



Otelier Invoice and Collections Process

Purpose

At Otelier, we value our partnerships and are committed to maintaining transparency and consistency in our financial processes. This document outlines our standard approach for managing invoices and addressing overdue payments to ensure continuity of service and smooth financial operations.

Scope

This process applies to all Otelier customers and properties with active subscriptions, services, or other engagements under our standard terms and conditions.

Billing and Payment Terms

- **Invoice Delivery:** Invoices are issued at the frequency described in your Order Form or Service Agreement (typically annually on the anniversary of your contract start date, unless otherwise specified).
 - **Payment Terms:** Payment is due within **30 days** of the invoice date, unless otherwise stated in your contract.
 - **Payment Methods:** We accept ACH, wire transfer, or credit card payments (details included on each invoice).
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Roles and Responsibilities

| Role | Responsibility |
|---------------------------------------|--|
| Accounts Receivable (AR) | Tracks overdue invoices, sends reminders, coordinates with CSMs on customer status, and issues statements. |
| Customer Success Manager (CSM) | Engages customers early, reinforces value, and ensures business context accompanies any payment reminders. |
| Sales / Account Executive | Supports escalation when strategic or commercial leverage is needed. |

| Role | Responsibility |
|--|---|
| Finance Leadership / Chief Customer Officer | Approves exceptions and holds final authority for service suspension decisions. |

Liability for Affiliate Properties

Corporate customers may be liable for outstanding payments on behalf of their affiliate hotels in “bill to property” scenarios. Please consult your Order Form or reach out to Otelier Finance if you have questions about potential liability for your hotel group.

Past Due Process Overview

We understand that delays happen. Our goal is to work with customers proactively to resolve any billing concerns before escalation is needed.

1. 30 Days Past Due

- A formal reminder is sent to the billing contact on file. It is the responsibility of Customer to ensure that emails received from the “@otelier.io” email domain are on an approved setting or safe sender list.
- The customer is encouraged to review and confirm receipt of the invoice or raise any discrepancies.
- The Account Manager or CSM may reach out to discuss the outstanding balance and identify blockers.
- Otelier may request a brief meeting to align resolution steps or a payment schedule.
- Software access will continue without interruption; however, assistance for **some customer support requests (e.g., [Account Adjustments, Secondary Integration Support]) will be paused.**
- A warning will be issued on the support portal regarding outstanding balances (unless an approved delay is granted in writing by Otelier leadership).

2. 60 Days Past Due

- A formal reminder is issued by our Finance team.
- **Interest charges apply at 1.5% per month** or the highest legally allowed rate (*per SSA, Clause 4.3 | Remedies for Late Payment*).



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- **All standard support services will be paused.** Any new service requests will receive an automated message stating that outstanding invoices must be settled before support can resume.
- Any data recovery services requested due to a billing-related support interruption may incur additional fees.

3. 90 Days Past Due

- The account is considered **delinquent**.
- Otelier reserves the right to pause software services or withhold deliverables until payment is received (*SSA, Clause 4.3 | Remedies for Late Payment*).
- The customer will receive written notice prior to any suspension of service.
- Reinstatement of services may require payment of all overdue amounts, and may, in some cases, require a reinstatement fee.

Dispute Resolution

If you believe an invoice is incorrect, please notify us within **15 days** of receipt at ar@otelier.io. Our team will work promptly to review and resolve any discrepancies.

Maintaining a Healthy Partnership

We encourage all partners to:

- Keep billing and contact information up to date and ensure that emails received from the “Otelier.io” email domain are on an approved setting or safe sender list.
- Communicate early if payment delays are expected.
- Collaborate with your Customer Success Manager for billing support.

Our goal is to ensure uninterrupted service and a mutually beneficial relationship.

Contact Information

For questions regarding invoices, payments, or billing disputes: - [✉ ar@otelier.io](mailto:ar@otelier.io) - 
Otelier Finance Department – +1 (240) 414-7410.