



CAOLA Tipsheet: Invoicing Instructions

Invoicing Overview & Important Dates

An important requirement for CAOLA that online administrators must be aware of is the invoicing process. As students are enrolled in courses, the data is entered into Genius and stored until the end of the quarter. Online programs are billed quarterly by CAOLA with the following date windows:

- **Quarter 1: 6/1 - 8/31**
- **Quarter 2: 9/1 - 11/30**
- **Quarter 3: 12/1 - 2/28**
- **Quarter 4: 3/1 - 5/31**

The invoicing process begins on the 15th **AFTER** the start of the next quarter (i.e. Q1: 9/15, Q2: 12/15, Q3: 3/15, Q4: 6/15) with CAOLA collecting the data from the vendors and comparing it to the Genius data. Once the comparison is finished, programs are provided with their quarter's preliminary invoice to review. Programs can preview their preliminary invoice for seven business days and request adjustments to the data. On the eighth business day, preliminary/adjusted invoices are sent to CAOLA's business office to create the invoice. From there, programs have fourteen days to review their invoices and request adjustments. Invoices are reviewed in order of request, and any adjustments needed will be credited on the next quarter's invoice; programs have twenty-one business days to review their invoice. The invoicing process is completed on the twenty-first day, and all invoices are finalized. No additional changes or adjustments will be made to a finalized invoice.



To Review:

- The IU partner and/or schools receive the invoice to review.
- The school has seven calendar days to review the invoice and request adjustments.
- On the 8th day, the invoice is finalized, and schools who request adjustments during this time frame will receive a credit on the next quarter's invoice.
- On the 21st-day invoicing is completed, no adjustments will be made after this date.

Tips for Reviewing Your Invoice

1. *Check your enrollment dates.*
 1. Students can drop their course within the first fourteen days of enrollment (also known as **dropped grace** on your invoice) without being charged. After fourteen days, programs are charged for that enrollment. Programs are only charged for dropped grace courses if the student has completed 75% of the course before it was dropped. To review dropped grace courses for students, you will navigate to the Enrollment History in the Students tab in Genius and review the **DROPPED_GRACE** courses in the filter section.
2. *Local teacher notation.*
 1. If your program has chosen to use local teachers for courses, they are noted with a * at the end of their name in Genius. Local teachers are priced differently from vendor teachers.
3. *Licenses being used correctly.*
 1. If your program has purchased blended learning or another license from an online curriculum provider, you will have specific



requirements to follow for license use. Double check the requirements for your license and make sure they are followed; requirements that are not followed will result in regular charges instead of the discount.

4. *Dates are showing correctly.*

1. Check your students' start and end dates to confirm their enrollment status. Depending on when your students start a course (i.e. at the very end of a quarter) they may not be billed until the next quarter due to grace drop.

5. *Credits and additional charges.*

For accuracy, Review the amount of credits listed for your program on the Adjustments tab. Additional charges are also posted on the Adjustments tab.

Contact Us for Support

The invoicing process can be challenging to get the hang of the first few times. We are always here to answer questions and help you through the process. Just contact us with any questions!

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