

## LANDFILL CREDIT POLICIES

### I. PURPOSE:

The following guideline establishes policies and procedures for the handling of customer credit accounts by the Landfill.

### II. PRESPONSIBILITY:

The responsibility for the proper handling of credit customers, and collecting on credit accounts at the Landfill, will be vested in the Public Works Department. The responsibility for granting credit accounts will be vested in the Treasury Management Division.

### III. POLICY:

Credit: All regular landfill customers may apply for credit privileges. Landfill personnel will provide applications to prospective credit customers and will forward completed applications to the Treasury Management Division. The Treasury Management Division will process credit applications and determine which customers will be allowed to dump on credit.

Operations: Landfill personnel will determine the appropriate customer charges and will produce individual customer charge invoices each month. Landfill Staff will bill customers, collect all payments, and keep all pertinent records.

### IV. PROCEDURE:

These procedures are divided between personnel at the Landfill and at the Treasury Management Division. The procedures delineate the normal division of the responsibility; however, there are some functions that could be handled by either. In those cases, the convenience of the customer will be the deciding factor.

#### Credit Granting Procedures:

##### A. At the Treasury Management Division:

1. The Treasury Management Division will provide credit applications to potential customers as requested. A sample credit application form is attached.
  2. When completed applications are received, they will be stamped according to the date they are received.
  3. Completed credit applications will be reviewed for completeness and accuracy. Appropriate checks and verifications of information presented on the application will be conducted.
  4. If the credit is denied, the customer will be so informed, in writing, within three (3) business days of receipt of the application.
  5. If credit is granted, Treasury Management personnel will notify Landfill Staff by e-mail, accompanied by a scanned approved application.
  6. Under normal circumstances, credit applications will be processed within two (2) business days of receipt. Written follow-ups will be processed weekly and will clearly indicate the date credit dumping may begin.
  7. The Treasury Management Division will provide a listing of approved credit customers to Landfill personnel. The frequency of updating this listing will depend on how often new credit customers are accepted. This listing will be produced at least quarterly.
- B. At the Landfill:
1. A supply of credit applications will be maintained at the Landfill site.
  2. Customers inquiring about credit at the Landfill will be given a credit application and instructed to return completed application to the Landfill. A copy of the completed application is then faxed to the Treasury Management Division for approval.
  3. Customers inquiring about credit by phone may contact the Landfill for approval status.
  4. A listing of approved credit customers will be provided to the Treasury Management Division. This listing will be updated manually by Landfill Staff based on e-mail confirmation from the Treasury Management Division of new credit customers. The e-mail confirmations will be followed accompanied by a scanned copy of the credit application. The Treasury Management Division will provide an updated listing as required; however, no less than quarterly.

Billing and Collections Procedures:

- A. At the Landfill:
1. The Landfill Staff will periodically issue an authorized charge customer listing. During the time between those issued, the Landfill is responsible for maintaining their listing of authorized charge customers up-to-date manually by adding new customers and removing suspended customers. Customers not appearing on this

listing will not be allowed to charge without the express permission of the Landfill.

2. Customers who have suspended accounts (see B.4 below) may be allowed to continue dumping on a cash basis but that decision will be determined by the Public Works Department. Suspended accounts may be reinstated only by the Public Works Department.
3. All payments on customer charge invoices will be made directly to the Landfill. Any payments submitted to the Treasury Management Division will be processed in the financial system.
4. Landfill Staff is responsible for entering the data necessary for the system to generate charge invoices. New customers will normally be added to the system as soon as e-mail confirmation of credit approval is received from the Treasury Management Division.
5. Each month, Landfill Staff will produce, and mail, individual charge invoices for each charge customer who used the landfill during the previous month and a Summary Report depicting all charge invoices for the month. The balance of all charge invoices for the month will be reconciled to the total on the Summary Report. A copy of the Summary Report will be sent to the Treasury Management Division no later than the tenth business day of each month.
6. Charge customers who have not paid a billing from the previous billing cycle will be sent a delinquent notice during the current billing cycle. The delinquent notice must be given a new date and must inform the customer that failure to pay may result in suspension of charging privileges until such time that the past due balance is paid in full.
7. Customers who are delinquent two (2) billing cycles will have their charge accounts suspended. A notice will be sent to the Treasury Management Division and the charge customer notifying of the suspension. Accounts that have been suspended will not be eligible for charging payments until payment of all past charges have been received. After all past due amounts are paid in full, the Public Works Department will decide whether to reinstate charge privileges.
8. Each month, after all new charges have been posted to the computer; monthly reports will be produced showing, at a minimum, all new charges for the month, all collections for the previous month and the status of all accounts having a balance due. Copies of these reports will be sent to the Public Works Department Solid Waste Services Division.

B. At the Revenue Collection Division:

1. When the Summary Report is received, the new charges will be posted to the accounts receivable program in Lawson.

Approved:



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Bruce T. Moore  
City Manager