



BANKING & ACCOUNTING OPERATIONS NEWSLETTER #43 AUGUST 2025

Deposit Process Update - Part 6

As we wrap up the first month of FY2026, BAO and CCATS want to extend our sincere thanks to all of you for your cooperation and support during the transition to the new deposit process. Your efforts have been instrumental in helping make this implementation a success. As with any new process, we anticipate some learning curves and occasional challenges. We appreciate your patience and continued collaboration as we work through them. In this newsletter, we'd like to highlight some of the recurring issues that have been identified and share the actions we're taking to address them.

Acceptable Payee Name

Per [UW's Cash Handling Policy - Acceptance](#), checks must be payable to the following naming conventions:

- All payments must be made payable to University of Washington for acceptance
 - Common accepted abbreviations include:
 - UW, UofW, Univ of WA
 - Checks payable to "University of Washington" (or one of the common accepted abbreviations above) plus department or school name are also accepted
 - Example: UW Department XYZ, UW School of XYZ
 - Checks payable only to department and/or school names are NOT accepted
 - Example: School of XYZ, Department XYZ

- Checks payable to “Washington University” are NOT accepted
- Any payment not meeting these requirements must be returned to the issuer with a request for a new check payable to the University of Washington (or one of the commonly accepted abbreviations above)

We want to emphasize the importance of instructing all payers to begin the payee line with **“University of Washington”** when issuing checks.

The deposit account at Bank of America is registered under the University's legal name, and Bank of America can only legally accept checks payable to “University of Washington.” While there is an agreement in place to allow for certain name variations as outlined in the UW Cash Handling Policy, it is essential that these variations still start with “University of Washington.”

Unfortunately, we have seen an increase in deposit rejections due to checks being flagged as **“Not Acceptable Payee.”** This typically occurs when the payee line does not begin with any acceptable variation of the University's name.

When a check is rejected:

- A legal copy and rejection notice is sent to UW FPB
- The check must be reviewed and manually reprocessed
- This causes delays in both the deposit posting to UW's bank account and the department's internal account

To avoid these delays, please ensure that your departments clearly communicate this requirement to all payers.

In addition, please ensure that the department name is **NOT** listed as a “DBA” (Doing Business As) on the payee line. For example:

University of Washington **DBA** School/Department of XYZ

This format creates a dual payee situation, which would require registering each department name as an acceptable payee and something that will not be supported.

Going forward, all checks must be made payable to "University of Washington" or a permissible variation listed in the UW Cash Handling Policy. If the check does not follow these guidelines, please request that the payer issue a new check with the correct payee's name to avoid delays or rejections.

To further minimize payment delays, we strongly recommend that you check with the payer about the possibility of submitting payment electronically via ACH or WIRE

transfer. These methods are faster and more cost-effective than traditional check processing.

For instructions on accepting payments via ACH or WIRE, please refer to the link below:

<https://finance.uw.edu/bao/cash-receivables/ach-wire>

Grant/Sponsor and Gift/Donations Related Deposits

As noted in the last newsletter and per the UW Cash Handling Policy, the deposit process for checks related to grants/sponsor payments and gifts/donations has not changed.

Only deposits for miscellaneous accounts receivable (AR) such as Workday customer invoices and non-Workday customer invoices not related to grants/sponsors or gifts/donations have undergone changes in the process.

For the appropriate deposit instructions based on the type of payment, please refer to the guidance below:

Grant/Sponsor Payments: <https://finance.uw.edu/gca/award-lifecycle/sponsor-payments/checks-received-campus-departments-grants-contracts-gifts>

Gift/Donation Payments:

- Send all gifts or pledge payments to Gift Services, Box 359505
- Please include an Online Gift Transmittal
- Attach supporting documentation and/or gift agreement
- Please contact giftdata@uw.edu for additional information

Eventbrite and Stripe

We have seen an increase in requests for UW bank account information to receive payments from event registration platforms such as Eventbrite or solutions that use Stripe. Please note that Eventbrite and Stripe are not approved vendors for accepting payments on behalf of the University of Washington. Using these platforms presents contractual and compliance risks to the University, as confirmed by the [Office of Merchant Services](#).

To ensure compliance and safeguard payment information, the Office of Merchant Services provides centrally managed and approved solutions for event registration

and payment processing. These solutions are compliant with UW policies and should be used in place of third-party vendors like Eventbrite or Stripe.

For more information and access to approved event registration options, please visit the following link:

<https://finance.uw.edu/merchant-services/event-solutions>

In addition, this is from the most recent digest from the Office of Merchant Services:

Merchant Services Announcement - Eventbrite Usage

We have observed an uptick in both requests for, and unauthorized use of, Eventbrite for University events that require customers to pay with a credit card (this announcement does not apply to free events at this time).

Eventbrite is not an approved platform for payment card acceptance due to the following:

- **Contractual Limitations:** Despite multiple attempts, the University has been unable to negotiate an enterprise agreement with Eventbrite. The company has declined to modify key terms and conditions, including those related to liability, privacy, and indemnification—requirements essential to University contracting.
- **High Costs:** Eventbrite charges 3.7% + \$1.79 per ticket, plus an additional 2.9% for payment processing. These fees are significantly higher than those associated with existing University-supported platforms.
- **Available alternatives:** The University has successfully negotiated contracts with several enterprise-level event platforms that meet our compliance, security, and cost-efficiency standards.

Reminder: All contracts involving payment card acceptance—regardless of dollar amount—must undergo a full Procurement review process.

If you are currently using Eventbrite to collect credit card payments, please contact pcihelp@uw.edu as soon as possible. We will assist you in transitioning to a University-approved platform that meets both operational and compliance requirements.

Thank you.

---Office of Merchant Services

For additional questions, please email pcihelp@uw.edu.

BAO FAQs

Where can I provide additional worktags that are not acceptable on the Cash Remittance Form?

If there are certain worktags that need to be added or updated on the [Cash Remittance Form](#) submission, please make sure to fill out the information in the “Additional Comments” section at the bottom of the form. CCATS will review and see if the additional worktags can be accommodated. For further questions about a Cash Remittance Form submission, please email ccats@uw.edu.

Where do I take my deposits for processing?

Updated instructions are now available on BAO’s website:
<https://finance.uw.edu/bao/cash-receivables/cashcheck-deposits>

How can I receive ACH/WIRE deposits?

For those that are not utilizing Workday Customer Invoices, the UW bank account information to receive ACH/WIRE payments can be obtained by filling out this form: [ACH/WIRE Instructions Request](#)

How do I get other employees added to this mailman list?

- Please share BAO’s mailman list FA_BAO subscription to receive updates and newsletters sent out by BAO
 - https://mailman12.u.washington.edu/mailman/listinfo/fa_bao

To review previous newsletters, please visit <https://finance.uw.edu/bao/resources/bao-newsletter>

BAO is committed to providing campus departments with high-quality customer services. Please send your feedback or suggestions to bankrec@uw.edu to help us improve our services.

THIS NEWSLETTER WAS SENT TO YOU BY UW BANKING & ACCOUNTING OPERATIONS

For additional information, visit BAO’s webpage: <https://finance.uw.edu/bao/>

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