

YSM International Customer Checklist (prior to contacting Centralized Billing)

Department Business Offices (DBO) are required to review this list and speak with your international customer prior to sending the invoice request to YSMinvoicing@yale.edu.

The YSM Controller's Office suggests reviewing this list prior to doing business with the customer.

- 1) Is this customer in a country Yale is allowed to do business with? Ensure that the customer has been set up in Workday, and if you have concerns regarding the country contact: exports@yale.edu.

*****Is the payment related to an individual or entity that is located in, operations occurring in, a citizen of, or a permanent national of Cuba, Iran, North Korea, Russia (including the Crimea, Donetsk, or Luhansk regions in Ukraine), or Syria? If answer to the above countries is yes, has this been approved by the Director of Export Controls or the Office of General Counsel? If you do not have approval, please contact exports@yale.edu.***

- 2) U.S. export control laws regulate the transfer across national borders of information, technology, software, and other strategic importance, whether by shipment, email, conversation, or other means. If payment is related to military, space, or unpublishable proprietary technology (Personal Identifiable Information excluded,) contact exports@yale.edu.
- 3) If the customer needs to be set up in Workday, please review the documents needed prior to new customer set-up. This is required by the business solutions team who sets up new customers and includes international tax ID# (ITIN), company name, address, contact name and email.
NOTE: This is a separate/different process from adding a supplier. Suppliers are individuals or organization that Yale pays.
- 4) Verify with the customer that you have the correct contact name and email address for both sending and paying the invoice.
- 5) Verify with the customer prior to submitting the invoice that you have the correct physical address listed and customer name listed. Make sure the correct address is also associated with the customer in Workday. Incorrect addresses for international invoices present additional administrative burden.
- 6) Are there required forms to be completed by Yale (W-9 or equivalent form, Wire forms, Company forms)? This is often needed for the company to set up Yale as a vendor in their system.
- 7) What is the time frame of expected payment? Many International customers have significant delays in submitting payments. It is important to understand these terms prior to providing billable services to international customers.
- 8) Is a Purchase Order (PO) required? Please determine this prior to sending the invoice template to YSMinvoicing@yale.edu, and confirm the dollar amount.
- 9) The DBO should consult with the Tax Office at tax@yale.edu on any tax-related questions. It is up to the DBO to determine if there are there any other restrictions.