Escalate to Management

3. Exception Handling

- If Inspection is incomplete, prioritize getting acceptance over billing.