



Accounts Receivable EXTERNAL INVOICES

External Invoices are prepared by individual departments when a customer invoice is required. The external invoice form is a PDF fill-in form located on the Controller's website at the following location:

<http://www.uncw.edu/ba/finance/Controller/LinksforForms.htm>

Once the issuing department completes the form, the Budget Authority must electronically sign the form (see the link for "Frequently Asked Questions – How do I electronically sign a PDF document?" at:

<http://www.uncw.edu/ba/finance/Controller/documents/FrequentlyAskedQuestionrev5-28-09.pdf>

The form can then be electronically routed to the Billing Office by clicking on the "Submit to Billing" box. The form cannot be routed if any of the required fields are left blank. These required fields will be highlighted in red if you attempt to submit prior to completion. Complete the missing required fields and resubmit. The issuing department should save the form locally prior to submission.

Upon receipt in the Billing Office, the invoice will be assigned an invoice number based on the issuing department's fund number as indicated on the invoice. The Billing Manager will electronically sign the invoice and route it back to the issuing department contact listed on the invoice for distribution to the customer, preferably by email.

All requests to revise or cancel issued UNCW Invoices must be submitted to the Billing Office email at Billing@uncw.edu. The email request must be submitted by the authorized Department Head or Budget Authority and should outline the following:

- invoice number
- customer number
- invoice amount
- justification for the revision or cancellation
- instructions

All external invoice payments should be delivered to Marcia White in the Controller's Office. Payments must reference the invoice number. No remittance copy is required. The Cashier's Office will send an electronic copy of the deposit receipt (Misc. Receipt) to the issuing department contact.

The issuing department is responsible for collection of all external invoices. If an invoice becomes past due, please notify Marcia regarding any information or correspondence that has occurred with the customer. This information is useful when turning the invoice over to the Attorney General's Office for collection.

At the end of each month, Marcia will email a current list of open invoices to each department for verification. It is important for the issuing department contact to review the open invoice list and respond to her by the first week of the following month. This list will be used for preparation of the month end Accounts Receivable report sent to the Office of the State Controller.

Please refer questions to the following:

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Marcia White	Controller's Office	whiteme@uncw.edu