

NCDOT Logo Program Standard Procedure for Removal of Business Panels and Contract Cancellation due to Non-payment of Invoice

Per the terms of the Logo Program rules and signed agreement, the customer agrees to pay the invoice for Logo participation by the due date specified on the invoice. If payment is not received by the Department by the due date, the Fiscal Section (Accounts Receivable staff) shall notify the participant in writing by **certified mail** of the past due account and providing an additional 30 days to make the payment. The certified letter also specifies if the invoice is not paid in the additional 30 days, the Department will cancel the contract, remove the business panels, and retain the panels for pick-up by the customer for 30 days after removal.

The certified letter and the return receipt (signed by an employee of the business) shall be scanned on SAP by the Fiscal Section. When the signed return receipt is received by fiscal and the additional 30 days has expired, if payment has not been received, Fiscal staff shall notify Division staff to remove the panels of the delinquent business. If the return receipt is received by the Department as undeliverable, Fiscal staff shall notify Division staff to investigate the address. This investigation must be completed asap - same day the notification is received if possible. If verification of address is not received within 2 business days, Fiscal should notify the State Signing Programs Engineer. If the address is verified to be correct, the date the undeliverable receipt is received by the Fiscal section is used to determine the 30 additional days notice. This address verification must be documented on SAP by the Fiscal in lieu of the signed returned receipt. If it is determined the address is not correct, the Fiscal section will send a certified letter to the corrected address to complete the required notification process.

Once the notice to remove the panels is issued by the Fiscal staff, there is no additional correspondence or communication from the Department to the customer regarding the invoice or business panels. Although not required, any additional efforts by Logo Coordinators to retrieve a payment from a customer must be submitted to fiscal within the additional 30 days provided to the customer. A customer should not be contacted by the Department after Fiscal notifies the Division to remove the panels.

If the customer notifies the Department they would like to pay their invoice and participate in the program after the extended 30 days specified in the certified letter has expired and the process for removal has been requested, the following procedure shall take place: 1) The Logo Coordinator shall verify all standard procedures were followed and supporting documentation is on SAP, 2) the Division Logo Coordinator then notifies the business owner that he/she must wait 6 months from the date the panels were removed before applying for Logo program participation, 3) At this time, if a space is available, the business will be reviewed as a new request for participation and if qualified, a new contract will be required.

If the business later reapplies and is again non-compliant with payment deadlines or any other program requirements, the business will be removed for a minimum of 2 years before the business would be permitted to re-apply. If a business is again removed, the business must wait a minimum of 2 years and may then request a special review of the case by the State Signing Program Engineer.