

Southern Culture Cuisine - Payment Policy Updates

Effective 10.01.2024 - As part of our commitment to providing secure and efficient services, Southern Culture Cuisine is implementing changes to our payment policies, including a shift to electronic payment methods, updates to our interest policy, and new guidelines for past due account tolerances. These changes are designed to streamline our processes, enhance security, and improve your overall experience. Please review the detailed information below. If you already adhere to these guidelines, then we thank you and look forward to your continued business.

1. Transition to Electronic Payments

We are transitioning to electronic payments for the following reasons:

- **Efficiency:** Electronic payments reduce processing time, ensuring faster, more accurate transactions. This benefits both you and Southern Culture Cuisine by improving the overall transaction process.
- **Security:** Electronic payments offer advanced security features to protect your sensitive information and reduce risks associated with traditional payment methods.
- **Convenience:** You can make payments anytime, anywhere, without the limitations of traditional methods like checks.
- **Environmental Impact:** This transition aligns with our sustainability commitment by reducing paper usage and promoting eco-friendly practices.

We are pleased to accept the following electronic payment methods:

- **Bank Transfers:** ACH transfers can be made directly to our designated bank account. See attached ACH form to set up automatic withdrawal or deposit information.
- **Credit/Debit Card Payments:** Payments can be made through our online portal, Stripe Payments. To enroll, contact the finance team. Once registered, you will receive an email with a link to make payments online. Please note that credit or debit card payments will incur a 2.9% service fee.

3. Updates to Past Due Account Tolerance

We are reducing the tolerance period for past due accounts. Previously, we allowed a two-month grace period before pausing ordering capabilities. Our new policy will reduce this to seven (7) calendar days.

- New orders can only be placed when the outstanding balance has been paid in full.
- Any account that reaches thirty (30) days past due will be turned over to collections.
- Accounts with outstanding past due balances as of October 1, 2024, will be paused from placing orders until the balance is settled, in accordance with the updated account tolerance policy.

Support and Assistance

Our finance team is available to assist with any questions or concerns about this transition. Please contact us at info@southernculturecuisine.com for guidance or support with the process.

We appreciate your understanding and cooperation as we enhance our payment processes. Thank you for your continued trust and partnership with Southern Culture Cuisine.

Sincerely,
Southern Culture Cuisine