Non-Student Billing

External Invoicing - ACT107

UNCW University *of* North Carolina Wilmington

Non-Student Billing Contacts

Shella Ferguson
Accounting Tech Billing
Invoice/Payment Processing
fergusons@uncw.edu
ext. 27517

Racheal Walton
Accounting Specialist Billing
Payment Processing
waltonr@uncw.edu
ext. 22190

Amy Coker
Non-Student Accounts Receivable Manager
Reversals/Corrections
cokera@uncw.edu
ext. 22526

W-9 Information Contact:

Kathy Regan
Vendor Specialist/W-9 Forms
regank@uncw.edu
ext. 22940
Secure FAX # - 910-962-7006
Secure Email - vendortaxdoc@uncw.edu

Financial Systems contact:

Julia Dudley
WebNow, Banner and SSRS Access
shookj@uncw.edu
ext. 27890

Non-Student Billing is located on the 2nd floor of the Admin Annex.
Mailing Address: UNC Wilmington - 601 South College Road Wilmington, NC 28403-5934

UNCW Policy 05.104

Billing: A receivable obligation is established immediately upon delivery of a good or service for which payment has not yet been received. This receivable is an asset to the university and must be reflected accurately and timely in the university's financial records.

Prior to providing the goods or services, university departments are expected to:

- Ensure that the customer does not have an outstanding debt to the university.
- Retain supporting documentation to substantiate the charge.
- Secure sufficient documentation in order to enforce collections (Form W-9).
- Obtain accurate customer billing addresses (both email and USPS mail).
- Inform customer of university billing and payment terms, conditions, and protocols.
- Communicate the terms and conditions of the purchase to the customer (e.g., price, exchanges, refunds, consequences of failure to pay, etc.).

External Invoice Form

- An external invoice is a PDF fill-in form used to bill a customer outside of the university.
- Purpose of using the external invoice PDF form:
    1. It is a standardized process to bill university customers.
    2. Accounting must show money owed to the university on the books (Banner).
- Simple process for the department:
    1. Department types into the invoice form.
    2. Form is emailed to the budget authority for the fund.
    3. BA approves invoice by clicking the blue SUBMIT button.
- There are 2 ways to set up a new customer in Banner. 1. Contact Kathy Regan to set up the new vendor or 2. Write NEW next to the 85 on the customer ID number line.

Path to External Invoice Form

1. Go to UNCW Webpage – www.uncw.edu
2. Click on Faculty & Staff tab
3. Click on the “Helpful Links” Drop Down
4. Click Accounting/Controller’s Office
5. Click Accounts Receivable (Billing/Non-Student)
6. Click External Invoices
7. Click the Link that says External Invoice Form

(Note: This is for the NET 30 Invoice Form Only – If you need a different form please contact us.)

Invoice Template

ACG1.40 (Rev 1/20)

University of North Carolina Wilmington

INVOICE

Invoice Date:

Invoice No.

Customer ID No: 85

Payable to : UNC Wilmington

Mail payment to:
601 S. College Road
Wilmington, NC 28403-5934

Customer Name:
Street Address line 1:
Street Address line 2:
Street Address line 3:
City: *State:*
Country (if not US): *Zip Code:*
Customer Contact:
Customer Email:
(invoices will be emailed to this address)
Customer Email 2:
Customer Email 3:
Customer Phone: *Ext:*

Please reference invoice no. on payment
Federal Tax ID #56-1258660
Payment Terms: NET 30
Pursuant to North Carolina G.S. 147-86.23
A late payment penalty of 10% plus simple interest will be charged on past due balances until paid in full.

Quantity	Description of Services	Unit Price	Total Amount
			0.00
			0.00
			0.00
			0.00
			0.00
			0.00
			0.00
			0.00
			0.00
			0.00
			0.00
		TOTAL DUE (US dollars only)	0.00

PAYMENTS MAY BE MADE BY CHECK, CREDIT CARD, OR WIRE.

CREDIT CARD PAYMENTS: CALL 910-962-4280.

WIRE PAYMENTS: CALL 910-962-3164.

For University Department Use Only					
All fields must be completed by issuing dept		4 digit detail code	6 digit Banner fund	6 digit Account No.	Total Amount
Issuing dept:	Aux Svcs - Food				
Dept contact:					
Dept Email 1:					
Dept Email 2: (optional)					
Dept Email 3: (optional)					
Dept Telephone:	910-962-				
				TOTAL DUE (US dollars only)	0.00

Submit To Billing

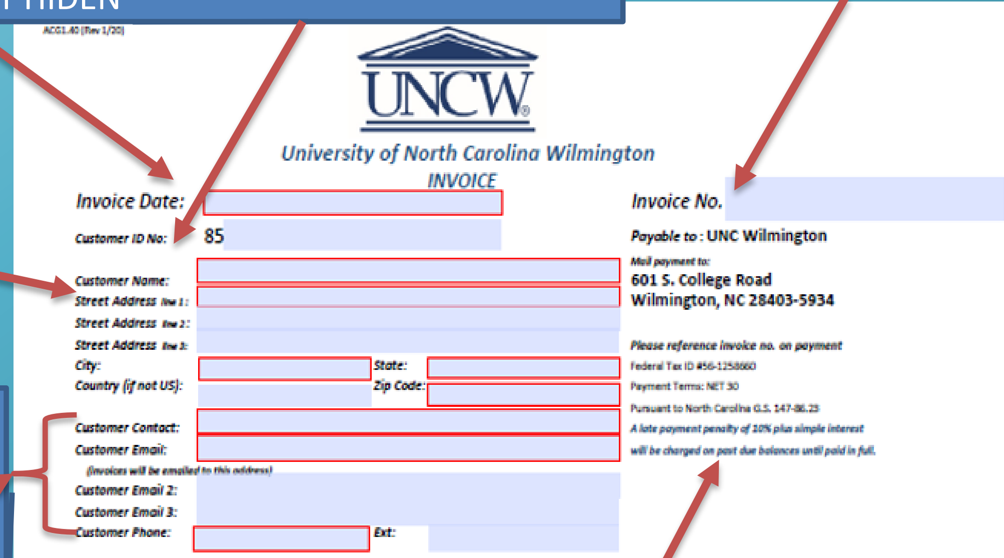
North Carolina G.S. 147-86.22 The State Controller, in conjunction with the Office of the Attorney General, has mandated that all state agencies establish policies and procedures to govern techniques for collection of accounts receivable. These techniques shall include use of credit reporting bureaus, judicial remedies authorized by law, and administrative setoff by a reduction of an individual's tax refund pursuant to the Setoff Debt Collection Act, Chapter 105A of the General Statutes, or a reduction of another payment, other than payroll, due from the State to a person to reduce or eliminate an account receivable that the person owes the State. North Carolina G.S. 147-86.23 a State agency shall charge interest at the rate established pursuant to G.S. 105-241.21 on a past-due account receivable from the date the account receivable was due until it is paid. A State agency shall add to a past-due account receivable a late payment penalty of no more than ten percent (10%) of the account receivable. A State agency may waive a late-payment penalty for good cause shown.

Filling Out The Invoice Part 1

1. Invoice Date: This should be the date the invoice needs to be emailed to customer. **Remember the date should be on a Friday – Unless it is a holiday.

2. Customer ID No: Can be found in SSRS report "Non-Student Customer Name & ID Report" or in Banner - FTIIDEN

3. Invoice No: LEAVE BLANK



4. Customer Name and Address: Please make sure this is the billing address

5. Contact Person: This is required
6. Contact Email 1: Invoice will be emailed to this address
7. Contact Email 2 & 3: These are Optional in case company has multiple people who need to receive the Invoices.
8. Contact Phone: This is required

9. This is the address where customer can send payment.
10. Payable to information.
11. This also shows the terms of the Invoice - Net 30 or Per Contract

Filling Out The Invoice
Part 2

1. Quantity – Number of goods or services
2. Description of Services: Department uses this area to fully describe the goods or services being billed.
3. Unit Price – amount being charged per service/goods (quantity x unit price = total amount)

4. If an invoice is Per Contract please include the due date

5. Payment Information for the Vendor/Customer

Quantity	Description of Services	Unit Price	Total Amount
			0.00
			0.00
			0.00
			0.00
			0.00
			0.00
			0.00
			0.00
			0.00
			0.00
			0.00
		TOTAL DUE (US dollars only)	0.00

PAYMENTS MAY BE MADE BY CHECK, CREDIT CARD, OR WIRE.

CREDIT CARD PAYMENTS: CALL 910-962-4280.

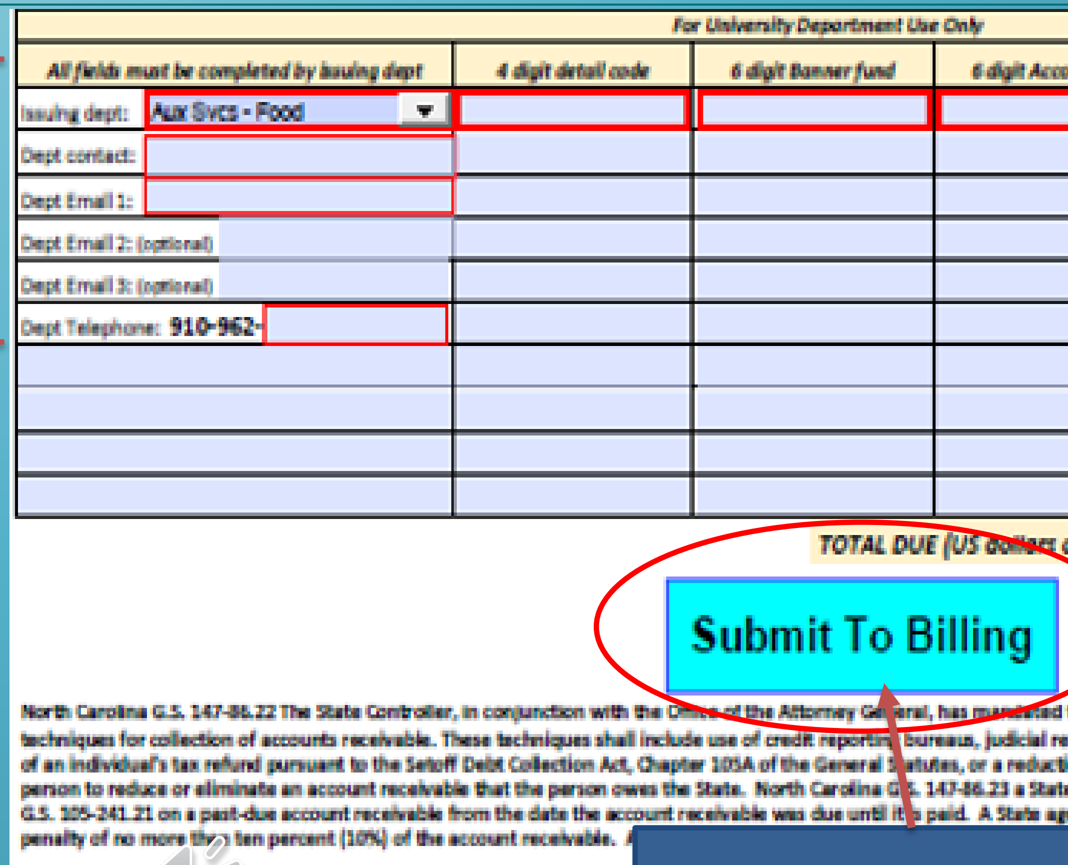
WIRE PAYMENTS: CALL 910-962-3164.

Filling Out The Invoice
Part 3

1. Issuing Dept: Use the drop-down box to choose your department.

2. Dept Contact, Dept Email & Dept Telephone: This is the main person we contact with questions.

3. Dept Email 2 & 3: These are optional for other department contacts.
(Please know these people will also receive the billing invoice.)



6. Budget Authority will click this button to Submit

UNCW University of North Carolina Wilmington

Filling Out The Invoice
Part 4

1. 4-Digit Detail Code:
- This number defines the fund & account numbers in Banner.
- This code can be obtained from the SSRS report "Non-Student Detail Code Report"

3. **6-Digit Banner Account:** this allows the billing department to verify the detail code used. This number must correspond to the detail code that is being used.

For University Department Use Only			
4 digit detail code	6 digit Banner fund	6 digit Account No.	Total Amount
	TOTAL DUE (US dollars only)		0.00

4. **Total Amount:** Enter the dollar amount that should be charged to the fund/account listed on that line; multiple lines may be used.
5. **Total Due:** on the bottom half of the invoice must equal TOTAL DUE on the top section.

2. 6-Digit Banner Fund:
- A university fund number is used when it is necessary to separately identify funds because of legal restrictions, fiduciary requirements, or administrative designations.
- Fund numbers allow the billing department to verify the detail code used and the Budget Authority.

Submit Invoice to Billing

- Invoice preparer will attach the PDF Invoice to an email and send it directly to the appropriate budget authority.
- Budget authority reviews invoice and clicks blue SUBMIT TO BILLING button toward the bottom of invoice.
- Once invoice has been submitted to Billing, it is stored in ImageNow & can be viewed in either ImageNow or WebNow.
- **NOTE:** If an invoice needs to be voided, you will need to email the Budget Authority and ask them to approve the void. You can CC the Billing Department on the email. If not, the Budget Authority will need to email to the Billing Department saying to void that invoice.

Submit Invoice to Customer
(the Billing department does this step)

- Invoice will be entered into Banner by Billing.
- Invoice will be emailed to customer with a copy to the department on Friday.
- Invoice received before 10 am on Wednesday will be emailed to customer on that Friday.
- Invoice received after 10 am on Wednesday will be emailed to customer on the following Friday.
- Invoices can be submitted and sent out on later dates. Be sure to put the date it needs to go out on at the top of the Invoice.

External Invoice Payments Received

- <u>ALL</u> external invoice payments must be delivered to Shella Ferguson, Amy Coker, Racheal Walton or Keith Westcott in the billing department, Administrative Annex, second floor. We can also pick-up checks form the Cashier’s Office in Warwick.

- **<u>NEVER</u> SEND A CHECK THROUGH INTEROFFICE MAIL!!**

- **PLEASE <u>DO NOT</u> DEPOSIT A CHECK OR CREDIT CARD PAYMENT FOR AN EXTERNAL INVOICE. ALL PAYMENTS MUST BE GIVEN TO THE BILLING DEPARTMENT FOR DEPOSIT.**

- WHY?? The payment must be posted into our accounts receivable system so that the invoice will be recorded as PAID. If the department prepares a deposit transmittal and sends the payment directly to the Cashier’s Office, the invoice will remain UNPAID in Banner, and the billing department will pursue collection of the unpaid invoice.

- **CUSTOMERS GET ANGRY WHEN WE APPROACH THEM ABOUT NON-PAYMENT WHEN THEY HAVE ALREADY PAID US!**

External Invoice Payments Received Continued

Minimum Prescribed Information Policy

To aid in using collection guidelines presented in this section, agencies should obtain the following minimum prescribed information on prospective debtors, wherever practical:

- Full name, and any previous name(s) if applicable,
- Home and Office address(es) for the past two years,
- Telephone numbers for home and place of employment,
- Federal Employer Identification Number,
- Social Security Number for individuals or sole proprietorships contracting with the State,
- For other individuals, Social Security Number and/or Drivers License Number (may be requested, but not required except as specifically provided for in law),
- Date of Birth,
- Place and type of employment and employers address, and previous employer if less than two (2) years in present job, and
- A credit bureau report may be required depending on the amount of the potential receivable and the guidelines of the agency or institution.

It should be noted that individuals may not be denied agency services solely based on refusal to provide a North Carolina drivers license number or Social Security number. However, the State requires a social security number from individuals seeking to contract with the State in a business relationship.

Form W-9 is Required for Every Customer

**** Refer to Office of State Controller SSN and Federal ID number requirements**

NC OSC Policy 200.5

Minimum Identifying Information

Policy Area: **Accounts Receivable**	Effective Date: **07/01/1995**
Policy Sub Area: **NA**	Last Revision Date: **NA**
Authority: **G. S. 147-86.21 and G. S. 147-86.24**	Policy Owner/Division: **Statewide Accounting**

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

Print or type.
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any)

Exemption from FATCA reporting code (if any)

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

Requester's name and address (optional)

6 City, state, and ZIP code

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

or

Employer identification number

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature of U.S. person ▶ Date ▶

Tools for Keeping Track of Your Invoices

1. Banner Screen TFIAREV

2. SSRS Reports

3. WebNow or ImageNow

Banner screen TFIAREV Customer Account Recap

Account Detail Review Form - Finance TFIAREV 9.3 (TEAL)

ADD RETRIEVE RELATED TOOLS

ID: 850496573 Center for Pediatric Behavioral Health PLLC Holds: Credit Limit: User: FERGUSONS

Start Over

ACCOUNT DETAIL

Settings Insert Delete Copy More Information Filter

Detail Code	Description	Transaction Number	Document	Invoice	Charge or Payment	Amount	Balance	Bill Date	Source Code	User ID
XCHK	Check	40			P	5,024.75	0.00		T	POLLACKS5
X391	Cntr for Ped Behavioral X391 2	39		S0680857	C	5,024.75	5,024.75	02/05/2021	T	FERGUSONS
X391	Cntr for Ped Behavioral X391 1	38		S0680856	C	5,024.75	0.00	02/05/2021	T	FERGUSONS
XCHK	Check	37			P	5,024.75	0.00		T	CARRICOA5
X391	Cntr for Ped Behavioral X391	36		S0680218	C	5,024.75	0.00	12/23/2020	T	FERGUSONS
XCHK	Check	35			P	5,024.75	0.00		T	CARRICOA5
XCHK	Check	34			P	5,024.75	0.00		T	CARRICOA5
XCHK	Check	33			P	5,024.75	0.00		T	CARRICOA5
XCHK	Check	32			P	5,024.75	0.00		T	FERGUSONS5
XCHK	Check	31			P	5,024.75	0.00		T	FERGUSONS5
XCHK	Check	30			P	5,024.75	0.00		T	CARRICOA5
XCHK	Check	29			P	3,252.67	0.00		T	CARRICOA5
X410	Ctr for Ped Behav X410	28		S0676656	C	3,252.67	0.00	07/01/2020	T	WALTONR
XCHK	Check	27			P	1,772.08	0.00		T	CARRICOA5
XVMC	Visa/Master Card	26			P	1,772.08	0.00		T	CARRICOA5
XVMC	Visa/Master Card	25			P	1,772.08	0.00		T	POLLACKS5
X391	Ctr for Ped Behav Dec X391	24		S0674938	C	5,024.75	0.00	12/01/2020	T	GLAZENERC
X391	Ctr for Ped Behav Nov X391	23		S0674935	C	5,024.75	0.00	11/01/2020	T	GLAZENERC
X391	Ctr for Ped Behav Oct X391	22		S0674932	C	5,024.75	0.00	10/01/2020	T	GLAZENERC
X391	Ctr for Ped Behav Sep X391	21		S0674929	C	5,024.75	0.00	09/01/2020	T	GLAZENERC

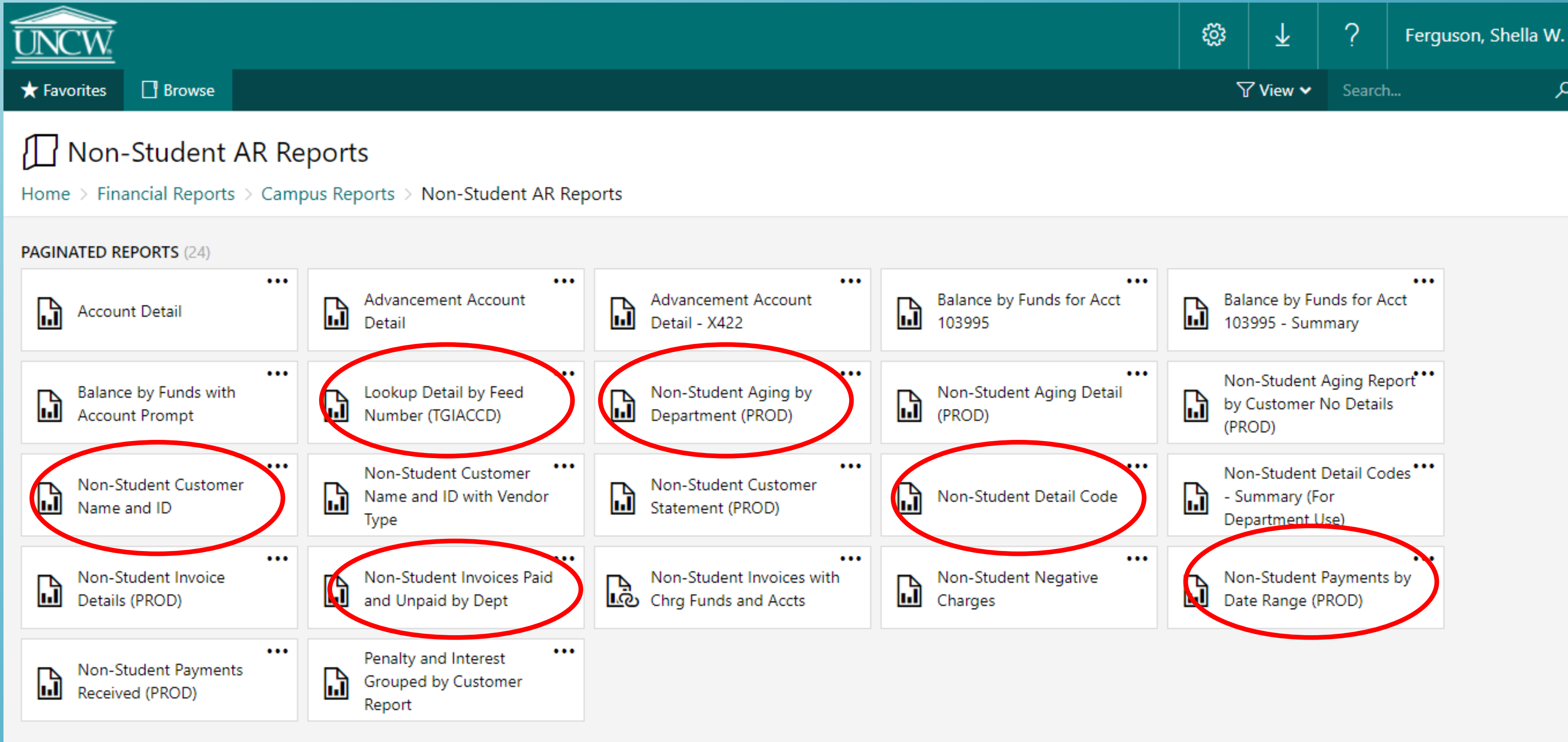
1 of 2 20 Per Page Record 1 of 40

BALANCE DETAIL

Insert Delete Copy Filter

Query Balance	5,024.75	Memo Balance	0.00
Account Balance	5,024.75	NSF	0
Amount Due	5,024.75		

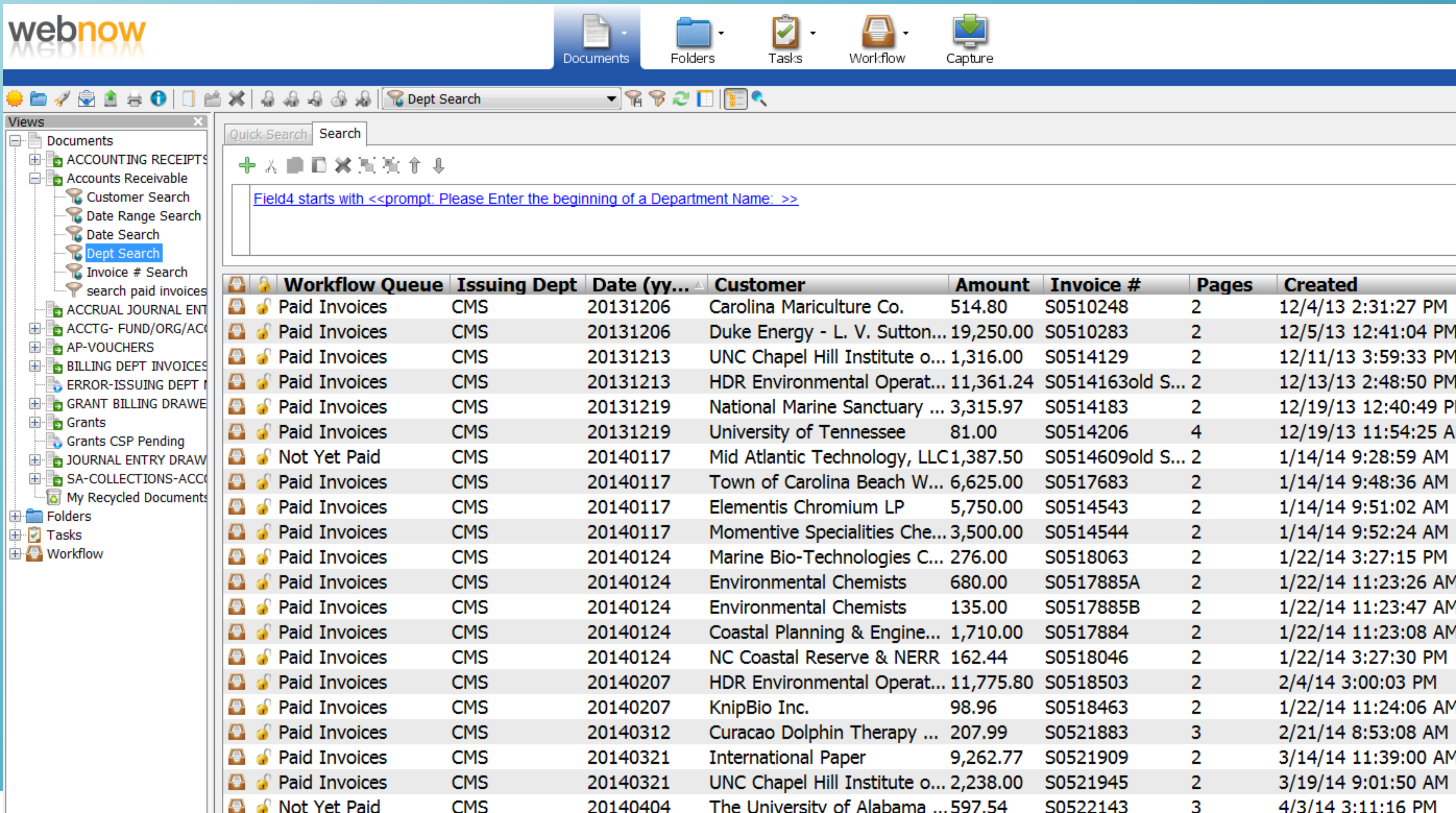
SSRS Reports



(Home>Financial Reports>Campus Reports>Non-Student AR Reports)

WebNow

https://itsinweb01.uncw.edu/webnow



Workflow Queue	Issuing Dept	Date (yy...	Customer	Amount	Invoice #	Pages	Created
Paid Invoices	CMS	20131206	Carolina Mariculture Co.	514.80	S0510248	2	12/4/13 2:31:27 PM
Paid Invoices	CMS	20131206	Duke Energy - L. V. Sutton...	19,250.00	S0510283	2	12/5/13 12:41:04 PM
Paid Invoices	CMS	20131213	UNC Chapel Hill Institute o...	1,316.00	S0514129	2	12/11/13 3:59:33 PM
Paid Invoices	CMS	20131213	HDR Environmental Operat...	11,361.24	S0514163old S...	2	12/13/13 2:48:50 PM
Paid Invoices	CMS	20131219	National Marine Sanctuary ...	3,315.97	S0514183	2	12/19/13 12:40:49 PM
Paid Invoices	CMS	20131219	University of Tennessee	81.00	S0514206	4	12/19/13 11:54:25 AM
Not Yet Paid	CMS	20140117	Mid Atlantic Technology, LLC	1,387.50	S0514609old S...	2	1/14/14 9:28:59 AM
Paid Invoices	CMS	20140117	Town of Carolina Beach W...	6,625.00	S0517683	2	1/14/14 9:48:36 AM
Paid Invoices	CMS	20140117	Elementis Chromium LP	5,750.00	S0514543	2	1/14/14 9:51:02 AM
Paid Invoices	CMS	20140117	Momentive Specialities Che...	3,500.00	S0514544	2	1/14/14 9:52:24 AM
Paid Invoices	CMS	20140124	Marine Bio-Technologies C...	276.00	S0518063	2	1/22/14 3:27:15 PM
Paid Invoices	CMS	20140124	Environmental Chemists	680.00	S0517885A	2	1/22/14 11:23:26 AM
Paid Invoices	CMS	20140124	Environmental Chemists	135.00	S0517885B	2	1/22/14 11:23:47 AM
Paid Invoices	CMS	20140124	Coastal Planning & Engine...	1,710.00	S0517884	2	1/22/14 11:23:08 AM
Paid Invoices	CMS	20140124	NC Coastal Reserve & NERR	162.44	S0518046	2	1/22/14 3:27:30 PM
Paid Invoices	CMS	20140207	HDR Environmental Operat...	11,775.80	S0518503	2	2/4/14 3:00:03 PM
Paid Invoices	CMS	20140207	KnipBio Inc.	98.96	S0518463	2	1/22/14 11:24:06 AM
Paid Invoices	CMS	20140312	Curacao Dolphin Therapy ...	207.99	S0521883	3	2/21/14 8:53:08 AM
Paid Invoices	CMS	20140321	International Paper	9,262.77	S0521909	2	3/14/14 11:39:00 AM
Paid Invoices	CMS	20140321	UNC Chapel Hill Institute o...	2,238.00	S0521945	2	3/19/14 9:01:50 AM
Not Yet Paid	CMS	20140404	The University of Alabama ...	597.54	S0522143	3	4/3/14 3:11:16 PM

Banner Posting

When invoice is entered into Banner, the journal entry is:

Fund – 103995	$xxx.xx	debit
Fund – Revenue account	$xxx.xx	credit

When invoice is paid and posted in Banner, the journal entry is:

Cash	$xxx.xx	debit
Fund – 103995	$xxx.xx	credit

After the invoice and the payment have posted in Banner, cash has a debit balance and revenue has a credit balance.

Collections

The university department is expected to communicate with the customer, whenever possible, to avoid delinquent invoices.

The Controller's office does the following when the invoice becomes
1-30 days past due:

- Sends invoice stamped "past due."
- Makes subsequent telephone call to customer.
- Reaches out to the issuing department to see if they want to make contact.

31-60 days past due:

- Invoice is sent to UNCW Collections (Linda Padezanin) to handle.
- Telephone call is made to customer to request payment.
- Collection letter is sent to customer.
- Interest and penalty charges are added to balance due.

61-90 days past due:

- NC Office of Attorney General, NC Set-Off Debt Collection, Collection agency

Invoice Submission Issues

Problem

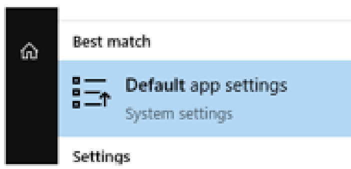
Invoices fail to import correctly. They either do not attach to the email or show up in ImageNow with index values similar to the below screenshot. This occurs when an application other than Adobe Acrobat is used to open the PDF file for the invoice.

%,0.2f	New South Associates	Anthropology	1/26/2021

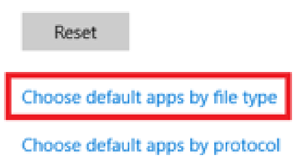
Resolution

Adobe Acrobat needs to be set as the default application to open PDF files.

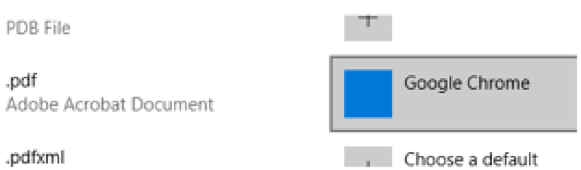
Step	Procedure
1	From the start menu search for "Default app settings".



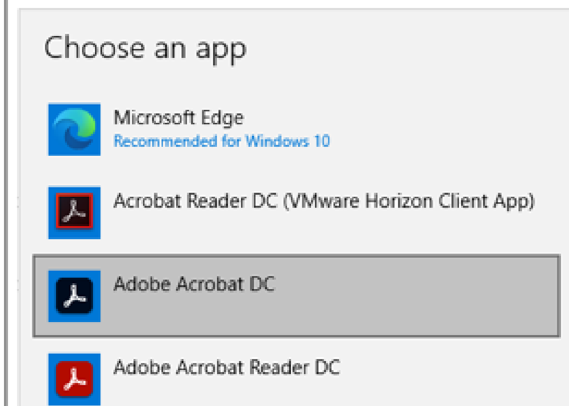
Step	Procedure
2	Scroll to the bottom and click "Choose default apps by file type".



Step	Procedure
3	Scroll down to find ".pdf"



Step	Procedure
4	Click on the icon next to the listing for .pdf and select Adobe Acrobat DC. You may also use Adobe Acrobat Reader DC if the full Adobe Acrobat DC app is not listed.



Step	Procedure
5	Close out of the default apps setting screen.
6	Open the invoice again and it should show in Adobe Acrobat DC this time.
7	Click the blue submit button at the bottom of the first page of the invoice.
8	An email should be generated in Microsoft Outlook with all of the correct information to be imported in ImageNow, along with a PDF file attachment of the invoice.

Author: Joe Maciejewski maciejewskij@uncw.edu
Publication Date: 1/27/2021

QUESTIONS?