



Understanding the ENC Invoice

The illustration of sample invoice #31489 depicts the basic ENC invoice. Please refer to the letter on the sample invoice with the corresponding letter below which explains the invoice segments.

- A.) **Bill To:**
The bill to section identifies the Customer's name and billing address.
- B.) **Date:**
The date section is the invoice date and is the date the invoice is generated and emailed. The invoice date determines the payment due date.
- C.) **Terms:**
The terms section reflects the payment terms for each invoice. A 30 day grace period is allowed before an invoice is considered past due. The sample invoice is considered past due if unpaid by 10/18/08. Finance charges begin accruing at a rate of 2% from date of invoice.
Ex: $\$2451.57 * 31 * .02 / 356 =$ finance charge of \$4.27
- D.) **Service Ticket Number:**
The service ticket number is the identifier for requested service. The Customer signs off on each Service Ticket on the Customer Sign off Form. This Customer Sign off Form acknowledges receipt of services rendered and product delivered which authorizes billing to commence.
- E.) **Services:**
The services section summarizes all Customer authorized work performed by each ENC staff member. Billed and Non-billed time is summarized on this section of the invoice. Each service performed by ENC staff is described by the work type, total hours of work type and extended amount. Please visit www.encomputers.com, or refer to the 2008 ENC Customer Handbook Rate Schedule for Service and the Services Offered sections for details.
- F.) **Expenses:**
The expenses section lists any additional expenses incurred items such as, shipping, handling, miscellaneous parts and supplies, sub-contracted labor, etc.
- G.) **Other Charges:**
The other charges section lists and describes all components sold (hardware, software, etc.) and associated with each ticket.
- H.) **Adjustments:**
The adjustments section reduces the amount of the invoice for service agreement ENC Customers. The invoice will deduct portions of the service agreement balance as stipulated on your service agreement contract. Please refer to your service contract for details of authorized deductions.
- I.) **Sales Tax:**
Sales tax is calculated at the State of VA rate of 5% for component sales.
- J.) **Comments:**
The comments section highlights the payment terms of the invoice with respect to payment terms, finance charges, returned check fees, restocking/cancellation charges and ENC contact information. Billing Dispute Forms may be forwarded to ebill@encomputers.com within ten (10) days of invoice date. Please visit www.encomputers.com, or refer to the 2008 ENC Customer Handbook Rights and Responsibilities section for details.



K.) Invoice Detail:

The invoice detail section is a breakdown of the summarized section Services. The detail section includes a complete description of the work performed by each service member with identified issues and progress of resolution. The date(s) of service on the invoice detail coincide with the work performed on the service ticket(s). The date(s) of service determine the ENC warranty. Please refer to the 2008 ENC Customer Handbook Warranty Section for warranty details.

Understanding the ENC billing and collection process.

The billing and collections process is to ensure that we are making every reasonable effort to collect amounts due within a 30 day cycle. ENC invoices are due upon receipt, however, ENC Customer's are given a grace period of 30 days to remit payment.

ENC invoices are processed and emailed weekly. The Customer has a thirty (30) day grace period to remit payment from the date of invoice. Invoices past the thirty (30) day grace period are escalated to the collection process as follows:

- 1.) Over thirty (30) day past due invoices are charged a 2% finance charge as measured from the original date of invoice.
- 2.) ENC accounting staff is in contact with the Customer by phone and/or email to address past due invoices.
- 3.) Collection activity and finance charges continue to accrue monthly until payment is received in full.
- 4.) The Customer's account is placed on hold. ENC does not deliver service, order or deliver product until the account is removed from hold status.
- 5.) On hold Customers must pay by credit card, or make arrangements with the ENC accounting department to reinstate service before additional service is performed.
- 6.) The Customer status is returned to active once payment has been received.
- 7.) ENC reserves the right to require pre-payment, or decline service or product at any time.



Understanding how to dispute an ENC invoice

Customers may dispute an invoice within ten (10) days of original date of service by completing the Billing Dispute Notification Form. The Dispute Notification Form may be accessed from www.encomputers.com and forwarded: ebill@encomputers.com, or faxed to: 703-935-2665. Dispute requests are reviewed through ebill@encomputers.com and responses are issued to the Customer via email within ten (10) days of dispute receipts.

Billing Dispute Notification Form

INSTRUCTIONS: Invoice disputes must be submitted within (10) days of original date of service.

Name: _____ Business Name: _____

Transaction Date: _____ Invoice#: _____

Service Ticket#: _____ Amount: _____

Transaction Description: _____

I have examined the charge(s) made to my account and wish to dispute the above items for the following reason:

****Check only ONE of the boxes below. ****

1. _____ Although I did agree to the above request for service (complete ONE of the following statements and provide as much detail as possible to support your statement):
 - i) The service I requested, approved and signed off on, did not resolve the original issue I requested.
 - ii) The dollar amount of the invoice is incorrect. I am attaching a copy of my signed price rate agreement which reflects the correct amount.
 - iii) I dispute the entire charge or a portion of it in the amount of \$_____. (Please provide details of the circumstances surrounding this dispute and your calculations used to derive the correct amount.)
 - iv) I have not received the product and/or the product as described on the invoice and/or service ticket.
 - v) The service request was not addressed to my satisfaction. I expected to have _____ issue resolved.
 - vi) All or part of the shipped or delivered merchandise was defective or damaged when received. I returned the merchandise on _____ (date) but have not received a credit for the amount of \$_____. I am enclosing a detailed statement describing the defects of the merchandise and I am enclosing a copy of my proof of return receipt.
 - vii) The above transaction is duplication of invoice #_____, or service ticket #_____.
2. _____ I certify that the charge(s) listed above was not authorized by me. I did not receive any goods or services from this transaction nor did any person authorized by me.
3. _____ I notified ENC on _____ (date) to cancel this service and/or project. Attached is the cancellation documentation.
4. _____ Other _____.

I have attached a copy of all related documents, including any invoices, service tickets, signed contract agreements or signed cancellations.

Signature of Authorized Customer Liaison: _____ Daytime Phone _____

September 25, 2008