EXTERNAL INVOICE PROCEDURE

1. External Invoice training is available through the Finance Training program. To register for the external invoicing class (ACT 107) go to http://remedy.uncw.edu log in and click on "ITSD Workshop Enrollment System", "Student", "Enroll in a class".

2. Go to the Office of Controller website http://www.uncw.edu/controller/
   - Select "Forms" on the left
   - Click on the External Invoice template link

3. Filling out the External Invoice Form:
   - Enter Invoice Date
   - DO NOT enter an Invoice No. (Billing will assign this #)
   - Enter Customer ID # (This is the Banner ID # ex. 85xxxxxxx). Banner screen FTIIDEN can be used to find this number, as well as the SSRS report "Non-Student Customer Name and ID Report"
   - Enter Customer Name
   - Enter Billing Address
   - Enter Customer Contact Person (individual contacted in Collection events)
   - Enter Customer Contact E-mail (individual bill will be e-mailed to)
   - Enter Customer Contact Phone #
   - Enter Description of services or goods provided including Quantity & Rate to charge
   - Select Issuing Department from drop-down list
   - Enter Department Contact Name
   - Enter Department Contact E-mail (individual copied on bill e-mailed to customer)
   - Enter Department Telephone
   - Enter 4-digit Detail Code (starts with an "X"); to look up detail codes, use the SSRS report "Non-Student Detail Codes" and use the FIND option
   - Enter 6-digit Banner Fund #
   - Enter 6-digit Account #
   - Enter Amount of Invoice assigned to Detail Code (this is the accounting distribution)
   - E-mail External Invoice Form (both pages) to Budget Authority for Review
   - Budget Authority is to Review (signature not required)
   - Budget Authority Submits to Billing with E-mail to Billing Dept. Button

4. Billing Processes Invoice
   - External Invoice arrives in Billing e-mail box on or before 10am Wednesday
   - Billing Assigns Invoice #
   - Billing Revises Invoice Date (same day bill goes to customer)
   - Billing Reviews & Electronically signs Invoice
   - Billing sends out External Invoice to Customer & copies Department Contact on Friday

IMPORTANT – PAYMENTS ON EXTERNAL INVOICES MUST BE DELIVERED TO THE CONTROLLER'S OFFICE TO ENSURE CUSTOMER PAYMENTS ARE APPLIED TO THE INVOICE CORRECTLY IN BANNER (IF PAYMENT IS DEPOSITED IN ERROR BY DEPARTMENT, INTEREST & PENALTY WILL BE CHARGED TO CUSTOMER IN ERROR)