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Accounts Payable Service Level Agreement | Procedure

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I. Service Level Agreement (SLA) Introduction

The Accounts Payable (AP) Team is responsible for ensuring that all disbursements of Water.org funds are made in accordance with Water.org policies and generally accepted accounting principles (GAAP). The responsibility of the AP Team is to process invoices, make timely and accurate payments on goods and services to vendors and reimburse applicable staff out-of-pocket expenses. The AP Team is also charged with onboarding vendors for payment. The AP team will engage with the managers about payment execution and invoicing questions.

II. Expense Management Overview

1. Hours of Operation & Contact Information

The standard hours of operation in the US Region are: 8:00 am CST to 4:00 pm CST.

Vendor invoices for the United States should be emailed to Concur's image capture service at: waterorg_invoicecapture@concursolutions.com. Questions for the US AP team should be emailed to Finance@water.org.

The standard hours of operation for international offices are: 8:00 am to 4:00 pm local time for each international office. Vendor invoices for each of the international offices should be emailed to your local accountant for processing.

2. Expense Management

Expenses should only be essential for company business. As a 501(c)(3) not-for-profit entity, we ensure expenses qualify as business expenses. Payments must be supported by source documents, usually an independent invoice, confirming that a product or service was provided to the organization.

The AP Team aims to make vendor payments timely to take advantage of discounts or comply with invoice/contract terms. This requires the timely receipt of a valid, approved invoice. While adhering to vendor terms for favorable pricing and relationship management, we also consider cash management to minimize prepayment durations. Typically, invoices are approved and paid after the product/service is received or for contract renewals as per contractual terms.

Reimbursements to staff for approved out-of-pocket expenses are processed on the 15th and the last day of the month.

III. Procedures for the US Region

1. Vendor Payments – US Region

Water.org uses Concur.com services as an off-site payment center in the US. By default, US-based vendor expenses are routed through this service for payment. The exception to this payment method includes vendors who have a direct pay relationship with Water.org (i.e. healthcare bills, retirement contributions, and a handful of other situations that are subject to Controller approval).

The AP team offers the following payment options:

PAYMENT OPTION	PROCESS DETAILS
Check	Checks sent to vendors that are not cashed within 90 days will automatically be voided.
ACH	Vendors can receive payment electronically by providing banking information, billing contact name and email address.
Accounts Payable	<p>The AP team processes invoices and expense reports for payment two times per month.</p> <p>All invoices approved by budget managers:</p> <ul style="list-style-type: none">• By the 10th of the month are processed by the 15th of the month and typically paid within 7 business days• By the 25th of the month are processed by the end of the month and typically paid within 7 business days

Wire Transfer

All international vendors without a US address, US bank and W9 are required to be paid via wire transfers. All wire request submissions must be fully approved (senior level or above per the Delegation of Authority document) and sent to wiretransfer@water.org. The request must include the following:

1. All applicable documents listed on the "Wire Transfer Checklist"
2. Project ID, Name, Funding Source Dept Code, and Expense Type totaling the amount requested (**if the list total doesn't match the wire amount, it will be sent back**)
3. Completed Wire Template Form (**only approved form will be processed**):
 - Date requested
 - Amount requested
 - Currency to be sent
 - Name of Organization (Vendor)
 - Organization address, City and Country
 - Purpose Code and Narration (India only)
 - Bank information
 - Bank Name
 - Branch Code
 - Account Name
 - Account Number
 - Swift Code
 - Any other required country specific information
 - Corresponding bank information (if applicable)
4. SharePoint link to Partner/Contractor Agreement. If PDF link does not work after saving all documents to **one** PDF, a copy of the agreement must be included in the wire request submission PDF.
5. Invoice copy (if applicable)
6. Letter from the vendor bank or vendor with the appropriate vendor bank account information for wire processing.

Wire requests are considered in good form and eligible for processing when all the information has been received in one pdf document. Failure to do so will result in the wire being rejected back to the requester.

Completed wire transfers requests, in good form, are to be submitted to wiretransfer@water.org by end of day (5:00 p.m. CST) on the 10th or 25th of the month for processing within the next 2 business days.

2. Payment Timelines – US Region

Water.org Global Payment Timeline Summary:

LOCATION	APPROVED AND SUBMITTED TO FINANCE BY:	PAYMENT RECEIVED
US – Checks & ACH	10 th and 25 th of the month (Or Friday before if weekend)	10-13 business days after the 10 th and 25 th
US – Domestic Wires	10 th and 25 th of the month (Or Friday before if weekend)	5-8 business days
US – International Wires	10 th and 25 th of the month (Or Friday before if weekend)	Will be released in 2 days; timing depends on bank.
Non-US - Wires	Thursday each week	Will be released by Friday of the same week

To ensure timely payment of bills, vendor invoices must be reviewed, coded, and approved in Concur by the designated user and budget authority. Payments for approved invoices are released on the 15th of the month if fully approved by the 10th. A second payment cycle occurs on the last day of the month if invoices are fully approved by the 25th, or the last business day before a holiday.

Due to the high volume of vendor payments, late-submitted invoices do not automatically take priority over on-time submissions. Expedited processing for late invoices is only approved by the Controller or CFO for true emergencies on a case-by-case basis.

PAYMENT TYPE	PAYMENT TIMELINE (Based on Business Days)
Standard Check Payment	Payments approved on the 10th by 6:00 pm CST, Concur releases funds to Bambora within 24 hours. Bambora releases checks within 3-5 days. The checks are mailed within 2-3 days.
Electronic Payment (ACH)	Allow 10-13 bank business days for the ACH payment to be received by the vendor.
International Wire Payment	<p>All wires are processed within 2 business days of the 10th and 25th (the deadline for submission is the following Monday if it falls on a weekend or holiday). USD wires process within 2 business days. FX wires process within 3 – 5 business days.</p> <p>Payment timing can vary depending on the country of beneficiary, the amount sent, and the established payment relationship with the vendor. The timing of funds posting and made available in a vendor's bank account can vary depending on the bank.</p>

3. Expense Reimbursements – US Region

Staff members are responsible for submitting expenses into their Concur profiles, ensuring adherence to budget policy for those expenses, and maintaining proper documentation to substantiate the nature of the purchase. Water.org will reimburse expenses up to 60 days after the staff member incurred the cost; expense reimbursement requests made after 60 days are generally not reimbursable. Only Water.org staff members are eligible for expense reimbursements. Temporary employees employed by a staffing agency are not eligible for expense reimbursements due to IRS rules – those individuals must work with their staffing agency to obtain reimbursement for out-of-pocket expenditures for work related costs.

The AP team is responsible for processing expense reimbursement requests timely and releasing reimbursements to staff through the bi-monthly ACH payments.

IV. Procedures for other Regional Offices

1. Vendor Payments – Regional Offices

Vendor payments from Water.org international offices to local vendors should be processed through the respective local entities. This practice ensures timely payments while adhering to tax and other local compliance requirements.

2. Payments Timelines – Regional Offices

As a minimum payment processing of international offices, approved vendor invoices should be submitted to the local accountants by Wednesday to ensure timely processing. Once submitted, these invoices will undergo bank signers' approval on Thursday. The credit date will be set for Friday, ensuring a smooth and efficient payment process.

3. Expense Reimbursements – Regional Offices

Staff members in international offices use Zoho as the primary travel and entertainment system. Each staff member is provided with a personal login. In adherence to the approved Travel and Entertainment policy, all approved trip reimbursements will be paid to the staff's bank accounts on the same schedule as vendor invoices.

V. Procedure Oversight

Governance

The **Finance Department** is the owner of this procedure and is responsible for reviewing, implementing, amending, and making recommendations for updates or changes to these procedures in alignment with the business needs of Water.org.

VI. Additional Resources

Contact for Support

For support, staff members should contact procurement@water.org for US Region and local accountants for regional offices.