



Customer Billing Procedure

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1. Overview

This document covers the step-by-step procedure for invoicing, collecting, and recording payments from external customers for goods or services provided by Northeastern. Departments are responsible for invoicing customers as soon as goods or services are provided and/or in accordance with a customer contract, if applicable. Departments are also responsible for working with Central Finance (i.e. Treasury and Accounting) to ensure payments are processed in compliance with the Northeastern’s [Policy on Handling Payments Made to the University](#).

This procedure serves as an interim solution that aims to provide standardized guidance on customer billing, increase visibility on invoice status and ensure payments are collected and recorded in a timely manner. The University plans to implement Workday Finance in July 2025, which will include a dedicated customer billing module to automate this process.

Contact Treasury at treasvcs@northeastern.edu with any questions or concerns.

2. Billing Customers

2.1 Creating an Invoice

1. The University-approved invoice template can be found under the [Forms](#) section on the Finance Division website.
2. Update the following editable fields:
 - a. Customer name and address
 - b. Invoice date
 - c. Invoice number



- i. This should contain both a reference to the department and a consistent numbering method. Examples include:
 1. Treasury – TREAS-001, TREAS-002, etc.
 2. Biology – BIO-01, BIO-02, etc.
 3. Burlington – KRI-0001, KRI-0002, etc.
 - d. Due date
 - e. Department contact for questions about the invoice
 - f. Description of services or products provided
 - g. Unit price (if applicable), total price and total due
 - h. Department contact and mail stop for check payments
 - i. Payment Options section - If your department has a Transact storefront or checkout (see Section 3.3 below), add “To Pay by Credit Card or Electronic Check” and the website URL.
3. Print the invoice to PDF and submit it to the customer for payment.

2.2 Submitting the Invoice to Central Finance

1. Submit a copy of the invoice to Central Finance by sending a single email to both:
 - a. Treasury Services (treasvcs@northeastern.edu)
 - b. Accounting (bank.accounting@northeastern.edu)
2. The email must include:
 - a. Customer name and invoice number in the email subject line
 - b. Invoice attachment
3. The email will create a ServiceNow case to be used for tracking invoice status, payment receipt and payment application.

3. Processing Payments

3.1 Checks

1. Create a request through the Department Deposit Process (DDP) and submit the check to Treasury for deposit. Refer to the [How Do I Pay Northeastern](#) section of the Finance Division website for step-by-step guidance on the deposit process.
2. Treasury will process the check in the Transact system, deposit the check to the bank, and complete the DDP request with a transaction number. Transactions should appear in Banner the next business day.
3. Treasury will update ServiceNow with the payment method and transaction number and close the case.

3.2 Wire and ACH

1. Once the customer has remitted a wire or ACH payment, update the ServiceNow case or Reply All to the original email from Section 2.2 to confirm receipt with Accounting. Accounting will then provide a payment confirmation containing the bank date and reference number.
2. Submit a journal voucher (JV) through the [Controller's Office SharePoint site](#) to record the revenue and payment. Include the invoice number in the Banner Reference line and attach the bank confirmation as support. For additional guidance on the JV process, visit the [How Do I](#)



[Create and Process a Journal Voucher](#) section of the Finance website or contact Accounting at bank.accounting@northeastern.edu.

3. Once the JV is approved, update the ServiceNow case or Reply All to the email thread with the JV number.
4. Treasury will review and close the ServiceNow case.

3.3 Credit Card or Electronic Check

Credit card and electronic checks are payment methods available through Transact online storefronts and checkouts (eMarket site). For more information on setting up an eMarket site to collect credit card and/or electronic check payments, contact Internal Consulting at financesystemssupport@northeastern.edu.

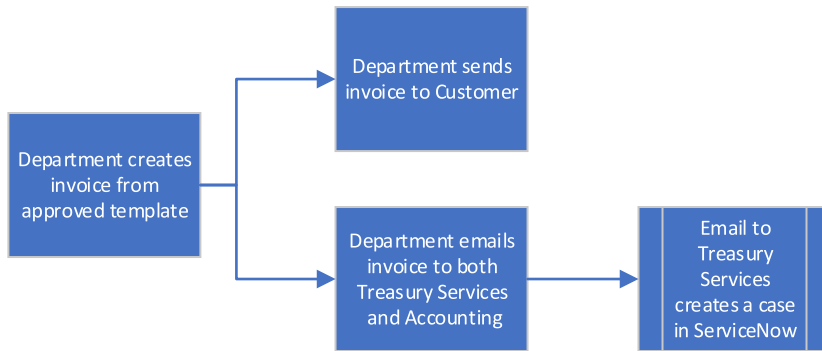
1. eMarket payments are posted via an automatic feed that occurs at the end of each business day. Transactions should appear in Banner the next business day.
2. Review Transact reporting to confirm receipt and update the ServiceNow case or Reply All to the original email from Section 2.2 with the transaction number.
3. Treasury will review and close the ServiceNow case.

4. Tracking and Collections

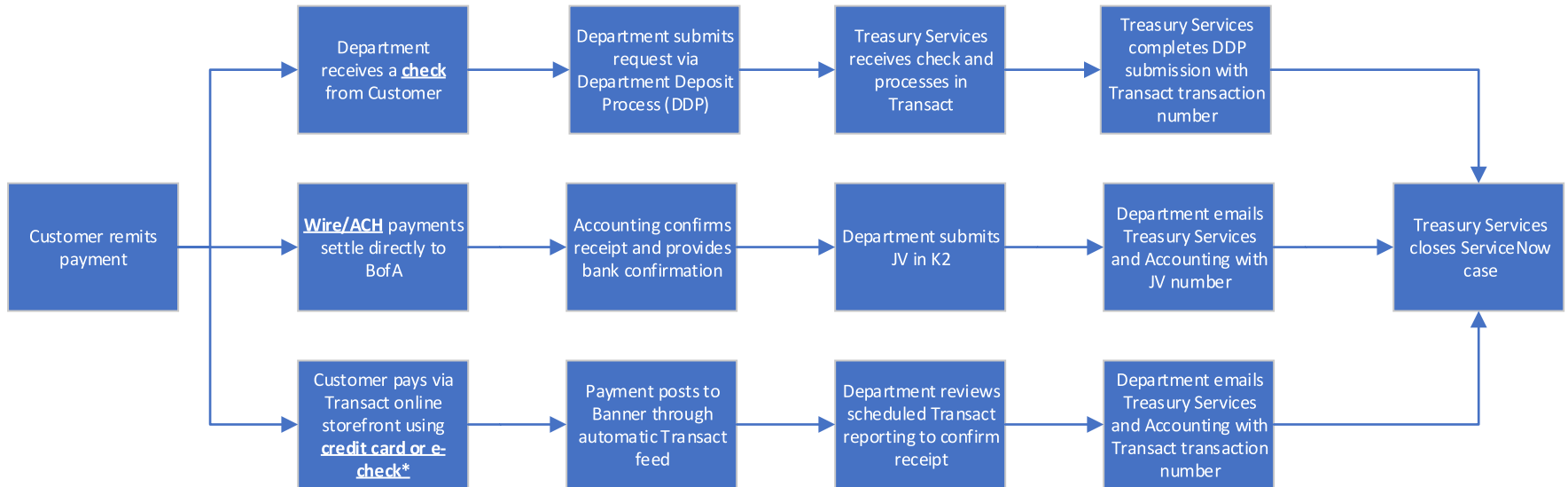
Treasury will perform a monthly review of all outstanding invoices and open ServiceNow cases. This includes maintaining an aging schedule and notifying departments of any invoices that are outstanding for greater than 60 days. The department should make every effort to collect payment in a timely manner and is responsible for following up with the customers once notified by Treasury of any outstanding invoices.

5. Customer Billing Process Flow Chart

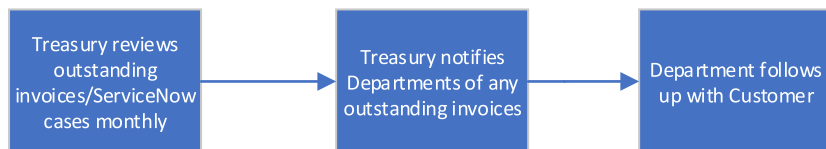
Billing



Payment Processing



Tracking and Collections



*This payment method requires working with Internal Consulting to create an online storefront in Transact and providing the URL to the customer for remitting payment.