



DRAFT

Trust and Identity Collections Procedure

1. **-60 days past due** (Nov 1st)
 - 1.1 Accounting sends invoices to Billing Contacts
2. **-30 to 30 days past due** (Feb 1st)
 - 2.1 Accounting sends email reminder to Billing Contacts every 15th of the month
3. **60 days past due** (Mar 1st)
 - 3.1 Accounting starts phone calls the Billing Contacts
4. **90 days past due** (Apr 1st)
 - 4.1 Service Management Director emails the Executive Contact and cc's the Administrative Contacts in metadata
 - 4.2 Service Management team makes phone calls to InCommon Site Admins
5. **120 days past due** (May 1st) **Service Interruption 30-Day Notice**
 - 5.1 Meeting in May, **Steering** reviews list of Participant universities, labs, and companies who will receive notice of interruption.
 - 5.2 **Steering's role** at this point is to provide any red flags or relationship opportunities.
 - 5.3 Kevin calls Exec and/or CIO of university/company
 - 5.4 Ann emails official 30-day-notice of impending service interruption.
6. **150 days past due** (June 1st) **Service Interruption Action**
 - 6.1 1st Meeting in June, **Steering** reviews list of unresponsive Participants
 - 6.2 Steering's role: Provide any objections prior to removal of metadata
 - 6.3 After meeting with Steering, InCommon Registration Authority unpublishes offending Participants' metadata
 - 6.4 InCommon RA is on stand-by to immediately restore service if Participant acknowledges error and promises to pay immediately.
7. **180 days past due** (July 1st). **Termination**
 - 7.1 1st Meeting in July, **Steering** reviews list of unresponsive Participants
 - 7.2 Steering's role: Outreach or objections to Termination by end of month.
 - 7.3 2nd week of July, Ann sends notices of Termination.
 - 7.4 +10 business days: InCommon RA invokes termination procedure: legal, business, and operational.
 - 7.5 End of July. Done. 7 months late, having had invoices for 9 months.

Commented [jcwk1]: Notice here is similar to "Intent to Alter Metadata" regarding: Baseline and Dispute Process
<https://spaces.atinternet2.edu/display/TI/TI.105.2?preview=/140182256/140182293/TI.105.2-BaselineExpectationsMaintenanceProcesses.pdf>

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- The current version of this procedure is linked under this master list: <https://internet2.box.com/v/sm-master-list-procedures>
 - To change this document, send a request to: help@incommon.org.
 - **Responsible:** Service Management Director
 - **Approver:** Vice President, Trust and Identity
 - **Consulted:** SM Staff, AVP T&I, Internet2 Controller
 - **Informed:** T&I staff, Membership staff, Accounting staff