

## RETAIL CUSTOMER REVOLVING CREDIT CHARGE ACCOUNTS

21st Century Christian offers the convenience of a revolving credit charge account to churches, schools, non-profit institutions, businesses, and certain individuals with approved credit. Our charge accounts provide an easy method to purchase and pay for materials we sell through our website, annual catalog, and walk-in storefront. They also provide the means for organizations to easily monitor and control purchase and payment activity.

### TERMS

Unless special arrangements are made otherwise, orders billed to the charge account have **Net 30** terms. This means 30 days after the order invoice date, any unpaid amounts become eligible for finance charges of 1.5% monthly (18% annually) to be added to the account balance. However, at 21st Century Christian, **church accounts are NOT charged any finance charges.**

### SALES TAX

21st Century Christian is required by Tennessee state law to collect sales tax on orders billed or shipped to addresses within the state of Tennessee. For churches and other non-profit institutions in Tennessee, we are required by law to obtain a copy of your state **Tax-Exempt form** with your **Tax-Exempt Identification Number** in order to remove sales tax charges from your orders.

### DELINQUENT ACCOUNTS

It is important that charge accounts are kept in a good standing status by making sure that payments are submitted promptly, and account balances are not allowed to become more than 60 days overdue. Delinquent accounts may have further purchases denied until adequate payment on the account is received. 21st Century Christian may also be required to take additional actions for account balances that become more than 90 days overdue.

### HOW WE APPLY YOUR PAYMENTS AND CREDITS

Payment methods accepted include checks (personal, church, or company), money orders, or credit cards (Visa, MasterCard, Discover Card, or American Express). Payments and other credits are applied to the **oldest outstanding invoices** first. Once the oldest invoice is fully paid, then any remaining funds in the payment/credit are applied to the next oldest invoice. This continues until the payment/credit has been fully applied. If an invoice amount is not fully paid, the remaining portion of the invoice is carried over in the form of an outstanding **Balance Forward** amount.

### INVOICES / RECEIPTS

Invoice / receipts are provided to the customer for each purchase or refund transaction completed. This includes mail orders, phone orders, website orders, and walk-in customers. If any ordered items were not shipped due to being sold out, the quantity will be shown as **Backordered**, and the items will be shipped at a later date once new stock is received from the vendor. Receipts for orders prepaid by check/money order or billed to credit cards will reflect the payment received information. Invoices for orders billed to an account on Net 30 terms are **NOT** due upon receipt. Therefore, to help prevent accidental double payment (overpayment), customers are encouraged to use only their monthly statements to submit payments by.

### MONTHLY STATEMENTS

Statements showing a summary of the account activity (purchases, payments, returns, etc.) are sent out at the beginning of each month. The left side of the statement should be cut off at the indicated line and sent in with the payment in the return envelope which is also provided. This will help to ensure that your payment is properly applied to your account in a timely manner. If the account has a **credit balance** (overpaid), the statement will include the text **DO NOT PAY** indicating that no payment is required at that time. It is highly recommended that order invoices are used only as receipts to match with the activity printed on the monthly statement, and that **payments to the account are only submitted upon receipt of the statement** and not for each individual invoice.

### PAPERLESS BILLING OPTIONS

Customers have the option to choose emailed delivery of invoice/receipts or monthly statements or both. Paperless documents arrive as PDF file attachments to your email, and you may configure your account with a variety of delivery options including one or multiple email addresses, having invoices emailed while statements are printed (or visa versa), and more.

### CUSTOMER CONTROLS

As the manager of a 21st Century Christian charge account, you have several options available to allow you greater control of your account. You can do things like specify that purchase order numbers are required, provide a list of authorized user names, request a specific credit limit amount, or assign multiple shipping addresses to the account. Any changes to these controls, as well as the billing address or other key information, will be required through official notification from authorized personnel on the account.

### CLOSING OR SUSPENDING YOUR ACCOUNT

You may contact Customer Service to ask us to close your account. 21st Century Christian may close or suspend your account at any time and for any reason permitted by law, even if you are not in default. You must still pay us all amounts you owe on the account, even if it is closed or suspended.



4108 Hillsboro Pike Ste 200  
Nashville TN 37215-2701  
customer.service@21stcc.com

615.383.3842 Nashville  
800.251.2477 Nationwide  
615.292.5983 Fax

### Internal Use Only

Account Number: \_\_\_\_\_

Date Received: \_\_\_\_\_

## CHURCH CHARGE ACCOUNT APPLICATION

( please complete in detail, printing clearly, and return to 21st Century Christian )

Date: \_\_\_\_\_

Tax Exempt Number: \_\_\_\_\_

Name of Congregation: \_\_\_\_\_  
(please include all necessary identifiers, such as **Jamestown** Church of... or ...**at Second Avenue**, etc.)

Street Address:

Mailing Address: (if different, such as a post office box)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Primary Phone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_

Alternate Phone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_

Fax: \_\_\_\_-\_\_\_\_-\_\_\_\_\_

Primary Email (please limit to 40 characters): \_\_\_\_\_

Alternate Email (please limit to 40 characters): \_\_\_\_\_

### IF BILLING AND/OR SHIPPING ADDRESSES ARE DIFFERENT FROM ABOVE, ENTER THAT INFORMATION BELOW

Billing Address: (for invoices and monthly statements)

Shipping Address(es): (if different / use back of form if needed)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Paperless Billing Options: (You may choose to have all invoices and/or monthly statements delivered via email. You may opt out at any time.)

☐ Invoices ☐ Statements Email: \_\_\_\_\_

☐ Invoices ☐ Statements Email: \_\_\_\_\_

☐ Invoices ☐ Statements Email: \_\_\_\_\_

Minister or Elder Name & Address:

Treasurer Name & Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_ Phone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_

Phone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_ Phone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_

Email: \_\_\_\_\_

Email: \_\_\_\_\_

Authorized Buyers:

(If you prefer to limit your purchases to only certain members of the congregation, please list their names below.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you require purchase order numbers? ☐ Yes ☐ No

Submitted By (required):

Name: \_\_\_\_\_

Phone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_