



Overview

University departments providing goods or services to outside customers, external to the university, should make sure that the outside billing supports the mission of the university. If possible, payment should be received on or before services are provided, so that the university is not extending credit and the department has not created a need for an external invoice.

This applies to:

- Revenue generating activities
- Recharge to external parties
- Business contracts/agreements

This **does not** apply to:

- Recharge to internal campus departments
- Inter-campus transfers
- Student receivables
- Loan programs

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 on the university's financial records.

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

1. Ensure that the customer does not have a past-due outstanding debt to the university
2. Retain supporting documentation to substantiate the charge
3. Secure sufficient documentation in order to enforce collections (the customer's W-9 form)
4. Obtain accurate billing addresses (both email and mailing addresses) from their customers
5. Inform their customers of university billing and payment terms, conditions and protocols
6. Communicate the terms and conditions of the purchase to their customers (e.g., price, exchanges, refunds, consequences of failure to pay)

The official UNCW invoice must be used for all outside customer billing (if NET 30 terms are not appropriate, call UNCW Billing for additional invoice templates). Any modifications to the external invoice form must go through the Controller's office before invoicing. The Budget Authority's approval is implicit in his/her submission of each invoice and/or invoice adjustment to the university's centralized Billing Department for processing.

Payment Handling Practices: All customer payments must be received via US mail or hand-carried to the UNCW Controller's office for deposit. **All payments must be deposited by the Controller's office.**