UW-Platteville Financial Services

POLICY: Event Invoicing
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ISSUE DATE: March 7, 2016
REVISED DATE:

PURPOSE:
The purpose of this policy is for event Service Provider internal and external invoicing to be completed within the Event Management System (EMS); in order to send invoices out and collect payment in a timelier manner, which will provide a higher level of customer service.

Timeliness of event invoicing is necessary so all customers have current account balance information. Internal customers will be able to use WISDM to assess how/where the monies of the department are being spent. Accounts Receivables processing for external customers will improve and collection efforts will be more successful.

UPKEEP:
Financial Services is responsible for maintaining and updating this policy. Financial Services and Event Services will provide training to those impacted by this policy.

DEFINITIONS:

a) **Internal invoice** – An invoice being paid utilizing a funding string listed on the UW-Platteville chart of accounts.
b) **External invoice** – An invoice being paid by cash, credit card, check.
c) **Service providers** – Departments on campus that provide facilities and/or services. Example service providers are Event Services, Catering Services, Markee Pioneer Student Center, and Conference Services.
d) **Invoice Date** – the date the invoice is created and sent to the customer.
e) **Due Date** – 30 days from the invoice date.

POLICY:
Service Providers will input any charges that occur in EMS within 7 calendar days after minor events and 14 calendar days after major events; as defined by the Large Event Advanced Planning policy. Event Services will create and distribute the invoice to customers within 5 business days after the charges are entered into EMS.

**Internal Invoices Receivables**
Internal invoices that do not include catering will be submitted directly to Financial Services-Auxiliary Accounting for processing by Event Services. Internal invoices that include catering need to be submitted to Financial Services-Auxiliary Accounting by the customer within the timeframe of the invoice due date with complete documentation, as outlined on the Events-Meal Payment Form. The invoice will then be processed by Auxiliary Accounting within 7 calendar days of the customer’s submission.

If an invoice is not paid within 30 days, a second notice will be sent to the customer. If an invoice is not paid within 60 days, a second invoice will be sent with a 1.5% finance charge of the original invoice.
amount. If an invoice is not paid within 90 days, the customer’s reservation privileges will be suspended, including use of university facilities and services until the invoice has been paid. Customer reservation status can be found in EMS. Financial Services will use the finance charge to supplement University scholarships.

**External Invoices Receivables**
If an external invoice is not paid within 30 days, a second notice will be sent to the customer. Failure to pay or make payments within 60 days shall result in the initiating collection action described in the Terms and Conditions on the reservation form.