



FROM: Bart Ganster, Director of Operations
TO: All office staff
DATE: 11/1/2021
RE: Standard Operating Procedure (SOP) for Payment Plans

Standard Operating Procedure (SOP) for Payment Plans

PROCESS:

1. Payment plan applicant is eligible to enter into payment plan if vehicle has outstanding balance of \$100 or more
2. To start payment plan, applicant must agree to initial payment and follow established payment plan thereafter
3. Applicant must complete, sign, and date payment plan form
4. Applicant must provide valid photo ID (i.e. driver's license, passport, photo employee ID, etc.)
5. Payment plan enters default status if applicant fails to make agreed upon payment as scheduled
6. If applicant defaults on payment plan:
 - a. Vehicle may be immobilized using a boot or Barnacle
 - b. Owner may be required to pay remaining balance in full to reclaim vehicle from impound