**HOW TO SUBMIT BILLS WITHOUT ENDANGERING YOUR LIFE:**

**SUMMARY**

1. Put account # to be charged on the **invoice** or credit. DO NOT try to pay from a statement (unless it happens to have the detail of the expenditure). DO NOT put the account number on the remittance area.
2. List **all invoices and credits to be submitted for the week** on the bills payable sheet.
   1. DO NOT use a total for all invoices from one vendor.
   2. DO NOT list each line item charged for one invoice separately.
   3. DO NOT use a separate cover sheet for each invoice.
   4. Just list the vendor and the invoice or credit amount for each invoice or credit. This is not rocket science, you can do this.
   5. If you want the cover sheet to look different to meet your personal needs or preferences, make your own, but don’t inflict it on me. (Yes, I’m looking at YOU.)
3. Have department head or designee sign bills payable sheet.
4. Place bills payable sheet on top of stacked invoices (face up, right side up, top of landscape forms to left, and in order of appearance on bills payable sheet, please and thank you) and paper clip together. But **not** a plastic-coated paper clip unless you want it lodged in your left nostril.
   1. If it’s a large stack, use an appropriately sized binder clip, not a paper clip that is stretched so far it will pop off at the slightest touch.
   2. If a remittance copy of an invoice is required, make sure it is included and paper clipped behind the original invoice. If the remittance section of an invoice is the only place that shows the vendor’s name and address, copy the entire invoice.
5. Give to Town Accountant by **3 PM on Wednesday**.
6. Special note for town credit card payments. The multiples rows for “account to charge” are for when a single invoice is charged to multiple accounts, not for multiple invoices.
   1. Each invoice needs its own payment request form. (Although I won’t get too bitchy if it’s just 2 register receipts on one page and neither invoice has a further expense breakdown.)
   2. The invoice # for the form is the MM/DD/YR of invoice+2 letter abbreviation of vendor. IE “06/03/21Am”
   3. These go to Eileen, NOT me.

Checklist:

1. Does each invoice or credit have the account number(s) written on it?
2. Are all invoices and credits listed on the cover sheet in the manner described above?
3. Is the cover sheet signed? Are all invoices and credits attached (in order) behind the cover sheet?
4. Are all remittance copies needed included?
5. Did you give your credit card payment requests to Eileen? Did you fill out the payment request according to #6 above?
6. Congratulations!

**Other Not-Quite-As Important Things (but not doing them will still get your stuff returned for correction) and Frequent Mistakes**

If I haven’t said anything about these to you before – unless I have – it’s because I’ve been really busy and sometimes it’s easier to just fix things myself. But if I keep doing that, you’ll never learn, and I want you all well trained for my replacement.

In no particular order (so be sure to read to the end):

1. I will no longer be making exceptions for people who earned them by being exemplary in other areas.
2. The town is tax exempt. Tax exempt forms are available on the town website in the employee page section. It is the responsibility of the purchaser to make sure that tax is not charged on a purchase, or it’s reimbursed if inadvertently charged. Sales tax on employee purchases will no longer be reimbursed.
3. While the town doesn’t pay sales tax, we do pay for shipping/handling/freight. Read invoices carefully.
4. I will only pay off of invoices. Not statements (unless they act as invoices like Recorder bills), not ship tickets, and not packing slips. The first is because I require an itemization of purchases and prices, and the second two are to reduce the chance of duplicate payments.
5. If the invoice has a balance forward included in the total amount due (typical of utility bills, but there are sometimes others), **you need to check** to see if the previous bill has been paid. If it has, don’t include it in the amount you’re paying. If it hasn’t, you need the original bill to make the payment. Most companies are perfectly capable of providing a new one, you just have to ask.
6. If you want a specific description of the purchase, you need to write it on the invoice. I don’t see the cover sheets when I’m entering bills, so there’s no point putting it there. Also, I have a limit of 26 characters, so be concise.
7. You’re welcome to tape small receipts to a larger piece of paper, but PLEASE DON’T cover any of the printing with the tape. Unless the receipt comes from an ink printer, the tape will quickly fade any printing underneath.
8. Highlighter over thermal printing will also fade the print very quickly, so please be careful when using.
9. For Staples (and similar formats, with a cover sheet and itemized invoice information on subsequent pages): The account number should be on the page with the invoice information (these are the “invoices” referenced in #1 on the previous page), not on the 1st page/cover sheet of the bill. I also prefer that the 1st page with the remittance slip be placed at the back of the other pages.
10. To reiterate #6B on the previous page: for credit card payments, the invoice # should be the date of purchase (XX/XX/XX) followed by the first two letters of the vendor’s name (or initials, in the case of something like Tractor Supply). While I still look at the supporting information, it’s a lot easier to enter it in my accounting software if all the information is in the same place (or at least on the same page).
11. Use the right form.
    1. The Payment Request Form is used for small receipts and ALL reimbursements to individuals. An individual being reimbursed must sign the form.
    2. The Town Credit Card Payment Request Form is used for, you guessed it, town credit card payments.
    3. The Town Credit Card Credit Voucher Form for Returned Items is used for exactly what it says.
12. If you’re using the 3-part Town Credit Card Payment Request Form (and if you do, thank you for saving paper), please place the form at the bottom of the receipt (usually a full sheet of paper) and staple the form to the receipt on the left edge of the form.
13. Aubuchon bills. Some people just submit the register tapes, which is perfectly fine. Some people wait until the statement (with the itemized invoice information) comes in, and pay from that, which is also perfectly fine. And while I will always prefer too much information over not enough, I don’t actually need both the itemized invoice information on the statement AND the register tapes. Since technically I’m supposed to keep original invoices, I’m now officially going to request the register tapes (or re-print if the original is lost). If you’d like to wait to submit them until you receive the statement and are able to provide the remittance, that would be lovely, but I’ll only need the register tapes and remittance.
14. The Payment Request Form, when used to reimburse an employee, has a line for said employee to sign. I will no longer be processing these reimbursements without said signature.
15. Speaking of the Payment Request form, much like the Town Credit Card Payment Form, each invoice needs its own payment request form. (Although I won’t get too bitchy if it’s just 2 register receipts on one page and neither invoice has a further expense breakdown.) And the invoice # for the form is the MM/DD/YR of invoice+2 letter abbreviation of vendor. IE “06/03/21Am”
16. Let me hammer home item #4B from the summary. Some invoices (notably the Library Store and Carson’s Cans) ask that the remittance section be detached and returned with the check. However, on these (and similar) invoices, the name of the vendor, vendor address, and often the invoice # or other information, are only printed on the remittance section. When you’re processing bills and see this situation, STOP, make a copy of the invoice, and paper clip (no plastic) it behind the original. Because every time I have to stop what I’m doing and make a copy, I’m muttering unpleasant things about your parentage and personal habits. And I get crankier. And NOBODY needs that.
17. Food City register tapes have an invoice number at the bottom of the tape. Example: 01-762476. Please don’t cut this off or tape over it.
18. All register tapes have dates on them. Please don’t cut them off or tape over them. I use the dates as invoice numbers AND at the end of the fiscal year I need to know when the purchase was made.
19. If a DPW or WPCF employee is being reimbursed for glasses, you must include documentation that the glasses are safety glasses. It helps if you make sure the employee knows this in advance.
20. If a DPW or WPCF employee is being reimbursed for shoes or boots, you must include documentation that the footwear is steel or composite toed. It helps if you make sure the employee knows this in advance.
21. If an employee is being reimbursed, the request must include documentation that payment was made by the employee. If it is not clear on the receipt, further documentation (bank or credit card statement showing purchase) will be required, even if it delays payment. Although I suspect most employees can now access that information and find a way to print it out sooner.
22. If an invoice is for a period of time which is not clearly stated on the invoice (Carson’s Cans, Canon Financial, Aztec, etc.) please write the time period covered on the invoice.
23. If an invoice has multiple pages (Amazon, Eversource, K-P Law, Verizon, etc.) PLEASE paper clip (no plastic) the pages together. I’m happy to return paper clips to anyone whose supply is depleted by following this request.
24. If an employee is reimbursed and you aren’t using the Payment Request Form, the invoice needs to clearly state who is being paid. And if all of the information on the Payment Request Form can easily be put on the invoice, save the paper and just submit the invoice.
25. When do I expect you to attach a smaller invoice to a full sheet of paper? When it’s too small to use a 2-hole paper punch on the left side of the receipt or when doing so cuts into or otherwise makes it hard to read the information. Generally, when the width of the invoice is less than 3 inches and/or the height is less than 3.5 inches. Pretty much the only things that need to be attached to full sheets of paper are register tapes.
26. Some current employees had not yet been hired or otherwise missed my previous training session. I gave you all templates of bills payable sheets and asked that you used them without making changes to them without my prior approval. Most of you followed this. Some of you did not. I will now be providing cover sheets in a new font, so I will know who is using the proper forms going forward. So, let’s go over item #2e from the first page.
    1. The font size and row limit are there because I’m old and don’t read small print as easily. If you add rows and thereby reduce the size of the print, I will file an ADA complaint against you.
    2. Please don’t delete rows either, the form is designed so I can easily read the total in the bottom right corner of the sheet.
    3. Likewise, please don’t extend the total width of the form or add information to the right of the last column for the same reason.
    4. When I reconcile the bills received from department to what’s been entered in the computer system, I do so by cross referencing each invoice total between the two. If you show separate line items within each invoice on separate lines, or add two invoices together on the cover sheet, it becomes more time-consuming and frustrating to do that. So please just follow the directions.
    5. There are two blank columns on the coversheet. You are free to use them for internal purposes or adjust their individual size AS LONG AS THE TOTAL WIDTH OF THE FORM DOES NOT CHANGE. If doing so changes the width, complete and print the correct completed form for the Town Accountant, and THEN add whatever you want to the form and keep it for yourself.
    6. If you have more than one bill, PLEASE put them all on one coversheet. If you want a separate cover sheet for each invoice because you file them by vendor (or any other reason), make those for yourself, but give me a single sheet of paper. Save the planet. Also, please note that you are provided with a file with a full year of cover sheets. You don’t actually need to print them out if they’re stored electronically.
    7. Along the same vein, please don’t submit each individual bill as it arrives. You should be submitting one cover sheet for all of the week’s bills at one time.
    8. If you have more bills than will fit on the provided cover sheet without adding rows – use another cover sheet.
    9. I don’t need the vendor’s address on the cover sheet. That information should be on the invoice. If it’s not, write it legibly on the invoice.
    10. If you want to put the account number for each invoice on the coversheet, be my guest. But you STILL have to put the account number on the invoice.
    11. Please don’t add special fonts, underlines, etc. This is not art class and creativity will count against you.
27. If you want the Treasurer’s Office to hold a check, put a post-it with that message on the invoice, not the cover sheet.
28. Invoices must clearly indicate what was purchased. If you paid Novo Dia Group through Quickbooks and all you have to show is the date and amount of purchase, I need you to provide something that shows what you paid for. Similarly, if you’re paying an organization for a conference, you should submit documentation showing the dates and location of the conference, and an agenda.
29. Accounts for meetings and meals. If the meal portion of a conference is broken out on the invoice, it needs to be charged to travel. Registrations are charged to 5314 (5320 for WPCF).
30. If you’re submitting postage for reimbursement, you don’t need to show a separate line item with the same account number for each individual piece of mail processed.
31. If you have a detailed invoice, but the description is something like “NP-1 AEROSOL, DZ, NAC MM, or “316S/S CJ3/8MCX2.75”, for the love of Ceiling Cat, PLEASE note (in English) what was purchased. A general description is fine, but I need more than the name of the account number.
32. Credits. Credits are negative amounts due usually resulting from the return of items.
    1. Since it’s a negative amount, I can’t print a check for it.
    2. To use credits, you need to wait until you have invoices totaling an amount greater than the credit. Then you can list all items on the cover sheet, with the credit as a negative amount.
    3. If b (immediately above) is unlikely, you can contact the vendor and request a reimbursement check. If that is received in the same fiscal year as the original purchase, the receipt is credited to the original expense account. If not, it goes to miscellaneous revenue.
33. If you need to refund a payment received by your office, you can create an invoice, use a voucher form, or just type something up that includes the name and address of the person to receive payment, the reason for the payment, the amount of the payment, and the account number to charge. In this case, the account number would be the revenue account number used for the original receipt.
34. Eversource bills with multiple pages. If the subsequent pages have dollar amounts on them, they need to be included (paperclipped together). If a subsequent page just has a bar graph of usage, I don’t need it.
35. If the remittance has a place to write the amount paid – write it.
36. The date on the cover sheet can be either the warrant date or the date you submit bills. I do, however recommend that you be consistent.
37. This should go without saying, but please make sure all invoices submitted are included on the cover sheet, all items on the cover sheet have a corresponding invoice, all dollar amounts are correct, and the total is correct.