

## ZAA Accreditation Dues Payment Policy

The payment of dues by ZAA accredited facilities is an important revenue source that sustains the organization's operations. All accredited facilities are expected to make timely payments. The policy below outlines the steps to be taken to manage overdue payments.



### Current Accredited Facilities

1. Initial Notification
  - a. An invoice is emailed to the facility's billing contact 30 days before the annual dues payment deadline, notifying them of their renewal dues.
  - b. The facility is expected to pay the renewal dues invoice by the due date.
2. First Follow-Up
  - a. If payment is not received by the due date, a second invoice is issued to the facility via email.
  - b. An additional email reminder will also be sent to the facility's primary contact and the Membership Coordinator will phone the facility's primary contact.
3. Second Follow-Up
  - a. If no response is received 14 days after the first follow-up, a certified letter will be mailed to the facility notifying them of the past due invoice.
4. Third Follow-Up (Suspension Notice)
  - a. If the invoice remains unpaid 30 days after the second follow-up invoice is sent (a total of 45 days late), another email will be sent to the facility's primary contact notifying them that their accreditation has been suspended and the following actions will take place.
    - i. The Membership Coordinator will notify the Executive Director, who will communicate this information to the Board of Directors.
    - ii. The facility has 30 days from the suspension notice to pay their dues and be reinstated.
5. Permanent Suspension
  - a. If payment is not received within 30 days of suspension, the facility will be permanently suspended.
  - b. The facility loses all claims to accreditation and must re-apply for accreditation if they desire to become accredited again in the future.
  - c. A certified letter will be sent to the facility's primary contact informing them about the permanent suspension.
  - d. Facility logo will be removed from ZAA website and any reference to the facility as accredited will be removed.
  - e. The Membership Coordinator will notify the Accreditation Chair and Accreditation Coordinator of the loss of accreditation.

## Newly Accredited Facilities

1. Submission of Application
  - a. Facilities applying for accreditation will be asked to submit an online application. Facilities are required to pay their application fee and inspection deposit during the online application process.
  - b. If an application has already been submitted, an invoice will be created for the fee and deposit.
  - c. The accreditation process will not continue until payment is received for the application fee and inspection deposit.
2. Initial Notification
  - a. Newly accredited facilities will be informed by the Accreditation Coordinator of their accreditation outcome. An invoice for their dues will be created by the Membership Coordinator and facilities are expected to pay their dues within 30 days of receiving the invoice.
  - b. The Executive Director will delay sending the official letter and certificate of accreditation and the facility logo will not be included on the ZAA website until the initial dues are paid.
3. First Follow-Up
  - a. If payment is not made within 30 days, a second invoice is issued to the facility via email.
  - b. An email reminder will also be sent to the facility's primary contact and the Membership Coordinator will phone the facility's primary contact.
4. Second Follow-Up
  - a. If no response is received 14 days after the first follow-up, a certified letter will be mailed to the facility notifying them of the past due invoice.
5. Third Follow-Up (Suspension Notice)
  - a. If the invoice remains unpaid 30 days after the second follow-up invoice is sent (a total of 45 days late), another email will be sent to the facility's primary contact notifying them that their accreditation has been suspended and the following actions will take place.
    - i. The Membership Coordinator will notify the Executive Director, who will communicate this information to the Board of Directors.
    - ii. The facility has 30 days from the suspension notice to pay their dues and be reinstated.
6. Permanent Suspension
  - a. If payment is not received within 30 days of suspension, the facility will be permanently suspended.
  - b. The facility loses all claims to accreditation and must re-apply for accreditation if they desire to become accredited again in the future.

- c. A certified letter will be sent to the facility's primary contact informing them about the permanent suspension.
- d. The Membership Coordinator will notify the Accreditation Chair and Accreditation Coordinator of the loss of accreditation.