

AGENCY PAYMENT INSTRUCTIONS

Thank you for your efforts to recruit students for our programs! In order to proceed with the commission payment process, please follow the instructions shown below.

Instructions

1. **Get a Payment Voucher from the ELI** (see “Things to Know” section below).
2. **Create an invoice.**
 - Use the information from the Payment Voucher to create an invoice. For accuracy, we recommend that you cut and paste the information from the Payment Voucher **exactly as provided** onto your letterhead, onto a Word document or onto your standard invoice form.
 - You can include multiple students on one invoice.
 - **In order to process the invoice, it must contain the following information:**
 - Agency name, address and telephone number
 - Invoice number
 - Payment instructions
 - Indicate on the invoice whether you wish to be paid by check or bank wire transfer (see “Things to Know” section below).
 - If you wish to be paid by **bank wire transfer**, your invoice must include the following:
 - > Name and address of Bank
 - > Name on account
 - > Account code
 - > Bank routing number or SWIFT code
3. **Send the invoice to the ELI.**

You can send the invoice to Dru Arban, Business Administrator, by email (eliagentcommission@udel.edu) or by fax (+1-302-831-6765).

Things to know

- **What is a payment voucher?**
 - The payment voucher is the document that the ELI will send to you each session. The voucher contains a list of each of your students that is currently attending ELI and the amount of commission owed to you.
 - The payment voucher will be sent to you **by email** during (or near) the **third week** of the ELI session. To see the session calendar, visit www.udel.edu/eli/calendar.

- **What are the options for receiving payment?**
 - UD will pay you either via check or by bank wire transfer or by credit card. **You must tell us on the invoice which form of payment that you require.**
 - If you choose to be paid by **check**, please tell us which mailing option that you prefer (see below):
 - *Regular mail*: Delivery times vary; this may take up to 3-4 weeks (or longer, depending on U.S. and international postal systems) after the payment is processed by the University. There is no additional charge for sending the check by regular mail.
 - *Express mail*: Delivery time takes approximately 2-4 days after the payment is processed by the University. There is a fee of U.S. \$35 for this service, which must be deducted on your invoice from the fees due.
 - If you choose to be paid by **credit card**, we will send you a credit card authorization form with UD credit card information to charge. This is the fastest way to receive your payment.
- **How long does it take to be paid?**
 - It normally takes 15 days after receipt of your invoice for the University to send the payment. After the payment is sent by the University, it may take some time for the payment to reach you by bank wire transfer or by mail (if you requested a commission payment by check).
 - **Commission will be paid when full payment has been received from the student for that session.**