**PAYMENTS, ADJUSTMENTS & CANCELLATIONS**

Payment postings, adjustments and cancellations will be handled by Invoice Receivables for departments using the Invoice Receivables system. Guidelines are as follows:

**PAYMENTS FOR INVOICES ON THE I/R SYSTEM**

* Payments should be made payable to the University of Washington. Not to the department or contact person.
* We accept payments for authorized UW departments that upload department invoice data with Student Fiscal Services. For more details please email [invoices@uw.edu](mailto:invoices@uw.edu)
* Checks must be in U.S. dollars from a U.S. bank account. We cannot accept checks on Canadian banks with U.S. dollars written on the check. We do not accept checks from foreign banks. The payment must be sent by international wire.

1. If your department receives payment directly from the customer, notify Invoice Receivables of the payment. If this is not done your customer will continue to receive past due notices and late fees will be added. Include the following information in an email to [invoices@uw.edu](mailto:invoices@uw.edu):

* Invoice number
* Payment amount
* Date the payment was made
* Method of payment and applicable reference number

We recommend that the department take full advantage of the lockbox mailing address for all check payments rather than having the customer send the payment to the department. The check is sent directly to the bank. The department will get the funds in the department budget three to five days faster using this method.

This eliminates the need to take the following steps:

* Keeping checks in a secured location
* Creating bank deposit
* Delivering the deposit to the bank or the secured safe in the lobby of Student Fiscal Services
* Claiming the funds with a CT to Banking & Accounting Operations
* Emailing I/R to let us know that the department received the payment directly at the department

The department can check for payments by looking at the budget on My Financial Desktop. It is helpful to do this once a week.

Use this address on the department’s invoices:

University of WA-I/R Department

PO Box 94224

Seattle, WA 98124

If your department really wants to do this extra work, email [bankrec@uw.edu](mailto:bankrec@uw.edu) for authorization to direct deposit. The department needs to be set up to deposit checks and complete an online CT to credit your budget.

Accepting credit card payments is one of the easiest ways for customers to make payments. The I/R department does not provide the ability to take credit or debit card payments. Being signed up for merchant services is a department decision. I/R cannot assist the department’s customers with credit or debit card payments. Please do not refer them to the I/R department. We just refer them back to the department. If your department is not currently accepting credit card payments and would like more information, please send an email to [pcihlep@uw.edu](mailto:pcihlep@uw.edu).

When credit card processing is set up, please also set up automatic notification of credit card payments. Add [invoices@uw.edu](mailto:invoices@uw.edu) on the distribution list for notification of payments. The payment notification will come to the I/R email system. We can then show the invoice as paid in full. This is an important step or the customer will continue to receive past due notices and interest and late fee could be added to the invoice balance.

If automatic notification is not available or set up and the department receives a credit card payment directly, notify Invoice Receivables by sending an email to [invoices@uw.edu](mailto:invoices@uw.edu). In your payment notification email, please include the following information:

* Invoice number
* Payment amount
* Date the payment was made
* Method of payment and applicable reference number

1. Electronic payments (wire payments) are transferred directly to the Invoice Receivables bank account. This option is only available to departments utilizing the full invoice receivable processing procedures and invoice data is being uploaded to the Invoice Receivables system. **For proper posting, all wire transfer payments MUST include an invoice number or credit to the department budget will be significantly delayed.** Contact Invoice Receivables via [invoices@uw.edu](mailto:invoices@uw.edu) for specifications when setting up electronic payments with a customer.

**Note:** Please let your customer know that there are two types of Electronic Payments EFT (Sometimes referred to as ACH) and Wire Transfer. Often there are fees associated with Wire Transfers so ensure your customer investigates these fees with their bank prior to sending a wire. Your customer must include the fees in the amount sent so the wire pays the invoice balance. If a fee is subtracted, the department budget will receive less funds than the original invoice amount. I/R does not bill for remaining balances of less than $50.00. Electronic payments and international transfers are the only form of payment accepted for foreign payments. We cannot accept foreign checks. This includes checks in Canadian funds. Canada is consider a foreign country.

**SPECIAL NOTE:** When ACH/EFT is used, the customer MUST send an email to [invoices@uw.edu](mailto:invoices@uw.edu) when the transfer is initiated with the bank. We must be notified prior to receiving the funds in the I/R bank account. If this is not done, we only see the name on the bank account (which often does not match the name on the invoice) and the dollar amount. We do not get the invoice number. The I/R advisor has not idea which department is being paid. If an email is not sent to I/R, the funds could be returned to the customer has unidentified. The email must include the invoice number and the name on the invoice. The subject line on the email should be Advanced Notification Invoice number xxxxx.

1. Payments will be credited by the Invoice Receivables system directly to the budget provided when the invoice was uploaded. Departments that have online access to MyFinancial Desktop can view payments when they are processed. Departments without online access to the My Financial Desktop system can contact [bankrec@uw.edu](mailto:bankrec@uw.edu) to obtain access. This information also appears on the department's Budget Activity Reports.

A best practice is to check the department budget weekly to monitor which invoices have been paid. Please check the budget before requesting research on whether payments have been processed. If the funds are not located in the budget, please email [invoices@uw.edu](mailto:invoices@uw.edu) and provide a copy, front and back of the cancelled check or the wire confirmation information. The wire confirmation information is the bank receipt of the wire. This will provide the date sent, amount sent (if fees were deducted), bank account credited and the tracer number of the transaction. This information is needed to begin the research process. We cannot find checks by just the dollar amount or the customer’s name.

If the remittance was sent to the main UW bank account ending in 5000 (or the pseudo number ending in 3004), work with Banking & Accounting Operations to claim the funds by sending an email to [bankrec@uw.edu](mailto:bankrec@uw.edu). The Banking & Accounting Operations website has links for outstanding ACH & Wires and Checks/Cash Deposits. The department can be set up for a monthly email notification when the links have been updated. Request to be added to the BAO’s mailman subscription at this website <https://finance.uw.edu/bao/>

Effective October 1, 2017 unclaimed funds will be redistributed according to their unclaimed deposit policy listed on their website. [http://finance.uw.edu/bao/](http://finance.uw.edu/bao/%20). A best practice is to check the outstanding links once a month for any missing remittances. If a payment is located at Banking & Accounting Operations, please send an email to [invoices@uw.edu](mailto:invoices@uw.edu) providing the payment information. We need to mark the invoice as paid in the billing system or the customer will continue to get past due billing notices.

**ADJUSTMENTS**

All departments are to have written procedures to ensure that only authorized adjustments are recorded. All adjustments are to be supported by a revised billing document, a credit memorandum, or other appropriate documentation. The department must keep this documentation to support the decision to change an invoice amount.

To adjust the amount of an unpaid invoice on Invoice Receivables, send an email notification to [invoices@uw.edu](mailto:invoices@uw.edu) . The following information must be included in your email so we can ensure we change the correct invoice:

* Invoice number
* Customer name
* Original invoice amount
* New invoice amount
* Reason for the adjustment

**CANCELLATIONS**

All departments are to have written procedures to ensure that only authorized cancellations are recorded. All cancellations are to be supported by a revised billing document, a credit memorandum, or other appropriate documentation.

Some reasons for cancelling invoices include:

* Invoice was issued in error
* Invoice needs to be reissued at a later date
* Customer no longer owes the money
* Customer cancelled the order or request

To cancel an unpaid invoice on Invoice Receivables, send an email to [invoices@uw.edu](file:///\\nebula2.washington.edu\uw\groups\sfs\receivables\Invoice%20Receivables\invoices@uw.edu%20) and include the following:

* Invoice number
* Customer name
* Dollar amount to cancel
* Reason for cancellation