



External Surcharge and RS100075 Guidance

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To service-and-recharge-center@u.washington.edu <service-and-recharge-center@u.washington.edu>

Greetings from your MAA Service & Recharge team!

We hope you had a restful and joyful holiday season! As we usher in the new year, we're excited to share some updates to help you all in managing your external surcharge revenue with more to come.

Namely, we have solidified an official process for how to handle charging a surcharge to an external customer using existing Workday customer invoice functionality. To illustrate this for our visual learners out there, we have created a new [RS100075 process flowchart](#) and an [example invoice](#). Which can all be found on our [External Rates](#) page under *Transferring the Surcharge*.

Wishing you all the best in 2026!



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