Consultant & Stipend Invoices
Processing & Payment Guidelines
Western Mass RLC
Updated: August, 2018

Summary: Anyone who will be paid via a consultant/stipend invoice should receive a copy of these guidelines at the beginning of the fiscal year and/or when a consultant/stipend agreement starts. These guidelines are intended to promote transparency and information sharing, and maintain manageable work conditions and expectations for RLC/Consortium employees responsible for processing payments. ***Everyone who will be submitting an invoice for payment is responsible for reviewing and knowing this information.***

Methods of Submission: You may submit your invoice using the following method:

- **By e-mail to invoices@westernmassrlc.org**

When submitting by e-mail, you can choose one of the following methods:

1. Fill out an invoice by hand, and then scan it and attach it to an e-mail.
2. Fill out an invoice by hand, and then take a picture of it with your phone and text it to the e-mail listed above.
3. Fill out the electronic version of the RLC invoice, save it, and then attach it to an e-mail.
4. Fill out your own invoice in a Word document or PDF and attach it to an email. (Please note, other formats are often not readable, so please only submit using Word or PDF.) Please be sure to include all the required information in your invoice.
5. As a last resort, you may provide all of the information listed below in the 'Forms' section in the body of an e-mail and send it to the e-mail listed above.

If you are having trouble submitting by e-mail, please talk with a RLC employee for help, as they may be able to help you learn how to do it. If you are absolutely unable to submit using e-mail, please talk with a RLC supervisor about other possible options for submissions. However, please also be aware that any other method is much more likely to lead to delays or missed invoices.

Submissions will not be accepted by fax, mail, or in person unless prior arrangements have been made. This is in an effort to streamline our own process, to create a more easily trackable record of submissions, and to help prevent missed or delayed payments.

Forms: You may use a formal invoice form that we give you, or you may make your own invoice form and submit that. However, please note that all invoices (whether on our form or yours), MUST include the following information:

- Your full name (listed and spelled as you want it to appear on your check)
- Your full mailing address including street address, city and zip code
- Your phone number
- The date(s) for the activity for which you are getting paid
- The cost of each activity listed
- The total amount due

Please also note that you must supply a social security number on your first invoice, so that we have it on record come tax time. If you are uncomfortable listing it on your invoice, talk with a RLC supervisor about an alternate way to submit it. After you have submitted it once, you can mark 'on file' in the space that asks for your social security number if using our standard invoice forms. **If your social security number is not on file, it may delay your payment.**

Please take care to write neatly and legibly if you are handwriting any portion of your invoice.

Frequency of Submission: As someone who gets paid through invoices, you may choose to submit your invoices weekly or monthly and there are no official due dates unless your specific agreement indicates otherwise. **However, we ask that you do not submit invoices less frequently than on a monthly basis or more than 30 days after the activity for which you are billing.**

Please note: You are responsible for remembering to submit your invoice. We will not provide reminders.

End of Fiscal Year: Please note that the end of our fiscal year is June 30th. Please do NOT put amounts due for any month June or prior on the same bill as amounts due for July and beyond. Please also be aware that we work hard to complete all billing for the last fiscal year by the end of July. **Any invoice received later than July for the prior fiscal year (June and earlier) is at risk of not being paid.**

Processing Time: Invoices are not like timesheets and there is no guaranteed date of payment. A number of factors including how the invoice is submitted, holidays, mailing time on the post office's part and unusually large volumes of invoices being submitted can all lead to potential delays. Invoice processing typically takes about two weeks to be received, processed, mailed out and received on your end. However, it can take up to three weeks without being considered late.

Please Note: Invoices are reviewed at the end of each week. If you wish your invoice to be reviewed the same week you turn it in, it should be submitted by Wednesday at 5pm. **If you turn your invoice in later than Wednesday at 5pm, then it may not begin to be processed until the following Friday and will take a minimum of 2 weeks from that date to be received via mail.**

For example, if you turn your invoice in on Wednesday, August 29th by 5pm, it is reasonable to expect that you ***may*** receive your check by mail as soon as Friday, September 14th. However, if you turn your invoice in on Friday, August 31st, this is likely to delay your check by an additional week.

On rare occasions, we may be able to expedite your check payment. This must be requested at the same time that you submit your invoice, and isn't guaranteed until you speak to directly to a supervisor who confirms your request can be accommodated.

Delivery of your Check: The standard process for delivering consultant and stipend payments is by mail. Checks are generally mailed out on Thursdays to the mailing address listed on your invoice and typically arrive within a few days of the week in which they were paid out. However, we do not take any responsibility for the actual length of time it takes for checks to be received via mail and delivery times have sometimes been known to extend into the following week.

If, for any reason, you are not able to have your check mailed (you do not have a location for it to be mailed to, etc.), please check in with an RLC supervisor to explore other possible arrangements.

Payment Inquiries: If you feel you have not received a payment as expected, you are encouraged to inquire about its progress. However, **please double check on your end to make sure that the check is actually due according to the timeline noted above.**

All inquiries MUST be made to Sera at sera@westernmassrlc.org, or (413) 5395941 ext. 203. If Sera is out, please contact Erin at erin@westernmassrlc.org. **Please do not call or visit the fiscal department directly.**

Tax Forms: The Consortium is required to send a 1099 tax form to anyone who been paid $600 or more dollars as a stipended volunteer or consultant. Those forms will be mailed out as soon as possible after the start of the New Year for the prior calendar year. If you have been paid less than $600 during that calendar year, no documentation will be mailed to you.