

Non-Student Billing Terms & Conditions

1. Reasons for using Non-student Billing system
 - a. Invoicing for goods and/or services to *external* customers
 - i. Unrelated to student tuition charged to students' accounts in My Finances (the only exception is the English Language Institute)
 - ii. This can include non-credit courses and certifications (i.e. ARTC)
 - iii. Non-student Billing can be used for *non-registered, former* students who are no longer attending UD (i.e. Student Health Services charges, parking fines, etc.)
 - b. Note: the Non-student Billing system should not be used to invoice an internal UD department. In these instances, please use a [Journal Voucher](#) via webforms.
2. Responsibility of the department:
 - a. Establishing and maintaining the relationship with customer
 - b. Primary communication with the customer
 - c. Obtaining agreement, acknowledgment of relationship, and/or formal contract with customer
 - i. This includes an accurate and updated:
 1. Customer name
 2. Customer physical address
 3. Customer billing email address for the invoice to be sent.
 - a. This may also include a customer billing contact name and information.
 4. Customer billing phone number
 5. Customer's Purchase Order number if required for payment
 - ii. For invoices equal to or greater than \$10,000:
 1. A signed contract or agreement supporting the invoice is **required** to be attached to the NSB Webform
 - d. Submitting invoices through third party payment portals
 - i. ****** Currently, with limited exception, the UD AR team **does not** submit or upload invoices to third party payment portals. If a third party payment portal is involved, UD AR will provide the department with the PDF invoice(s) to upload and submit themselves.
 - ii. Refer to **FORMS** section for more information
 - e. Accurate invoice amount
 - f. Invoicing in a timely manner
 - g. Reaching out to customer for updated ETA on payment receipt for aged invoices
 - h. Collection of all invoices – see Section 8
3. Services offered by the [UD Accounts Receivable](#) team:
 - a. Review and approval of Non-student Billing invoice requests (via webform submission)
 - b. Review and approval of Non-student Billing adjustment requests (via webform submission) for existing invoices (i.e. cancelations, reductions in invoice amount, etc.)

- c. Unless otherwise indicated, UD AR sends the PDF invoices via email to the Non-student Billing customer
 - i. Currently, UD AR copies the webform originator, but we can add other departmental contacts if indicated in the Non-student Billing webform
 - ii. Department can choose to send their own invoices to customers but must copy/notify accountsreceivable@udel.edu when sent to customer
 - 1. In these situations, UD AR will provide the department with the PDF invoice(s), at which point the department can email or mail them via USPS.
 - iii. The default method of sending Non-student Billing invoices is PDF via email. This method expedites the customer receiving, logging, and remitting payment to UD.
 - 1. If the department wishes the invoice to be sent via USPS, it must be indicated on the webform.
- d. Application of payments received against outstanding invoices
- e. Troubleshoot and resolve system issues related to Non-student Billing invoices
- f. On a monthly basis, providing aging reports by department ID to the departmental financial contacts
- g. On a quarterly basis, providing a list of outstanding invoices aged greater than 120 days to the departmental financial contacts and college/unit CBO, Business Administrator, and or Director *requesting a status on collection*.
- h. At fiscal year end, informing the departments of the invoices aged greater than 120 days that will be fully reserved. This amount will be charged to the department's bad debt expense

FORMS:

- i. Assisting with the completion of Non-student Billing customer's ACH supplier forms
 - i. UD AR provides banking information for ACH payments and wires
 - ii. UD AR is the remittance contact for NSB customer payments and the Cashier's Office is the official UD remittance address
 - 1. UD Cashier's Office
30 Lovett Avenue
Newark, DE 19716
 - iii. Provide official bank letter with banking detail if a voided check is requested
 - iv. ** Note – if applicable, any UD contact information should reference someone in the department
 - j. Provide signature on behalf of UD acknowledging banking information is accurate and correct
 - k. Provide updated UD W-9 to customers when required
 - l. Provide official IRS documentation acknowledging UD is a 501(C)(3)
4. Revenue recognition
- a. Once the webform request for an NSB invoice is reviewed and approved by UD AR, the invoice is generated/created in PeopleSoft within the following 1-2 business days.

- i. Note – any webforms approved by noon will generate overnight. If approved after the deadline, they will generate overnight for the following business day
- b. After the invoice is generated/created in PeopleSoft, the department will receive the revenue in the departmental purpose code(s) and account(s) indicated in the webform based on the **invoice date**
 - i. If the invoice date is in the current open accounting period and ranges between the first day of the current open accounting period and the current business day, the revenue will feed the general ledger immediately when the invoice is generated/created.
 - ii. **** Please note:** Webforms will only be approved when the Invoice date is within the current calendar month (to facilitate month end reconciliations).
 - iii. **If the invoice date is future-dated (any date beyond the current business day), it will not feed the general ledger until that invoice date has arrived**

5. Dates

- a. If applicable, we recommend invoicing based on payment due date to keep the aging of the invoice accurate
 - i. Example: immediate deposit or 50% due now vs. later
 - 1. Invoice immediate deposit now and then invoice the remaining balance due when it is time for payment (these could be 120 or 180 days apart and would affect aging of the invoice if billed all at one time)
 - 2. Same with 50% due now or partial due now vs. later depending on full term of contract

6. Aging of invoices

- a. The age of an outstanding Non-student Billing invoice is based on the invoice date
- b. With limited exception, Non-student Billing invoices print with payment terms “due upon receipt”
- c. Since many customers have an accounts payable process where they pay within 30 to 90 days of receiving the invoice (net 30 to net 90), UD AR takes this into account and does not highlight invoices until they are aged greater than 120 days

7. Accepting credit card payments

- a. The Cashier’s Office *can* accept credit card payments on behalf of UD departments for Non-student Billing invoices if given permission.
 - i. However, the merchant processing fees (approx. 2.75% of the payment amount) must be allocated back to the department as an expense.
 - ii. UD is not permitted to pass along this merchant processing fee to the customer at this time.
- b. In the new Non-student Billing webform (coming soon), departments can indicate that the customer may pay via credit card for that invoice.
 - i. The departmental purpose code for merchant processing fees will be required to be indicated in the webform

8. Collection process

- a. As mentioned in Section 2, when Non-student Billing invoices are outstanding for more than 120 days, it is the department's responsibility to reach out to the customer for an ETA on payment receipt
 - b. If there is a potential collectability issue, the department may request that UD AR place the customer with our external collection agency, [Reliant Capital Solutions](#) (RCS)
 - c. Placing a customer with external collections is a departmental decision and is not mandatory but may be recommended by UD AR.
 - d. Note – there are some customers that UD does not place with external collections. Reach out to UD AR to determine if any aged outstanding invoices fall in these categories.
9. Bad debt write-off vs. cancellation
- a. An aged invoiced should not be cancelled if goods or services were provided. If it is deemed uncollectible, it should be recorded as a write-off. Requests to write-off an invoice should be sent to UD AR.
 - b. If goods or services were never exchanged, then a cancellation of the invoice is appropriate.
10. Reserve process
- a. Any unpaid invoices greater than 120 days old at March 31st will be fully reserved. UD AR will record a JV which will debit Bad Debt Expense to the department.
 - b. If an invoice that is fully reserved is then subsequently paid, the reserve is reversed (bad debt expense is removed/credited) via a UD AR Journal Voucher

If any questions about these terms and conditions, please contact accountsreceivable@udel.edu