

HBA Central Finance Department Policies

Last Modified on 03/26/2025 9:39 am EDT

Policies effective 1 July 2024

Discontinuation of Paper Check Payments

Effective immediately, HBA will no longer accept payment via paper checks. This decision is due to several factors, including increased fraud activity, counterfeit checks, and the inefficiency of USPS delivery times. We encourage you to set up HBA as an ACH vendor in your financial system or make payments via credit card. Payment instructions are available on all invoices. Please send any necessary vendor setup forms to hbainvoices@hbanet.org.

Consolidated Invoices

The HBA will issue a single, consolidated invoice for all purchases to streamline our billing process. Please ensure your billing contact information is updated by connecting with your Account Manager, the HBA Finance team, or by entering the information via the HBA Corporate Partner Portal. Split billing should be managed internally by the payor per your company's policies.

Bulk Purchases

To receive bulk pricing, the required quantity of products must be purchased at one time. Payment for bulk purchases is due per the HBA's payment terms indicated on the invoice. Any deviation from this policy will result in standard pricing.

Sponsored Events

Sponsorship payments are non-refundable; however, sponsorship payments are transferrable. You may transfer your payment to a future sponsorship purchase. By making a sponsorship payment, sponsors agree to abide by this policy.

When two organizations partner to co-purchase a sponsorship, the HBA will generate an invoice for each organization. The sponsorship is considered paid when both invoices have been paid by the payment deadline. Partnering organizations must work together to ensure timely payment of sponsorship is received. Partial payments are non-refundable. Please work with your Account Manager (AM) to discuss distribution of sponsorship benefits.

Processing Fee for Corporate Partner Portals

To address the additional time and effort required for payment portal processing, the HBA will implement a \$100-\$300 processing fee. The sliding scale will be based on the payment portal and its complexity. Please review your invoice and Corporate Partner Agreement for further explanation of these fees. While payment portals streamline processes for your organization, they do create duplicative work for our small finance team. This fee helps cover the extra resources needed for these specific requests.

Partnership Suspensions and Terminations

Suspensions: Suspensions include the removal of access to Designee Codes until the invoice is brought current. The suspension process is automated and will be enforced 31 days past due.

Terminations: At 181 days past due, all benefits are terminated, and outside collection efforts may be pursued. As a reminder, all Corporate Partner invoices are available in the Corporate Partner Portal. For assistance, you may contact our finance team or your Account Manager.

We value your partnership and thank you for your continued support as we strive to improve our services. If you have any questions or need assistance, please reach out to us at hbainvoices@hbanet.org.
