

**UW-Madison Division of Business Services  
March 20, 2020 Financial Management WebEx Chat  
Answers to Questions Submitted Via Chat & Survey Following the 3/20/2020 Virtual FMM**

**Q. Many folks are not on campus so Inter-D and/fax access is very limited, any other secure electronic mechanisms for submission of W-9's?**

A. Please see "Submitting Confidential Documents" <https://businessservices.wisc.edu/dobs-business-continuity-for-campus/#Disbursements>

**Q. We are still worried about how to safely have people go back to the office for checks, especially in spaces connected to clinical care areas. Any word if the State statute for once a week check deposits will be extended to a longer period? Right now we are doing our best, with high priority on safety and well-being.**

A. There have been no flexibilities granted for meeting the 5-day deposit requirement; however, departments should do the best they can without introducing risk to the safety of employees.

**Q. We'd appreciate more clarity about services like mail delivery (if these are under Business Services). Is mail being held centrally? Is there any way to pick it up, assuming there might be checks?**

A. 21 North Park Street is open for picking up checks and dropping off checks M-F from 7:30 – 4:30 pm. Please see for updated information. <https://businessservices.wisc.edu/dobs-business-continuity-for-campus/>

**Q. An e-mail was sent that addressed PIR's and W-9's, which indicated that the documents could be kept on file in our offices. Is that not true anymore?**

A. Please see "Submitting Confidential Documents" <https://businessservices.wisc.edu/dobs-business-continuity-for-campus/#Disbursements>

**Q. What is the best way to get confidential info from customers (CC info and SSN/tax info) to us and then to campus for processing.**

A. UW-Madison departments which accept payment cards as a form of payment for goods and services are required to comply with Payment Card Industry Data Security Standards (PCI DSS). <https://businessservices.wisc.edu/documents/404-credit-card-merchant-services-and-pci-compliance-policy/>

**Q. Will there be consequences for missing the 5 days for check deposits?**

A. We have not received any flexibilities for lifting the 5 day, check processing statute; however, departments should do the best they can without introducing risk to the safety of employees. <https://businessservices.wisc.edu/documents/404-credit-card-merchant-services-and-pci-compliance-policy/>

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**Q. Fiscal year end deadlines? Will they change? Will the 13th period remain open longer?**

A. We have not received any flexibilities for year end deadlines. Currently we are not expecting any changes to year end timelines, including period 13. Please continue to check our website for updates. <https://businessservices.wisc.edu/dobs-business-continuity-for-campus/>

**Q. When we need to make a payment to a non-resident alien individual, there are a variety of forms required, depending on what type of visa the individual holds. Many of these documents contain sensitive information. What documents should be included when we route a PIR for payment to a non-resident alien? -W8BEN? (may or may not contain an ITIN number or SSN) - 8233? (contains SSN or ITIN) -passport face page? -I9? -Homeland Security Stamp?**

A. Please see "Submitting Confidential Documents" <https://businessservices.wisc.edu/dobs-business-continuity-for-campus/#Disbursements>

**Q. How do we submit a W-9 with a SSN to Accounts Payable now that buildings are closed on campus, and we do not have fax machines at our remote worksite?**

A. Please see "Submitting Confidential Documents" <https://businessservices.wisc.edu/dobs-business-continuity-for-campus/#Disbursements>

**Q. What would it take for the University to move towards increased use of electronic signatures? Currently, I believe UW cannot accept e-signed documents like W-9s because the important data encrypted in the electronic signature is lost when stored as a flat pdf. If UW could modernize the policy or upgrade its systems to allow for storage of this data, e-signing documents would vastly improve our ability to work efficiently, even when working remotely.**

A. Please see "Submitting Confidential Documents" <https://businessservices.wisc.edu/dobs-business-continuity-for-campus/#Disbursements>