

## FAQs

### **I'm expecting a wire, what should I do?**

Submit a Cash Transmittal Webform using the tender type: "Electronic Rcpt." When your funds are received, the form will be approved and your purpose code will be credited with an ARDIR journal.

### **My vendor says they sent us money, but I don't see it booked?**

Ask the vendor to send you the check number and amount or a receipt of their wire/ach payment. Forward this information along with any other details you may have about the payment to [cashcontrol@udel.edu](mailto:cashcontrol@udel.edu) so that we may further investigate. Depending upon our findings, you may be asked to submit a Cash Transmittal.

### **I want to start accepting credit cards as a form of payment?**

Send an email to [cashcontrol@udel.edu](mailto:cashcontrol@udel.edu) with a brief description of your needs.

### **My customer sent their MISC invoice payment to me directly.**

Payments for open invoices must be forwarded to the Cashier's office as soon as possible. DO NOT use a Cash Transmittal when submitting these payments.

### **To whom should checks be made payable?**

Checks should always be made payable to the University of Delaware.

### **How do I bill my customer?**

Non-Student Billing Webforms can be found at (link to blank webforms). To set your department up for access to this form, send a request to [cashcontrol@udel.edu](mailto:cashcontrol@udel.edu). Be sure to include your four digit department number and the names of any individuals who will be responsible for managing the customer billing. Once you complete your non student webform, an invoice will generate and be mailed from the Cashier's office within 24-48 hours after approval. Each customer is given a customer number. To re-bill your customer, use the same number which can be found by following [these instructions](#).

### **When are University of Delaware invoices due?**

All Non-Student Invoices are due Upon Receipt.

**What purpose or account code should I use?**

Our staff is not able to provide this information. Contact the individual in your department who is responsible for financial activity or you may contact General Account at ext. 2175 for guidance.

**How do I order deposit supplies?**

Email your request to [cashcontrol@udel.edu](mailto:cashcontrol@udel.edu).

**I need access to CASHNet.**

Email your request to [access@udel.edu](mailto:access@udel.edu).

**I need access to PeopleSoft Accounts Receivable.**

Email your request to [cashcontrol@udel.edu](mailto:cashcontrol@udel.edu).

**My customer wants to send a wire payment and needs our wiring instructions.**

Email your request to [cashcontrol@udel.edu](mailto:cashcontrol@udel.edu).