**PROCEDURES & FORMS**

**COMMUNICATIONS**

When communicating with [invoices@uw.edu](mailto:invoices@uw.edu) ensure that you continue to reply to the ongoing chain of conversation with Student Fiscal Services. You will receive an email from our Request Tracker (RT) management system. A RT number is assigned to each conversation chain so please reply directly to the email sent. Creating a new message can create confusion as more than one staff member may be working on these emails. Using one ongoing message also keeps the documentation together.

To serve the departments efficiently, we keep a list of contacts for each department. If invoice receivable responsibilities in your department change, please be sure to provide the new contact information so we can update our records. Some department’s choice to have a general email address used for the department’s correspondence. Please provide the staff member’s name that we should address the emails to. This will help us better serve you and your customers!

**FORMS TO USE FOR INVOICING**

All departments using Invoice Receivables **must** **use an assigned prefix** at the beginning of the invoice number. The length of the invoice number can be up to 15 characters including the prefix letters. When the invoice number is created, there should be no dashes or spaces in the invoice sequence. The customers are more likely to use an invoice number with their payment if the number is not too long.

**The Invoice Receivables department will issue an assigned prefix that is unique to the department so duplicate prefixes are not used by multiple departments on campus. Please send a request to** [**invoices@uw.edu**](mailto:invoices@uw.edu) **with the department name, budget numbers, contact staff name, their email and phone number. Please suggest a two or three character alpha prefix for the department. You will determine if this prefix can be used and we will sent a prefix that is unique to your department. The prefix must be established by I/R before you may begin issuing invoices. This also applies to departments that are not being serviced by the I/R department.**

The purpose of the prefix is to ensure that payments received can easily be connected to the correct department. This is especially helpful when research needs to be done on payments that require special handling. Without the prefix, the payment remittance is just a “sea” of numbers and we do not have anything that identifies which department to work with.

An invoice template is available in Word or Excel formats. Invoices may be electronically generated. The departments are responsible for keeping records of invoices issued as well as issuing all invoices to customers.

**These templates were updated in December of 2018.**

* [Word template (blank)](http://finance.uw.edu/sfs/sites/default/files/doc/Invoice_Example_Word_IR.doc)
* [Excel template (blank)](http://finance.uw.edu/sfs/sites/default/files/doc/Invoice_example_Excel_doc.xls)

All Invoices are limited to ONE budget number, revenue code and tax rate per invoice. The website to find an appropriate revenue code is <https://finance.uw.edu/fr/references/revenue-codes>.

**INTEREST AND LATE FEES**

Interest accrual is required by state RCW 43.17.240. More information regarding interest accrual can be found at: <http://apps.leg.wa.gov/RCW/default.aspx?cite=43.17.240>. Interest will begin to accrue starting 31 days from the date of the invoice.

All departments are required to charge interest on their receivables unless your customer is a federal or state agency, hospital, University or registered Non-Profit organization. Customers that meet these qualifications will not be charged late fees or interest if the invoice is set up correctly during the set up process. The last entry in the web entry set up should indicate Y for exempt. On the bulk invoice spreadsheet the last column is marked with a Y. See exempt status section for more details.

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| Invoices begin accruing interest at a rate of 1% per month/12% annually starting the 31st day from the date of the invoice. **All invoices must contain the following two disclaimers notifying customers of the potential for interest accrual.** **All departments and all customer invoices must have these disclosures:**   * “A finance charge may be added if payment is not received within 30 days of invoice date, at a periodic rate of 1% per month, or 12% annually.” * “A late fee of $25.00 may be charged if payment is 60 days past due.”   An invoice example is on our website for either a Word or Excel format.  If payments are not received by the 30th day, interest will begin accruing. If a vendor makes late payments they need to add an additional 1% of the invoice balance to the payment for every month past due. The first month of interest is charged on the 61st day from the invoice date. This does NOT give the customer until the 61st day to pay. The understanding is that payment needs to be received by the 30th day to be in compliance. |

If the customer does not qualify as being exempt from interest and late charges, a late fee of $25.00 will be charged when the invoice is 60 days past due. The billing system is set to add the charge on the 91st day from the date of the invoice.

Please see the Invoice Management Process document for more details concerning the application of interest and late fees and the impact to the department budget.

**PROCEDURES FOR SUBMITTING DATA TO INVOICE RECEIVABLES**

Budgets that have been set up with Banking and Accounting Operations can be used to receive credit for invoices that are being paid. The budgets utilized must be able to accept revenue income and must not be a grant or contract payment. The budget also needs to be set up to accept CT processing. Remittances for Grants and Contracts are done with the GCA department. I/R is not able to work with GCA budgets.

If the department needs to set up a budget, use this website <https://finance.uw.edu/gca/award-lifecycle/budget-setup>. Revenue code information can be found at <https://finance.uw.edu/fr/references/revenue-codes>. Once the revenue budget is set up, it needs to be set up with I/R department so the billing system can process payments to the budget.

The initial set up for I/R processing only needs to be completed the first time. This process takes about 24 hours to complete. The budget set up can be requested with this link:

<https://finance.uw.edu/fm/sfs/request-add-new-invoice-receivables-budget>

The department will receive an email when the budget is successfully added to the Invoice Receivables system. After the email notification is received the next step of entering the invoice data can be completed.

The invoice data must be properly submitted **prior** to sending/issuing invoices to customers.

**EXEMPT STATUS**

It is very important to know if your customer is a Federal or State agency, Hospital, University or registered Non-Profit organization. These agencies do not get charged a late fee or interest if the invoice is loaded correctly by indicating a Y in the required field.

As part of setting up a billing agreement with your customer it is necessary to know if they meet one of these exemptions **prior** to setting up the invoice in our billing system. Always put the agency/hospital/university or Non-Profit name **first** when inputting the invoice data. This is necessary to validate the exempt status. It is entered as the business name.

Place the individual’s name on the **first address** line. When two lines are needed to input the organization and the individual name, the mailing address would be placed on the second address line.

Abbreviating the Hospital or University name may create enough space to include the individual’s name on the first line. The guidelines for the

length of characters is to input the data the way you would want the billing notice to be formatted. Keep in mind what the U.S. postal service recommends for addresses.

**Examples:**

Name: University of Alaska

Mailing Address 1st line: Professor John Smith

Mailing Address 2nd line: 123 Main St

City and State: Anchorage AK 12345

Name: Oregon State Hospital

Mailing Address 1st line: Dr. John Smith

Mailing Address 2nd line: 123 Main St

City and State: Roseburg OR 12345

Name: Oregon State Univ. Prof John Smith

Mailing Address 1st line: 123 Main St

City and State: Seattle WA 12345

If the department discovers that the customer meets one of the exemption requirements **after** the invoice was uploaded to the system please send an email as soon as possible to [invoices@uw.edu](mailto:invoices@uw.edu). This must be done **BEFORE** the payment is made or your budget will only be credited for the net amount. Late fees and interest are taken first.

**UPLOADING INVOICE DATA**

Uploading invoice data to the system should be done using an Internet Explorer browser or Safari for Mac. Using a Mozilla Foxfire or Google browser can cause the data to shift one space and all data could be rejected.

Uploading to the Invoice Receivables system can be done in two ways.

The input options are:

1. Web Entry: Departments may submit individual invoice records online via the Invoice Receivables Entry website at

<https://finance.uw.edu/sfs/invoice-entry>

Instructions for Invoice Input via the web can be found at [http://finance.uw.edu/fm/sfs/sites/default/files/doc/ir-entry.docx.](http://finance.uw.edu/fm/sfs/sites/default/files/doc/ir-entry.docx)

Invoices input via the web by 3pm are uploaded to the system the following morning. Invoices can be mailed out after 12:00 (noon) the following day. We will let you know before noon the following day if there are any concerns or corrections needed.

1. Departments may also submit invoice records using the standard Invoice Entry Excel template. The Excel spreadsheet is the preferred method for submissions of *bulk*invoice records (8 or more submitted at the same time), and may be used in conjunction with the invoice template to create a mail-merge document for generating invoices. Please use Bulk Invoices for XXX (department prefix) in the subject line of the email. This will catch our attention. If the input is submitted before 3:00 pm, the invoices can be mailed out after 12:00 (noon) the following day.

We can only accept Excel files using this standard template. To use this method please request the template by emailing [invoices@uw.edu](mailto:invoices@uw.edu). Files that do not utilize this template for bulk inputs will be returned to the department for corrections. **Please do not alter this template! Adding or removing columns or spacing will cause the spreadsheet to reject. No columns should be hidden after the data has been entered. Please ensure the worksheet tab has exactly the same name, spacing and capitalization as the spreadsheet file name to prevent a rejection.**

Any files received before 3 pm will be uploaded to the billing system the following morning.

***IMPORTANT******NOTE***: Failing to use one of these methods will result in SFS’s inability to trace, change, or update the invoice. Credit to the budget will be delayed and may require research and additional assistance from the department that issued the invoice.

**SUMMARY OF PROCEDURES**

1. Email [invoices@uw.edu](mailto:invoices@uw.edu) to establish an alpha prefix for the department. This is an initial one-time request.
2. Submit request to add budget. This is done as part of the initial set up and only needs to be repeated when adding additional budgets. One budget can be used for multiple invoices and vendors. The budgets needs to be able to accept CT transactions.
3. SFS will send confirmation that the budget has been successfully added.
4. Determine the invoice number using the preapproved prefix for your department. A unique invoice numbers must be used for each invoice. Invoice numbers cannot be used more than once. Invoice can be created, but must not be sent to customer until steps 5 & 6 are completed. An easy way to create invoice numbers is to use the year and/or the month and year in the invoice number followed by a number. If ABC is the department prefix an example would be ABC20001, then ABC20002 etc. (ABCYY001) Or ABCYYYY001, ABCYYYY002 etc. Using months could be ABCMMYY001 or ABCMMYYYY001. The department makes the decision of how to create the invoice number. No punctuations or spaces in the invoice number please! Please limit the length of the invoice number to 15 characters or less.
5. Prior to 3 pm, submit an individual web entry for each invoice or utilize the approved Invoice Input Excel template. Ensure that exempt entities are marked with a Y in the State or Federal column.
6. If the data input was submitted prior to 3 pm, wait until noon the following day to mail the original invoice to customer. It can also be sent electronically to the customer. If the upload was after 3 pm, please wait an additional day before sending out the invoice.
7. Retain a file or copy for your records including any supporting documents regarding the charges.
8. Send a request to [invoices@uw.edu](mailto:invoices@uw.edu) to receive the ACH and wire transfer information for the bank account used to receive invoice payments. This is often provided when the department is set up for I/R services.

To ensure timely servicing of your invoices, please submit your records to Invoice Receivables before 3 pm and **prior** to sending the invoice. This ensures the invoice records are uploaded to the billing system prior to payment being received. Delaying the input to Invoice Receivables may cause the payment to reject and additional research will need to be completed. **Credit to the** **department budget will be significantly delayed.**

Each department has the responsibility for maintaining the appropriate supporting documentation for each issued invoice. Documentation must be kept of any adjustments and all records of write-offs.