U.S. Payment Policy

INVOICING

Book Orders will take place each month and generate a corresponding invoice.

Invoices are:

- Emailed immediately following the Book Order.
- Dated the first day of the month following the Book Order.
- Due within 10 days of the Invoice Date.
- Available 24-hours a day in the Billing Area of the Book Order System (BOS)

PAST DUE

The Dollywood Foundation will communicate Past Due notices via email to the Local Program Partner's (LPP) Billing Contact in advance of the next Book Order. At the time of each monthly Book Order, any LPP with a Past Due invoice will be moved from Operating status to Temporarily Inactive status, and books will not be ordered or mailed.

PAYMENT OPTIONS

Pre-Pay: (also called credit balance) With this method, LPP sends a large amount of funds every so often, and The Dollywood Foundation applies a credit to your invoice to use until the pre-payment is exhausted. You will still receive an invoice, but it will show a zero balance due. If at any point our Imagination Library partnership ends, all outstanding invoices will be paid from the fund balance and remaining pre-paid funds will be returned to you. *Most popular payment option.

Auto-Pay: (technically called Direct Debit) The Dollywood Foundation automatically withdraws payment from the LPP's bank account using the direct debit process through our bank. The Dollywood Foundation will need the LPP to provide the banking details to debit. You will be kept informed of balances.

ACH Transfer: (Automated Clearing House Transfer) **Note: *This is different than online bill-pay; ask your bank if this option is available.** The LPP electronically pays the monthly invoice using their bank's electronic payment ACH Transfer system. If you use this payment option, you must enter your program's account name and number (Ex: PADERRY 2509) in the description/memo line so that we can ensure payment is posted to the proper account.

Please direct inquiries to invoice@dollyfoundation.com.