

Make It Easy To Pay OSU series: CUSTOMER REGISTRATIONS

**Controller's Unit Business Process Forum
November 2024**

Presenter: Dwight Brimley, Billing & Receivables Services Manager
dwight.brimley@oregonstate.edu



**Oregon State
University**

Prior session

Best Practices for Billing & Collections, Sept. 2024

- <https://fa.oregonstate.edu/controllers-unit/business-process-forum>



Oregon State
University

Customer Requirements

A Customer will need to set OSU up as a Vendor in their system before they can pay OSU

- OSU's IRS Form W-9 as our tax ID certification
- Occasionally, additional agency or state forms
- Increasingly, registration in their online vendor portal
 - Convenience and speed
 - Data security
 - Real-time updates



Oregon State
University

Customer Registration Struggles

- Having the correct W-9. The IRS requires W-9 forms to be updated annually and signed by an OSU official, which is CU Director of Financial Accounting & Reporting.
- Knowing all the data for specialized forms, for example:
 - NAICS codes, CAGE codes, DUNS #, banking information, university total receipts, etc.
- Entering the standard and complete OSU billing profile for online registrations that can efficiently facilitate all payments and communications with OSU.



Oregon State
University

New and Improved Method

Billing & Receivables Services (BRS) at your service!

- Forward any customer registration requests to billing@oregonstate.edu and BRS will do the rest
 - BRS maintains an up-to-date W-9
 - BRS has a compilation of supplemental information for more extensive customer forms
 - BRS provides customers with a standard OSU profile for faster payment processing



Oregon State
University

Benefits

- BRS maintains a database of all customer registrations to make any required changes an easy process and prevent duplicate registrations
- Offers customer's Accounts Payable unit an "Official Point of Contact" to ease the payment and communications processes
- Increased data security for customer portal user ID and passwords
- Faster turn-around for customer requests with BRS



Oregon State
University

The Takeaway

All you need to remember is if a customer requests any information from OSU before they can pay an invoice, just forward the request to billing@oregonstate.edu

and BRS will do the rest



Oregon State
University

The image features a dense field of 3D question marks. Most are dark grey and recede into the background, creating a sense of depth. In the center, one question mark is rendered in a bright orange color, standing out prominently. Overlaid on this orange question mark is the word "Questions?" in a clean, white, sans-serif font. The lighting is dramatic, with highlights on the top surfaces of the question marks and deep shadows in the recesses, emphasizing their three-dimensional form.

Questions?