

**OLD DOMINION UNIVERSITY
OFFICE OF FINANCE PROCEDURE MANUAL**

Title: Requesting Departmental Billing

Procedure: 4-901

A. PURPOSE

With the exception of certain Auxiliary Services, all billing activities are the responsibility of the Student Account Services Department. The purpose of this procedure is to document the steps required to request Student Account Services to prepare a bill on the behalf of the department and to advise how the department's budget is credited and how payments must be handled.

B. DESIGNATED STAFF

Department requesting billing
Accounts Receivable Supervisor
Student Account Specialist
Student Account Technician

C. PROCESSING CYCLE

Upon Request

D. REQUIRED RESOURCE MATERIALS

Memo requesting billing
Supporting Documentation (signed contracts, authorizations, work orders, etc.)
TSAAREV screen
FGITRND or form used to verify the budget

E. GOVERNING POLICIES AND PROCEDURES

University Billing/Collections Policy

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F. CROSS REFERENCE TO OTHER PROCEDURES

Procedure for recording Receivable 4-250

G. OTHER ODU OFFICES IMPACTED

Departments requesting billing
Cash Operations Office

H. INVOLVEMENT EXTERNAL TO ODU

Vendor in receipt of services
Department of Taxation
Collection Agency

I. PROCEDURE:

The purpose of the procedure is to outline the steps involved in requesting a Bill be sent by Student Accounts Services to a Vendor in receipt of services rendered.

1. All Departmental billing requests should be sent in memo format to Delores White, Director of Student Account Services. The memo must contain the following information:
 - Complete name and address of the company to be billed
 - Company point of contact info – name and telephone number

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- Employer identification number (EIN) *required*

Note: The code of Virginia, sections 2.2-4800-4808 requires the use of the Controller's Debt setoff program as an additional method for the collection of past due accounts receivables owed to the state by businesses. In order to comply with this provision, ODU must have an EIN on file for any potential debts owed to the University that become past due. **The EIN should be obtained during the initial contact with the company and must be included on all requests to bill and all applicable supporting documentation.**

- Description of the service that is being billed
- Dates of service
- Amount to be billed
- Complete budget code information so the receivable can be credited to the correct budget (organization budget code, fund and sub-account)
- Copies of all supporting documentation (signed contracts, authorizations, work orders, etc.).
Note: Incomplete requests will be returned without action.

2. Billing Process – for information purposes only.

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- Once a request to bill is received, an account is created for the company and the charge is loaded as a receivable to the company account.
- Once the charge is loaded to the company account, the department's budget is credited at that time.
- An invoice is sent to the company with instructions to send payment directly to the Cash Operations Office (Office of Finance AR Procedure 4-250) This invoice will include the company account number created by Accounts Receivable to ensure correct posting of the payment. (Exhibit A)
- **PAYMENTS MUST BE SENT TO THE CASHIERS OFFICE FOR POSTING TO THE COMPANY'S RECEIVABLE ACCOUNT.**
- If a department receives a check from the company for billed services, the funds **CANNOT** be deposited into the departmental budget.
- If a department **DOES** deposit a check for a receivable that we have billed for, a **duplicate credit** to the budget is generated because as indicated above **the budget is credited at the time the receivable is loaded to the company's account.**
- If a duplicate credit is posted, Student Account Services will research and confirm that the payment was deposited by the department instead of being

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sent to the Cash Operations Office to be posted to the company account. Once confirmed, Student Accounts will reverse the receivable that was loaded and the budget will be reduced.

- If the company does not pay the invoice after attempts to collect the debt, the account will be forwarded to collections and the EIN number will be used to send the account to the Department of Taxation Debt Setoff Program as required by the Commonwealth statute.

- **Since departments have received credit in advance of the actual payment, departments are expected to assist in trying to collect the debt if contacted by Student Account Services for additional information. Requests to bill for delinquent accounts may be returned to the department due to the delinquency of the account.**

Exhibit A

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Office of Finance - Student Account Services Alfred B. Rollins, Jr. Hall, Norfolk, VA 23529-0015 Phone 757-683-3000

March 9, 2017

VTR LS ODUI
Attn: Katherine Powers
4111 MONARCH WAY SUITE 101
NORFOLK, VA 23508

Invoice Number : 500-00-8989

<u>DESCRIPTION</u>	<u>AMOUNT</u>
December 14, 2016 for Event from 11-3 in 1 st Floor Shell Room	\$133.44

TOTAL AMOUNT DUE \$133.44

PLEASE MAIL PAYMENT WITH ENCLOSED
COPY OF INVOICE TO:
OLD DOMINION UNIVERSITY
ATTN: LOURENA Miles-Sawyer
2003A ALFRED B ROLLINS JR HALL
NORFOLK, VA 23529

PLEASE DIRECT QUESTIONS REGARDING THIS INVOICE TO:
LOURENA MILES-SAWYER
BILLING REPRESENTATIVE
PHONE: 757-683-6876
FAX: 757-683-4963 EMAIL: LMILES@ODU.EDU

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