



Payment Processes

Altium requests that our customers follow the processes set forth below. If the customer has questions or concerns about any of the processes below, please contact Altium's Accounts Receivable Department at accounts.receivable@altiumpkg.com (for Altium Packaging, Envision Plastics and Altium Packaging Canada) or ach_info@altiumpkg.com (for Altium Healthcare), and we will work with you to address those questions and concerns.

If anything below conflicts with the terms of a contract between Altium and our customer, the terms of that contract will prevail.

1. **Payment methods.** Altium's preferred method of receiving payments from our customers is electronic, either by ACH or wire. If you are unable to pay electronically and wish to pay by check, please send your payment to Altium's lockbox.
2. **Remittance advice.** Please include remittance advice with each payment.
 - If your company uses ACH, our preferred ACH format is CTX, as remittance advice will automatically accompany payment.
 - If CTX format is not feasible for the customer, please send a remittance advice to the applicable email address below on the same day you send your payment:
 - accounts.receivable@altiumpkg.com (for Altium Packaging, Envision Plastics or Altium Packaging Canada)
 - ach_info@altiumpkg.com (for Altium Healthcare)
3. **Payment terms**
 - Payment terms are typically set forth in a contract between Altium and our customer.
 - The number of days in your payment terms identifies the period in which Altium should **receive** your payment, **not** when you should **send** your payment. For example, if you have net 30 day terms, Altium should receive payment within 30 days of the **later** of:
 - The date on which the customer **receives the invoice** or
 - The date on which the customer **takes possession of goods** (e.g., when customer's carrier picks up goods at an Altium facility or when Altium's carrier delivers goods at the customer's facility).
4. **Late payments.** If the customer does not pay in a timely manner, then Altium is essentially acting as a bank for the customer. Accordingly, we will consider charging interest and/or implementing cash-on-delivery payment terms from that point forward.

5. **Customer system changes.** If the customer intends to change any of its payment processes or payment system, please notify us at least 30 days before implementation so that Altium can work with you to implement any necessary changes on our end. Altium cannot be held responsible for customer-imposed system changes that interfere with timely payments.
6. **Customer needs.** Please notify us at one of the email addresses in the first paragraph of this document if:
 - There is any information you need to see on invoices from us
 - You prefer a particular method for Altium to use in submitting invoices (e.g., EDI, email)
 - You transact through a portal

Finally, we would like to know the people we are interacting with! Please send an email to accounts.receivable@altiumpkg.com (for Altium Packaging, Envision Plastics or Altium Packaging Canada) or ach_info@altiumpkg.com (for Altium Healthcare) to let us know your primary contact for billing matters and a backup person in case the primary contact is unavailable. Specifically, please tell us:

	Primary Contact	Backup Contact
Name		
Title		
Phone		
Email address		

Thank you!

*Altium Packaging
Accounts Receivable Department*