



Purpose: This form is used by University of Alberta (U of A) faculty/departments to request the generation of Billing and Accounts Receivable invoices for sales revenue and/or cost recovery invoices to external customers.

Instructions: Download the PDF document and open it using Adobe Acrobat or Reader rather than a web browser. Enter information into all sections, ensuring the form is complete; incomplete or handwritten forms will be returned for correction. The document must be digitally signed using the formal sign-off fields provided. Once finished, save the digital file directly. Do not print or scan this form, as only the original version will be accepted.

[Access the Service Portal](#) and select the [Submit a Finance form](#) option from the Staff Services Catalog. Attach the completed form and any supporting documentation.

For further information, refer to the [Guide to Financial Management Chapter 7: Revenue and Banking](#).

For assistance with this form, contact the [Staff Service Centre](#).

Section A: Department Information

Department/Faculty:

Department ID:

Contact Name:

Contact Phone:

Contact Email:

*Provide the contact who will review and confirm the ProForma when completed.

Section B: Accounts Receivable Billing/invoice Details - Correcting Invoice

Invoice Required By Date:

Is this request to correct another invoice?

Yes

No

Section C: Customer Details

Customer Name:

Customer ID: GAR

Location:

Contact Person:

Currency: CAD USD

Invoice Total:

Project Grant (PO):

Header Details

Section D: GL Transaction Lines

Approvals and Authorizations

Prepared By

Date:

(yyyy-mm-dd)

College/Faculty General Manager, or Associate Vice President / Strategic Initiative Officer Name

Date:

College/Faculty General Manager, or Associate Vice President / Strategic Initiative Officer Signature

(yyyy-mm-dd)



Who should complete this form?

This form is used to request a billing invoice for sales and cost recovery activities from external customers. It is used by faculties and departments that process fewer than 10 invoices per month or for departments experiencing difficulties creating more complex customer invoices. This form can also be used for corrections to invoices previously created.

Process

1. The department confirms the customer exists within the AR billing system: run the finance query, `aaa_ar_customer_search`, and verify the customer information.
2. If the customer is not listed on the query, therefore does not exist, complete the External Billing and Customer Setup & Update Request form.
3. The department completes the Billing & Accounts Receivable Request form.
4. Accounts Receivable will send the "pro-forma (draft)" to the department for review/approval and/or adjustments.
5. Once the department approves the invoice, a final version is generated and returned for mailing. The department mails the invoice to the customer along with any applicable purchase orders, sales agreements, or contracts. Note that copies of the sales agreement and any purchase order, contract, or agreement remain within the U of A department for 7 years.
6. Accounts Receivable will issue monthly statements to the external customer if the invoice is unpaid. If the amount is unpaid after 90 days, Accounts Receivable will notify the department that the invoice will be written off to the department bad debt after 120 days.

For further information refer to UAPPOL regarding [External Billing](#).