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Q: *What is iReceivable?*

A: iReceivable is a web-based Oracle application that provides our customers secure access to invoices with a standard web browser. Customers can use iReceivable [tool](#) to manage their account with secured private account access. They can view account information, invoice and payment activities, and contact DFW Airport collection personnel with questions or comments.

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Q: How do I create a new account?

A: To set up a new user ID, you can go to the following website and select [iReceivable New User Registration](#) to get started.

<http://www.dfwairport.com/concessions/ireceivables/index.php>

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Q: Where can I get a copy of W-9 Form?

A: New customer can find W-9 [Form](#) from iReceivable [website](#).

<http://www.dfwairport.com/concessions/ireceivables/index.php>

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Q: Is there an iReceivable tutorial?

A: Yes, the iReceivable [tutorial](#) will assist you to learn how to use the web based tool to manage your account. It covers topics such as how to create a new user account, print invoices, view your account balance, and view invoice and payment activities.

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Q: What is DFW payment term?

A: DFW Airport payment [term](#) is 20-Day. Please make sure that you pay your bills on time to avoid late fee charges.

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Q: What is acceptable payment method?

A: DFW Airport currently accepts three payment methods: Lockbox (preferred method), Wire Transfer and ACH.

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Q: Can I pay my invoice online?

A: DFW Airport currently does not accept online payment. This option is being accessed for future use.

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Q: Can I make payment with my credit card?

A: DFW Airport currently does not accept credit card payment. You can make [payment](#) via Lockbox, ACH, or wire transfer.

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Q: How can I check my invoice and payment history?

A: [Login](#) to your iReceivable account to view your account activities. If you are a new customer and need to create a new user account, please go to the following website and select iReceivable New User Registration to setup your account.

<http://www.dfwairport.com/concessions/ireceivables/index.php>

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Q: Whom do I contact if I have questions regarding my recent invoice?

A: You can [email](#) our collection specialist with questions regarding your recent invoices. CollectionAsst@dfwairport.com

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Q: Why do I still see outstanding balance in my iReceivable account after payment was made?

A: We encourage our customer to send payments to the DFW Lockbox listed on each invoice. [Payments](#) will be posted pending the receipt in Finance. If payments are walked into Finance, there's a noon banking deadline. All payments received after the noon deadline will be posted the following work day.

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Q: Can my monthly statement be sent to an address different from where my invoices are being sent?

A: System does not allow us to designate a mailing address that is different from what is appeared on invoice.

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Q: *I requested an address change but my statements continue to be sent to the old address.*

A: Address changes take effect from the date of the change and moving forward. Any open invoices with the old address will continue to generate a statement to that address until all open invoices are paid in full. At the same time, you will receive a statement to the new address that will show invoices generated after the address change was made.

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Q: *I received an invoice for a badge fee but I paid for it the day I was in the Access Control Office.*

A: You need to contact the Access Control Office (ACO) at 972 973-5100 for any badge disputes. You will need to bring in your receipt to ACO and they will forward a credit to Finance department to clear any open invoice.

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Q: *Where can I submit an address change request?*

A: Please send your request via email to: DFWAcctrec@dfwairport.com

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Q: *I received an EInvoice notice via email but don't see it in iReceivable web site. Why?*

A: There's a 24-hours delay from when an invoice is issued to when it's posted on iReceivable website. Invoices are sent as they are created; however, posted at the end of day.

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Q: *How can I request assistance if I have a question regarding an invoice payment?*

A: DFW Airport currently accepts three payment methods: LockBox, Wire Transfer, and ACH. You can find banking information after login to your iReceivable account. Or you can send an [email](#) to our collection specialist with your questions.

CollectionAsst@dfwairport.com

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Q: I always paid my bills. Why am I getting a bill for late fee charge?

A: DFW Airport has a standard 20-Day payment term. To avoid late fee charge, you must pay your invoice before its due day. Late fees are assessed each day from the due date until the payment is posted.

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Q: How can I get rid of late fee?

A: To avoid late fee charge, customers must pay their invoice on time. Late fees are assessed each day from the due date until the payment is posted.

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Q: What is a demand letter?

A: Demand letter is initiated when a past due invoice is over 10-days delinquent.

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Q: What if I have technical issues with my iReceivable account?

A: If you need assistance to reset password or have other technical issue with iReceivable, please contact the collection specialist via [email](#): DFWAcctrec@dfwairport.com

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Q: Is my account information on iReceivable safe?

A: Yes. iReceivable is a secured web application. Once you create a new account, you will receive email notification with initial password. Please log in and change your password as soon as possible.

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Q: Can I have multiple User ID and Password on iReceivables?

A: Yes, each person must register to receive their personal sign on and password. If you want to see multiple accounts under your corporation; you must register for each company name separately. When you sign on, you will see a drop down list of all your company responsibilities.

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Q: What does that mean when my account has a credit balance?

A: A credit balance represents payment not posted to invoice. If you see a credit balance, please contact your collection specialist to discuss the information and resolution.

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Q: Why do I receive September and October invoices in November?

A: The rates, fees, and charges specified in [Schedule of Charges](#) are approved by the DFW International Airport Board and are effective for the Fiscal Year beginning October 1st thru September 30th. New rates for the following Fiscal Year become effective on October 1st. Due to time required to implement new rates, September and October invoices are issued in the month of November. Rent is invoiced in advance, therefore you do not receive a rent invoice in September.

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Q: Will iReceivable be replaced by Einvoice?

A: No, Einvoice will not replace iReceivables, it will work in conjunction with. Einvoice is only replacing the paper invoice we mail out monthly via the US Postal Service. You are still able to use iReceivables as you normally have.

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Q: Within our organization, there are several different departments that handle their own invoices. Now with Einvoicing, would all invoices get emailed to one designated email address on file?

A: We are able to setup different emails for different addresses or billing types. But what we cannot do is email multiple people for the same bill type unless you have a group email account setup. For example, if you want Fuel invoices to be emailed to one specific email address, we can do that, and if you want Landing Fees emailed to a different email address, we can do that as well.

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Q: Are we able to add more than one email address on file to distinguish which invoices need to go to which email address?

A: See above.

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