**COD Policy**

**What is COD?**

COD stands for Cash on Demand, meaning payment is required upfront before production begins.

**Expectations**

1. **Ticket Entry:** Upon ticket creation, COD orders must be placed in "Payment Pending" by Support to indicate that a deposit is required.
2. **Deposit Collection:** A deposit of $100.00 must be collected by Business Development before proceeding with workflow.
	* This deposit secures the client’s commitment to the project and helps TPC recover prepress costs if the client cancels.
3. **Payment Management:**
	* The remaining balance, including prepress fees, tax, and shipping, must be collected upon proof approval before the job moves to production.
	* Tickets with approved proofs and unpaid balances will be placed back in "Payment Pending" by Support until payment is collected in full by Business Development.
	* Support will tag emails or notifications with "Payment Needed" and sort them into the "Payment Collection" folder.
	* COD orders without full payment will be removed from the Production queue and placed in "Payment Pending."

**Exceptions**

* Exceptions may only be granted by a member of management and must include documented approval.

**General Information**

**Monthly COD Report**

* The report is sent to all commission pool members by the designated team member on the first business day of each month.
* Color Codes for the Report:
	+ Red: Amount will be deducted from the current month’s paycheck.
	+ Orange: Amount will be deducted from next month’s paycheck.
	+ Yellow: Amount will be deducted from the paycheck two months out.
	+ White: Deposit is still required for an open order.
	+ Grey: Previously deducted but still requires collection.
	+ Green: Deposit has been collected for an open order.

**Example:** If the current month is January:

* January is Red.
* February is Orange.
* March is Yellow.
* Green and White depend on the status of open COD orders.
* Submission: Business Development will send the report to Tiffany and Makayla (tiffany@theprintingco.biz & makayla@theprintingco.biz) by EOD on the last business day of the month, with notes explaining any COD items passed or picked up without payment.

**How to Run the COD Report**

1. Log in to tpc.mypresswise.com.
2. Navigate to "Reports" > "Custom Reports."
3. Select "COD Orders" under the "My Custom Reports" section.
4. Click "Search" and export the results to Excel.
5. Open the Excel file and enable editing.
6. Modify the file as follows:
	* Remove column A.
	* Remove columns G & H (first instance) and the second H column.
	* Add a new column (J) labeled "Balance" and input the formula =H2-I2. Autofill for all rows.
	* Add another column (K) labeled "Percentage" and input the formula =I2/H2\*100. Autofill for all rows.
	* Highlight the top bar (A-K) and turn on filters.
7. Apply filters:
	* Filter column J to exclude fields with "0."
	* Sort column G alphabetically (A-Z) to display closed tickets at the top and open tickets at the bottom.

**Common Trouble Areas**

**Installs**

* Orders installed by TPC or external vendors will follow the "Expectations" section to account for time, materials, and resources.

**Prepress Orders**

* Deposit: $100.00 collected upfront by Business Development.
* Incremental Billing: Additional $100.00 increments will be collected by Business Development as prepress work progresses. E.g. after the first $100 of prepress is used, another $100 deposit must be collected before work continues.
* Final Payment: Business Development will collect before delivering high-resolution or packaged files.

**Proposals**

* Approval Process: Proposals must be vetted by management. Approved/ rejected proposals must include the note below in the "Prepress" line of the ticket:
	+ Approval Note: "Proposal vetted: Upon loss of project, a Problem with Billing form will be completed, and Support will set the balance to $0.00 and log the loss. Approved tickets will follow the COD policy."
	+ Rejection Note: If not approved, follow the standard COD policy for Prepress tickets.
* Proposals without notes will result in a kickback to the submitter.

**Shipping and Delivery**

* Shipped Orders: Estimated shipping costs must be included before final payment.
* Rep-Delivered Orders: Follow the "Expectations" section. Representatives should ensure payment in full before delivering or collect payment in full at the time of delivery.

**Common Questions**

1. **How do deductions work?**
	* Unpaid balances are deducted from the next applicable commission cycle.
2. **What happens if a deposit is not collected?**
	* The client must pay by the last business day of the following month, or the remaining balance will be deducted from the commission pool.
3. **What happens if the product leaves without payment?**
	* The client must pay by the last business day of the following month, or the remaining balance will be deducted from the commission pool.

1. **How can a client change terms from COD to Net 30?**
	* The client must request the transition and meet one of the below sets of criteria:
		+ Payment History: The client must demonstrate six months of credible purchasing history, which includes:
			- Consistent, timely payments on all projects.
			- No outstanding balances at the time of the request.
		+ Volume of Transactions: A minimum of three successfully completed orders over the six-month period.
		+ Approval from Management: Management must review and approve the request based on the client’s payment behavior and transaction history.

**OR**

* + - Credit Application: The client must complete a credit application and submit it to the designated contact. Upon review and approval of the application, the client’s account will be updated to Net 30 terms.
		- Verification: Management reserves the right to request additional financial documentation or references before final approval.
1. **Do I get reimbursed if the client pays after a deduction occurs?**
	* No

**Scripts for Client Communication**

**Script 1:** Informing a Client of Deposit Requirements

"Hi [Client Name],

Your order is ready to proceed! To secure your project, we require a deposit of $[Amount]. You can pay by credit card over the phone or visit us with cash, check, or card. Let us know what works best for you."

**Script 2:** Handling Credit Card Payments

"Thank you for your deposit, [Client Name]. We’ll get your order started right away. Please note that the remaining balance must be paid before production begins. Would you like us to keep your card on file for the final payment?"

**Script 3:** Managing Full Payment Requests

"Hi [Client Name],

Sending full payment upfront can be tricky. We recommend waiting until the order is finalized to account for potential changes like shipping or revisions. Your estimated total is $[Amount]. Please let us know your preferred payment method."

References

* Credit Application: Located on the server under "Brenda Share" > "Credit Applications" > "TPC\_Credit App 2024."