

# C12 North Texas/Waco



We are delighted that you have begun the journey of “making a great business for a greater purpose” with us. Our commitment to you is captured by our promise: *To be an example of all we promote and to be accountable to our members.*

We run C12 as a for-profit business for two reasons. One, it is our fulltime vocation. We focus all our attention on serving you. Two, it helps us understand better the issues that our members face every day including setting prices, collecting money and managing expectations.

Here are the financial details you need to know as you begin with C12.

**Billing Frequency:** Unless other arrangements are made, members are billed monthly. (We can bill you quarterly or annually if that is more convenient for you.)

**Timing:** Invoices are sent on the first day of each month. The billed amount covers that month. For example, a bill sent on October 1<sup>st</sup> covers the services received in October.

**Recipients:** Please give us the email addresses of whomever should receive the invoice. Our default is to send the invoice to the C12 member’s email address.

**Due Date:** Our invoices are sent with Net 15 terms. That is, we like to receive payment by the fifteenth of each month. (This helps us pay our bills!) When a payment is more than 5 days overdue, you will begin receiving reminders.

**Payment Methods:** Here are our preferred payment methods.

1. Our bookkeeper can coordinate with your accounts payable person to automatically debit your checking account each month.
2. You may schedule an automatic ACH payment through your bank. We will supply the destination account information to you.
3. You may pay by ACH using a link in the invoice you receive. There is an option to make this payment a recurring one.
4. You may send a check each month. Please make checks payable to the “**C12 North Texas**” and send them to the address below.
5. You may pay by credit card (a 2.9% fee is added to credit card payments to cover the processing fee).

**Address:** C12 North Texas  
818 Sycamore Creek  
Allen, TX 75002

**Exceptions:** Occasionally a payment must be delayed. If that is ever true for you, we ask that you proactively contact your C12 Chair.

**Rate Changes:** We never change a member’s billing rate in their first twelve months of membership. After that period and usually at the beginning of a calendar year, we may make adjustments. We will notify you whenever this occurs.

**We earnestly desire to make our processes simple for you. Please advise us whenever there is something that we can do to be more helpful.**