

**PROCEDURE**

Effective Date: April 30, 2007

Approved By: Vice President George A. Pierce

Authority: POL-U5352.01 Charging and Billing the Public for Goods and Services

Cancels:

See Also: PRO-U5352.01A Charging and Billing the Public for Goods and Services**PRO-U5352.01B PREPARING THE CUSTOMER INVOICE**

Public – customers, clients, students, or patrons who are obtaining goods and/or services provided by the university. Includes other entities such as state or governmental agencies, corporations, other universities, etc.

General Receivable Account – the record of charges, payments, and adjustments for non-student customers. Fines are not included in charges to the account.

General Receivables – a division of Student Fiscal Services that records and monitors general receivables for the campus.

Action by:Action:

- |  |    |  |
|--|----|--|
| Financial Manager                        | 1. | <b>Enters</b> Customer ID on invoice template.<br>1a. If customer is new OR if existing customer has a new address, <b>contacts</b> General Receivables Fiscal Technician II and <b>requests</b> that customer be created or modified.<br>1b. If customer ID is already available with correct address, <b>proceeds</b> to Step 5. |
| General Receivables Fiscal Technician II | 2. | <b>Submits</b> customer creation/modification request to Accounting Services.  |
| Accounting Services                      | 3. | <b>Contacts</b> General Receivables Fiscal Technician II within 24 hours with requested information.   |
| General Receivables Fiscal Technician II | 4. | <b>Contacts</b> Financial Manager with customer information.   |
| Financial Manager                        | 5. | <b>Enters</b> customer name and address on invoice template.   |
|  | 6. | <b>Calculates</b> fee based on fee structure in the university's Fees and Rates book and <b>enters</b> amount on invoice template.   |
|  | 7. | <b>Calculates</b> sales tax on fee and enters amount on invoice template.<br>7a. If this is the first time this type of activity has been billed, <b>requests</b> written determination on applicability of sales tax from Accounting Services.  |

## PROCEDURE

8. **Completes** the following information on invoice template:
  - \* Date
  - \* Description of good or service provided
  - \* Sub-total and sales tax (if applicable)
  - \* Total charged
  - \* Accounting information (bottom of invoice template)
  - \* Invoice number (next sequential number)
9. **Ensures** that remittance address on invoice is the University Cashier.
10. **Logs** invoice number on invoice log to prevent duplicates.
11. **Proceeds** to PRO-U5352.01A Charging and Billing the Public for Goods and Services, Step 5 to complete billing process.