



**ORLAND CEMETERY DISTRICT**  
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March 12, 2024

Orland Cemetery District  
Board of Trustees  
P.O. Box 424  
Orland, California 95963

Dear Board of Trustees,

Enclosed in your agenda packet is a proposed "NEW" policy for the Orland Cemetery District regarding forms of payment accepted by the District.

In January 2024, the District accepted (2) personal checks as a form of payment, one for a cremation burial service and the other for a monument and grave sale. This brings the total number of returned checks the district has experienced since July 2022 is (8) eight.

The time spent collecting the outstanding amounts is proving to be costly for the District. For the latest (2) NSF checks alone, I have invested close to 10 hours in collection efforts, including emails, letters, phone calls, and accounting corrections.

Currently, the District charges only \$25.00 for a returned check, reflecting the fee imposed by the Department of Finance. However, Glenn County charges \$43.00 for a returned check, indicating that our current fee structure is below standard.

Furthermore, the District does not receive any compensation for a returned check, despite the costs incurred. The (2) returned checks in question have collectively cost the District \$3,190.70, including fees and administrative time.

Glenn County Department of Finance Returned Check Fee:	\$ 50.00
(1) Returned Check – Fairbanks (Monument & Grave Sale):	\$ 1,075.00
(2) Returned Check – Alvarez (Cremation Burial):	\$ 1,780.70
10 Hours of Office Manager’s Time:	<u>\$ 285.00</u>
	\$ 3,190.70

I have reached out to members of the Public Cemetery Alliance to inquire about their accepted forms of payment. Most cemeteries do not accept cash or personal checks, which aligns with our experiences and challenges in collecting NSF checks, particularly when associated with burial services.

The attached policy represents my recommendation for our District to mitigate future losses. It proposes stricter guidelines for accepted forms of payment, aiming to streamline transactions and minimize the risk of financial losses due to returned checks.

Please review the proposed policy carefully and let me know if you have any questions or concerns. Your input and feedback are invaluable as we work to ensure the financial stability and integrity of the Orland Cemetery District.

Sincerely,

A handwritten signature in blue ink that reads "Staci K. Buttermore". The signature is written in a cursive style with a large initial "S".

Staci K. Buttermore, Office Manager  
Orland Cemetery District

# **Orland Cemetery District Payment Policy**

## **I. ACCEPTED FORMS OF PAYMENT:**

- A. For all services excluding pre-need purchases, the Orland Cemetery District will only accept Money Orders or Cashier's Checks as forms of payment. This includes but is not limited to burial plots, interment services, monument installations, and any other cemetery-related services.
- B. For pre-need purchases, excluding contracts, personal checks will continue to be accepted as a form of payment.

## **II. RETURNED CHECK FEE:**

- A. In the event of a returned check due to Non-Sufficient Funds (NSF), a fee of \$43.00 will be assessed to the individual or entity responsible for the payment.
- B. Any person or entity with a returned check will be required to submit Money Orders or Cashier's Checks for any future purchases or payments to the Orland Cemetery District.

## **III. EXCLUSIONS:**

- A. Personal checks will not be accepted for any services except pre-need purchases (excluding Contracts) as specified above.
- B. Cash payments will not be accepted for any services.

## **IV. IMPLEMENTATION DATE:**

This policy will be effective starting March 12, 2024. All transactions occurring on or after this date must adhere to the outlined payment methods.

## **V. COMPLIANCE:**

It is the responsibility of customers to ensure compliance with this policy when engaging in transactions with the Orland Cemetery District. Failure to adhere to the designated forms of payment may result in delays or refusal of services.

## **VI. EXCEPTIONS:**

Exceptions to this policy may be granted at the discretion of the Orland Cemetery District under special circumstances, but such exceptions must be requested and approved in advance.

**VII. REVIEW AND AMENDMENT:**

This payment policy is subject to periodic review and may be amended or revised as deemed necessary by the Orland Cemetery District Board of Directors. Any changes to the policy will be communicated to the public in a timely manner.

**PASSED, APPROVED AND ADOPTED** by the Board of Trustees of the Orland Cemetery District in a regular meeting held at its regular place of meeting this the 12<sup>th</sup> day of March 2024.

Vote:

AYES: ( )

NOES: ( )

ATTEST

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Staci Buttermore, Secretary  
Orland Cemetery District

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Rick Beale, Chairperson  
Orland Cemetery District  
Board of Trustess