



## **Payment Flow and Delivery Policy**

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Policy Owner: ACi CIO

# Payment Flow and Delivery Policy

## 1.0 Introduction

- 1.1 The Association of Corporate Investigators (ACi) is a UK based non-profit association formed for the benefit of the corporate investigations community.
- 1.2 The ACi posts its membership criteria, events and training offerings on its website. The website has a member's only section within which the associations' policies are posted.
- 1.3 The ACi is managed via an Executive Committee (ExCo) under its constitution.

## 2.0 Offerings – payment flow

- 2.1 The ACi offers membership, events and training to members and non-members. Membership, events and training are focused on the skill needs of corporate investigators.
- 2.2 Membership is via the membership page of the ACi website using an on-line application. Members pay a monthly or annual subscription. Membership runs for twelve months. Applicants can pay monthly or annually. Subscriptions are renewed on a twelve months basis. Membership subscriptions are determined by criteria outlined in the ACi Membership Policy.
- 2.3 Full details of event venues, agenda's etc. will be published on the ACi Website events page and full details of training offerings will be posted on the ACi
- 2.3 Payment for membership can be made via the website membership page payment portal by;

Preferred channels;

- 1. Bank to Bank transfer (via invoice issue)
- 2. Credit or Debit Card (recurring authority – monthly or annually)
- 3. Charge Cards i.e. American Express  
(1,2,and 3 via PayPal or iATS)
- 4. Direct Debit

Members will also be given the option of paying by;

Standing Order  
Cheque

Full details will be posted on the ACi website membership page.

- 2.4 Payment for events and training can be made via the ACi website events registration page payment portal by;

1. Bank to Bank transfer (via invoice issue)
2. Credit or Debit Card
3. Charge Cards i.e. American Express  
(1,2,and 3 via PayPal and iATS)
- 4.Cheque

2.5 The ACi have a UK Nat West Business account in the name Association of Corporate Investigators. All funds received are paid to this account. The ACi accounts are subject of a yearly audit.

2.7 The ACi use payment service providers (PSP's) to facilitate payments by credit and debit cards and American Express. The providers are namely; PayPal Business and iATS payments (a specialised non-profit payment services provider).

2.8 Both the PayPal and iATS channels are offered via the ACI website membership and events registration page. Payments collected via these channels are transferred to the ACi Nat West Bank account in line with the PSP's terms and conditions.

### **3.0 Offerings - delivery**

#### **3.1 Membership**

- For membership, applicants receive a receipt of application and payment e-mail to the e-mail address they nominate for ACi e-mail communication.
- On acceptance of application notification by e-mail of their membership number.
- Issue of an e-invoice for their membership subscription.
- Issue of log-on registration details for the members only section of the website.

#### **Events and Training**

- Following registration and payment of delegates fee a registration and confirmation of payment e-mail to the e-mail address, they nominate at registration for ACi e-mail communications.
- Issue of an e-invoice/receipt acknowledgement of payment
- e-ticket for the event or training.

### **4.0 Refunds – payment flow**

4.1 Membership subscriptions, events and training fee refunds will be made in compliance with the ACi Cancellation and Refunds Policy.

4.2 Requests for refunds are submitted via the ACi Website membership and events pages via on-line submission of refund request.

4.3 The payment flow for refunds is as follows;

- Bank to Bank transfers – reversal back to remitting account

- Credit Cards – reversal back to remitting card
- Debit Card – reversal back to remitting card
- Charge Card – reversal back to remitting card
- Direct Debit – cancellation by instructing party
- Standing order – cancellation by instructing party
- Cheque - Bank transfer back to debit account

To assist payment flow refunds the cancellation and reversal functions provided by the PSP's will be utilised.

## **5.0 Refunds – delivery**

5.1 On receipt of a refund request via the ACi website membership or events pages on-line request;

- Confirmation of refund request via e-mail sent to e-mail address nominated at application or registration for ACi e-mail communications.
- Confirmation of refund amount via e-mail.
- In the case of membership cancellation – e-mail confirmation of closed membership and applicable subscription refund amount.

## **6.0 Payment disputes**

6.1 If an applicant, member, non-member or delegate raises a payment issue guidance will be published on the ACi website membership page and events page to direct queries and issues to the ACi administration manager by e-mail to [admin@my-aci.com](mailto:admin@my-aci.com). We will seek to resolve payment issues or queries within 7 working days.

### Related Documents

- Cancellation and Refund Policy
- Membership Policy