

## **GAR Frequently Asked Questions**

### **1. What is GAR?**

GAR stands for General Accounts Receivable. It is used to describe transactions where money is owed to Vanderbilt from an external party for goods or services provided by the university. Vanderbilt's GAR contact mailbox is [gar@vanderbilt.edu](mailto:gar@vanderbilt.edu).

### **2. When should a GAR account be used?**

A GAR account should be used anytime you are billing an external party that is not a student or a sponsored award. Student billing and sponsored award billing are handled by Student Accounts and Research Finance, respectively.

### **3. How does GAR billing work?**

See Appendix A for detail on the workflow of GAR billing. An overview of the steps is:

- a. Customer is created in Oracle.
- b. Charge is uploaded to the customer's account in Oracle.
- c. Bill is sent to customer.
- d. Customer pays.
- e. Payment is uploaded to customer's account in Oracle.

### **4. How do I create a GAR customer?**

Fill out the [New Customer Request Form](#) from the Vanderbilt Finance website. Once completed, email the form to the GAR mailbox for processing.

### **5. How do I charge a GAR customer's account?**

Download the spreadsheet on the [Vanderbilt Finance website](#) called "Auto Invoice Import Master Template." Complete it per the instructions in red using either the [NON-VUMC Billing](#) or [VUMC Billing](#) example links provided on the website. Email the completed template to the GAR mailbox for processing.

### **6. How do customers get billed?**

On every 10<sup>th</sup> of each month, the Finance team runs a process to automatically email statements to customers. The statements for March transactions, for example, are sent on April 10<sup>th</sup>. You will receive a copy of the monthly statement if you put your name as the customer contact when completing the New Customer Request Form as listed above.

### **7. How do customers pay?**

Customers should pay by check and send to the "Remit To" address listed on their monthly statement. At this time GAR cannot take credit card payments. If a customer insists on sending a wire (know this is not the preferred method), contact the GAR mailbox for next steps. Once Finance receives the check, payment is applied to the customer's account via a receipt upload to Oracle.



**8. How do I know if a payment has been made?**

You will see all payments made on the next month's statement. Payments show up labeled as a "Cash Receipt" under the current month transactions section. If you ever have a question related to a customer payment, you can reach out to the GAR mailbox.

## **APPENDIX A**

### **Workflow of GAR Billing**

