



Keep Up to Date on **ACCOUNTS PAYABLE™**

Inside information on how leading companies are managing cash and payments, in a fast-read format, twice a month.

April 1, 2022

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CFO DAILY NEWS

CFO Daily News, part of the SuccessFuel Network, provides the latest finance and employment law news for finance professionals in the trenches of small-to-medium-sized businesses. Rather than simply regurgitating the day's headlines, CFO Daily News delivers actionable insights, helping finance execs understand what finance trends mean to their business.

Prevent cyberattacks: Closer look at how crooks fool you

■ Top human biases scammers prey on in Finance

Falling victim to a cyberattack can cripple A/P operations, leading to late payment fees from vendors and long hours worked to correct issues.

Your best bet for fending off cyberattacks is prevention. And here's some sobering news: The vast majority of incidents come from human mistakes.

In fact, a full 77% of cyberattacks are caused by human failures, compared to just 23% stemming from inadequate security technology.

That's the finding of a recent BCG analysis of 50 major data breaches.

To keep you and your people from

falling victim to a cyberattack in A/P, you might want to look at the psychology behind why people click those links they shouldn't or initiate that wire transfer just because an email asked them to.

3 biases to watch for

Perry Carpenter of KnowBe4 explained to the folks at SC Media about five cognitive biases that lead to phishing attacks, three of which are particularly applicable in a company setting.

Hackers play upon each of the

(Please see Cyberattacks ... on Page 2)

ACH v. checks: Latest data shows big cost difference

■ Why it's smart to make more electronic payments

New research proves just how expensive it is for A/P to keep cutting paper checks.

Data from the 2022 Payments Benchmarking Survey, released by the Association for Financial Professionals (AFP), compares the cost of making and receiving ACH payments to the cost of issuing checks.

And the difference is substantial.

Pricier transactions

AFP estimates the median cost of initiating and receiving an ACH

transaction for businesses is between 26 and 50 cents. This includes both internal costs (e.g., personnel) and external costs (e.g., bank fees).

Paper checks are much pricier across the board. Issuing paper checks cost a median price of between \$2.01 and \$4 per check.

Your best bet is to work with your CFO to make payment and collections processes fully electronic. Remind them that any tech investments needed to get there will quickly pay for themselves in full.

Info: bit.ly/achcheck622

Cyberattacks ...

(continued from Page 1)

following biases to get people to do things they might even know aren't the smartest moves:

1. **The Halo Effect.** This is when people tend to have a positive association around a given person or business, and the crooks exploit that. Emails impersonating your bank, for example, are more likely to fool you into clicking on shady links.
2. **The Recency Effect.** People tend to remember the things that happened most recently, and that can lead to incorrect assumptions. So if the last suspicious email a staffer sent to IT to check turned out to be nothing, they're much more likely to open the next attachment that comes through.
3. **The Authority Bias.** Most people have been conditioned to do what authority figures tell them to. And that's exactly why business email compromise (BEC) has been a

successful scam in recent years. Posing as your CEO, a VP or a CFO would certainly convince A/P to initiate a wire transfer.

Any one of these – or all of them – could be at play when scammers approach you via email.

Best approach to boost security

This means that your best bet is to put your most time and energy into training and raising awareness for you and your team.

Making folks aware of these cognitive biases and how they play out in phishing and BEC scams is a great start.

And be sure this info travels beyond A/P and Finance.

For example, Carpenter says the Recency Effect really comes into

play in IT – most security teams admit to ignoring one-third of all security alerts.

The reason? They've gotten false positives in the past.

That's one expensive gamble your company shouldn't be willing to take.

Info: Adapted in part from bit.ly/scams559

DOUBLE-CHECK EMAILS

If you receive an unexpected email request for a payment or release of confidential tax/financial info, look closely at the email address. Does it have any strange characters (e.g., zeros instead of O's)? Does it have the right domain at the end (e.g., .com instead of .net)? If it looks off in any way, make a phone call to check on it first.

Sharpen your judgment

This feature provides a framework for decision making that helps keep you and your company out of trouble. It describes a recent legal conflict and lets you judge the outcome.

■ Does oral agreement, email override contract terms?

A/P Manager Jenn Smith and CFO Jeff Rizzo were on a conference call with Dan Joyce, the CFO at Buskirk Builders.

"Can you explain what the interest charge on this invoice is for?" Jenn asked.

"Your payment was late," Dan replied. "I'm sure Jeff read about it before he signed off on the contract."

"You're forgetting something, Dan," Jeff said. "Right after you gave us the quote for the job, I called to tell you that we wouldn't be able to make the full payment right away."

"You said that was OK, and as I promised, we paid the minute we got the money."

"I don't remember saying I was OK with you not paying on time," said Dan. "We always charge interest on payments that are more than 30 days late. It's standard in all our written contracts."

Email 'understanding'

Jenn chimed in, "The day of the original payment due date, I emailed you that we were still waiting for the funds to arrive."

"You wrote back, 'Understood.'"

"I didn't agree to waive the interest charge," Dan said.

"We had a clear understanding that you were going to be flexible with us," Jeff said. "State regs on contract law are on our side here."

The contractor sued for breach of contract and Jenn's company tried to get it thrown out. Did it succeed?

■ *Make your decision, then please turn to Page 6 for the court's ruling.*



Keep Up to Date on
ACCOUNTS PAYABLE™

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Networking with Other A/P Pros

Our subscribers come from a broad range of companies, both large and small. In this regular section, three of them share success stories you can adapt to your own unique situation.

1 **Reduced unclaimed paychecks to zero**

The number of unclaimed paychecks we had to declare in our unclaimed property report to the state used to be in the hundreds.

It got even more complicated because the checks were for temporary employees that often move after the end of their assignments, and sometimes forget to leave a forwarding mailing address.

By the time we realized we had unclaimed property, the official addresses we'd have on file for those workers would be out of date.

We needed to come up with a plan to get those checks to where they belong.

Tracked with a spreadsheet

We started by making a list of all employees with unclaimed paychecks and turned it into a spreadsheet. That allowed us to sort the list by employees that were currently working.

For active-status workers, we'd void the check and transfer the funds to them by direct deposit or a payroll card, which works like a debit card, loaded with the outstanding income.

In cases where mailing the check would be a dead end, we'd flag the personnel files for those employees.

Many of our temporary employees return to work for us at a later date. When they do, an alert pops up from their flagged personnel file. Then we personally let them know there's a check waiting for them.

This process was so successful that we eventually eliminated all unclaimed paychecks. The next step is working on eliminating paper paychecks!

(Brinna Rischen, Accounting Manager, FirstFruits Farms, Prescott, WA)

IMPROVING YOUR OWN A/P PROCESS

2 **Vetted new vendors with screening process**

To minimize fraud risk, I realized that I needed to do research on new vendors before creating an entry for them in the master vendor file.

We want to avoid discovering after that fact that we've been doing business with any entity that authorities flagged as suspicious.

Independent verification

We created an application form that every new vendor must complete,

and made it Purchasing's responsibility to put the application in their hands.

It's also mandatory for vendors to submit a filled-out Form W-9 so we have a record of the official business name, address and taxpayer identification number.

I'll use that data to run a general online search to determine if the business is legitimate, including a search on the U.S. Office of Foreign Assets Control database at sanctionssearch.ofac.treas.gov.

Then I double-check with a

clearinghouse service that we use to make sure there's no fraud or legal restrictions associated

with the business.

It's better to not pursue a business partnership than enter one with an organization that may not be on the level.

Senior management has confidence in my vetting process to protect us against fraud or fines.

(Karen Thomas, Accountant, Palomar Display Products, Carlsbad, CA)

3 **Got leadership buy-in from older employees**

I was appointed to lead the A/P team and fix some issues we were having. However, I'm a millennial and the youngest person in the department.

It was going to be a seemingly impossible challenge to manage co-workers older than me and/or who had been with the company longer than me.

Their mindset was, "What does she know? I've worked here more

years than she's been alive! What is she going to teach me that I don't already know?"

Somehow, I had to build credibility.

Emphasis on team culture

To convince my team members that I actually knew what I was doing, I held a series of meetings to outline the value of new ways we were going to be doing things, while appealing to their "what's in it for me?" attitude.

For me to be successful, they have to be successful. So my approach was:

"If we do this, here's how your job becomes easier for you."

I reminded them we're all in this together and presented real-world examples of how integral working as a team is to company success.

It wasn't easy, but we were able to come to a consensus on specific areas that need to improve and what training we'll need to get there.

(Nicole Caley, Senior A/P Director, AAR Corp., as presented at the A/P P2P Conference & Expo, Orlando, FL)

T&E Spotlight

T&E comprises 8%-12% of the average organization's total budget – and it's also one of the areas where A/P can make the most impact. This regular feature showcases the latest ways you can save time and money on processing travelers' expense reports and reimbursements.

HANDLING HIGH GAS PRICES

Gas prices are higher than they've been in years – and you'll likely see this impact the expenses employees claim when traveling.

Due to the current Russian invasion of Ukraine, prices at the pump are skyrocketing. Gas currently averages over \$4 per gallon in the U.S., and experts predict it'll get worse.

In many areas, gas prices significantly surpass this amount. And prices could stay just as expensive for months, or years.

Moving forward

While rising gas prices have a direct impact on employees taking trips via car, the ripple effects of this increase will also affect other forms of transportation.

Example: Alaska Airlines recently announced that, due to the rising costs of fuel, it'll be cutting back on airline capacity, reducing the number of seats it'll offer travelers.

If other airlines follow suit, that could mean fewer choices for your road warriors – and higher prices

for the seats that remain.

So, how can you make sure costs for your company's business travel stay as low as possible in such a volatile environment?

For starters, if you're reimbursing employees for the price of the gas they're using for business trips, you may want to consider switching to reimbursing them for their mileage instead using IRS' mileage rates.

You might also want to huddle with your CFO and department managers to see if there's any way to replace any planned business trips with more cost-effective options that don't require driving or flying.

Since many employers are still using virtual communication tools due to COVID, you might be able to substitute in-person meetings in costly locations with virtual gatherings.

The same goes for attending industry conferences, which can still be done remotely in many cases.

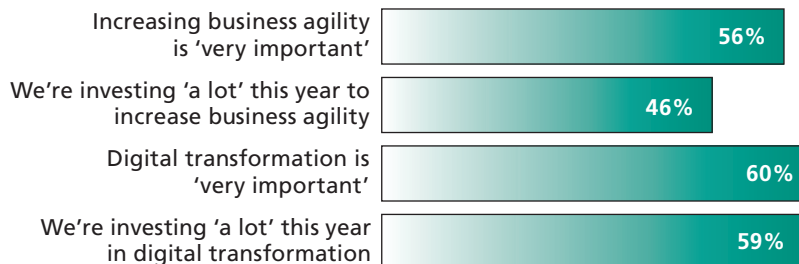
When employees have no choice but to travel, remind them that they should keep costs as low as possible.

Info: bit.ly/gasprice559

Adding A/P digital tools

How important is digital transformation at your firm?

Note: More than one answer accepted



Source: Jan. 2022 PricewaterhouseCoopers Pulse Survey, PWC.com

Digital transformation initiatives are top of mind for business leaders, according to a recent survey. With a majority saying digital transformation is an important growth driver, they're ready to invest. Now's the time to make the case for automation software you've had your eye on.

TEST YOUR KNOWLEDGE

Warmer weather means unclaimed property deadlines

Unclaimed property deadlines for several states are coming up fast this spring. So now's the time for you and your peers to review financial records for any qualifying payments.

Not filing can draw unwanted attention from auditors, plus penalties and interest for noncompliance.

Answer *True* or *False* to the following to see how ready you are for reporting unclaimed property to a state government.

1. For auditing purposes, it's safe to discard general ledger entries, such as journal vouchers and journal sheets, after seven years.
2. It's smart to follow up on outstanding unclaimed checks every 12 months.
3. If it's unclear what state you should report an unreconciled vendor payment to, you should first go by the vendor's last known address.

ANSWERS

1. *False.* Unclaimed property laws and tax laws have different standards, so experts recommend retaining general ledger records for 10 years. Keeping them that long also decreases the chance of an auditor using an estimate to determine your liability, which they're allowed to do.
2. *False.* To proactively track possible unclaimed property, follow up on all checks that have gone uncashed for six months.
3. *True.* However, according to the Supreme Court, if a creditor's state is not identified, or that state doesn't have an unclaimed property law, the state of your company's incorporation may claim the property.
- Cite: bit.ly/unclaimed559*

Answers to the quiz:

Performance Boosters

To help our readers improve payables operations, KAP selects the best ideas from a variety of sources and presents them in a quick-read format.

Boost your productivity by reducing invoice cycle time

Are you looking closely at your cycle time for processing invoices?

The median cycle time to process an invoice from start to finish in A/P is 15 days, according to the American Productivity and Quality Center. Top performers can do it in 12 days. Bottom performers take a whopping 23 days to process an invoice.

When you receive your next invoice, note how long it takes to process and identify any hiccups you can easily resolve to make it faster next time.

Info: bit.ly/invoice559

Behind on your work? Try this to get back on track

Chris Bailey, author of “The Productivity Project,” says that when his tasks start piling up, his strategy is to shrink the project load.

He starts by making a list of all current projects, crossing out and dropping the least important ones and delegating anything that can be handled by someone else.

Bailey then examines the deadlines for what’s left to determine if they can reasonably be completed on time. If necessary, Bailey will try to extend a deadline by providing notification that he needs extra time to do a good job.

Info: bit.ly/shrink559

Shipments your firm never ordered could be a scam

The Better Business Bureau warns that unsolicited packages of lightweight goods from Amazon that arrive at your company could be part of a new scam known as “brushing,” where fake orders are made and mailed to boost a seller’s ratings.

If it happens, contact Amazon Customer Service using contact info directly from their website.

Also, keep a close eye on company

credit card bills to make sure there wasn’t a data breach.

According to the Federal Trade Commission, you’re not required to return goods you didn’t order.

Info: bit.ly/brushing559

Helpful phrases that express support for your employees

Due to COVID and the Great Resignation, periodic employee check-ins remain essential. But keep in mind it’s important for the person to feel seen, heard and supported.

If someone says they’re going through a difficult or emotional situation:

- acknowledge their experience by saying something like, “I can see why you feel that way,” and
- get a sense of what they need from you by asking, “How can I best support you right now?”

Info: bit.ly/support559

SOFTWARE SKILL BOOSTER

Is Slack down or are you having a computer issue?

Workplace communication software tools like Slack have been so essential since the pandemic that being without them can feel like being stranded on a remote island.

The next time you notice that your Slack desktop or mobile app isn’t responding, before you contact IT, consider that the problem may be a platform outage like the one that happened Feb. 22, 2022.

Two places where you can confirm whether or not that’s the case:

- twitter.com/SlackHQ, and
- twitter.com/slackstatus.

Info: bit.ly/slack559

If you have a story idea or comment to share, contact the editor at bbingaman@CFODailyNews.com

PAYABLES NEWS

■ IRS: Interest rates increasing for second quarter of 2022

The IRS announced that interest rates will increase for the second quarter of the year.

Beginning April 1, 2022, the new rates will be:

- 3% for corporate overpayments
- 1.5% for the portion of corporate overpayments exceeding \$10,000
- 4% for underpayments, and
- 6% for large corporate underpayments.

Info: bit.ly/2022Q2559

■ New IRS office to focus on service improvements

In response to recent issues with taxpayer customer service, IRS has launched a new office designed to enhance your experience.

The goal of the Taxpayer Experience Office is to improve service for all types of transactions, including filing, reporting and payments for businesses.

Some changes the office is currently working to implement in the near-term include faster callbacks for questions, secure two-way messaging and additional payment options.

In time, the Service may consider more expansive online accounts for businesses to perform various tasks.

Info: bit.ly/service559

■ Business spending increasing: What this means for you

Nearly 80% of financial decision makers at large companies expect to increase their budgets for 2022 spending compared to last year. That’s according to Billing Platform’s 2022 Trends in Finance survey.

This means there could be some more wiggle room in the budget going forward. It’s never too early to ask your CFO to invest in A/P automation software for the coming year. They may be more willing to set aside money for improvements.

Info: bit.ly/finance559

Create a standard operating procedure for your A/P department

■ Keeping workflows consistent no matter what's going on

While each of your organization's specific A/P tasks may be second nature to you, that might not be the case for others.

What if A/P had a go-to workflow guide that was useful for new employees, anyone covering for team members taking time off or finance staffers taking on new responsibilities?

To keep payables consistent regardless of staffing situations or shifting duties, a standard operating procedure (SOP) can be a lifesaver.

Would a first-timer understand it?

The SOP's purpose is to be the official document on the most essential A/P procedures and processes, broken down in a way that's easy to execute. Here's some of what it should include:

- **Objectives of each process.** What does it accomplish? Why is it important? What are the expectations?
- **Definitions of key terms.** Provide a short dictionary of terms frequently mentioned throughout the SOP that may be unfamiliar or have alternate names – including acronyms.

- **Required software/hardware.** List key technology or equipment used in each procedure. Are there any operating quirks they should know about? Are there special login credentials?
 - **Step-by-step instructions.** For example, if you're explaining how to process an invoice, you need to clearly detail what info to enter and provide instructions on how to navigate through the system. Consider using ordered bullet points to make it easy to follow. Explain why the task must be done in a particular way so they don't cut corners.
 - **Contingencies.** Mention any common problems that could arise and how employees should troubleshoot them.
- To test out the SOP, give it to someone not involved in its development and see if they could complete an A/P process the way it's supposed to be done. Make note of any areas where they encounter uncertainty or confusion.

Info: bit.ly/sop559

even with just a one-word email that says, "Understood."

Are there special circumstances?

You're not always legally obligated to pay vendors a late fee or pay a late-payment interest charge. Before doing so, figure out why the payment was late, and go over the vendor contract with a fine-toothed comb.

If everything was done correctly on your end, huddle up with your CFO about what to do next. You may also want to consult your legal team.

Based on Rohde & Schwarz USA v. Long Communications LLC. This case was fictionalized for dramatic effect.

MISTAKES THAT COST

This regular feature shows how companies and individuals have run afoul of state or federal laws. See how others got off track so you can avoid similar problems.

Created fake vendor & stole company checks

Individual: Linda Pylant, former office administrator for a trade association, Grasonville, MD.

Violation: Pylant pleaded guilty to a host of crimes, including tax evasion by routing her salary payments through a nonexistent company and disguising them as vendor payments from her employer. She also stole checks payable to the business and cashed them using an account she opened for herself.

Penalty: Along with paying restitution of at least \$1.1 million, Pylant faces up to 27 years in prison.

Note: Additionally, Pylant committed Social Security disability fraud, collecting payments from the government while working.

Cite: bit.ly/route559

Stole funds through fake invoices & from feds

Individual: Kenneth Gaughan, former director of counseling for the Archdiocese of Washington, DC.

Violation: Using an alias and companies he secretly owned, Gaughan created fake invoices for anti-bullying and crisis intervention programs for over \$438,000. Then, he convinced his employer to pay the invoices and deposited the checks into accounts he controlled.

Penalty: Besides making restitution payments, Gaughan faces up to 30 years in prison.

Note: Gaughan also stole more than \$2 million in relief funds and loans designed to help businesses recover from the pandemic. He used the funds to buy a house, car and yacht.

Cite: bit.ly/fakeinvoice559

Sharpen your judgment THE DECISION

(See case on Page 2)

Yes. The judge dismissed the lawsuit against Jenn's company.

The vendor argued that the contract it had with the company gave it the right to charge interest for late payment and that there was no mutual knowledge or acceptance of a late payment arrangement.

But the court made its decision based on a state law that says oral or email agreements can legally be used to modify a signed, written contract –

Making Technology Work for You

What you should look for when automating your expense reports

■ Automation solutions with OCR work in real-time

You may have had a day at work that was consumed by organizing employee business expense receipts, entering data into a spreadsheet, and getting the reimbursement approved and paid.

During days like these, you might wonder: “Isn’t there an easier way?”

Expense report automation solutions on the market bypass all those inefficient paper/Excel processes and can even eliminate the need for complex expense policies.

Key must-haves

When evaluating an expense report automation product, look for:

- **Easy set-up.** Some expense management software is so complex that it can take up to six months to set up, plus a team member to manage it full-time. You’ll want to steer clear of anything fitting that description and focus on tools

that come ready to use.

- **Easy adding and removing of users.** As your company grows, your expense management tools should be scalable with staffing changes.
- **Easy integration with your accounting system.** Because the goal is saving time, you don’t want to be stuck copying data from one platform and pasting it to another. Expense software should be able to “talk” directly to the other systems your finance team relies on.
- **Permission levels for both your CFO/controller and managers.** Remember, your managers will need to be able to access the program to approve their team members’ spending, and
- **Built-in approval flows so your CFO/controller doesn’t have to spend time following up with individual managers.**

Info: bit.ly/expense559

Protect vendor banking info with these controls

■ Focus on email security, account change verification

Good news: Many vendors moved from check payments to ACH. Bad news: Cybercriminals will try to find a way to hijack the money that’s supposed to go to your vendors.

Vulnerabilities that contribute to fraud include unencrypted email communication and A/P departments that are so busy that verifying vendor bank account numbers is low-priority.

2 security steps to implement

One control measure you can take in A/P is to stop communicating about sensitive vendor payment info using regular email.

Instead, provide vendors with a secure portal to submit data or

insist on encrypted email.

Also, be sure you understand how email encryption works (asking IT if necessary), and take all necessary steps to secure data transmitted that way.

Because experts estimate the average vendor changes its bank account number once every four years, another key control is verifying all bank account information changes.

This includes confirming the update with the vendor using a trusted contact phone number and calling the vendor’s bank. Another option: using a verification service specializing in bank account verifications.

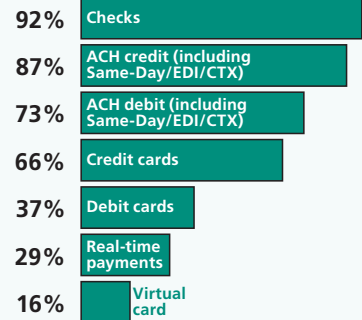
Info: bit.ly/control559

How do you stack up?

E-payment trends

What types of payments does your business accept?

Note: More than one answer accepted



Source: 2022 AFP Payments Cost Benchmarking Survey, [AFPOne.org](https://www.afponline.org)

If the latest data on the payment types vendors accept holds true, A/P teams like yours should be able to rely less on checks and more on electronic methods like ACH, real-time payments and virtual cards.

Each issue of KAP contains an exclusive survey to give payables professionals insight into what their peers nationwide are thinking and doing.

THE LIGHTER SIDE

■ How did dollars start getting referred to as ‘bucks’?

If a vendor tells you that you owe 100 bucks, you know it means \$100. But why are “dollars” and “bucks” synonyms for each other?

According to *Investopedia*, the earliest written reference to a “buck” as currency was made in 1748.

A Pennsylvania pioneer that brokered trade negotiations between colonists and Native Americans – which often involved male deer (buck) skins – wrote in his journal that someone was robbed of 300 bucks’ worth of items.

Somehow “buck” survived as universal slang for one dollar.

If that seems weird, imagine trying to explain cryptocurrency and blockchain to those frontier traders.

Taking the guesswork out of state tax compliance

Here's KAP's roundup of key state tax changes. Developments in other states often indicate trends to watch. Your state may be next.

NEXUS

There's new info from one state on how teleworking employees affect your company's tax obligations – and how they may cause your company to lose certain protections under the law.

CALIFORNIA – A new technical advice memorandum sheds light on whether workers working remotely in California establish nexus for your company for tax purposes.

Typically, employers are protected from having to pay additional taxes when employees perform various actions covered by P.L. 86-272.

However, when a remote worker is telecommuting from California and performing various accounting and business management tasks, the business loses its immunity from tax under P.L. 86-272.

Exception: If the employee's work involves orders of sales for tangible property or the tasks are ancillary to these sales, tax doesn't apply.

Info: bit.ly/ca-559

TAX RATES

As you know, local sales tax rates and guidance change all the time. Here are some notable updates from two states.

ALABAMA – Two new local sales and use tax rate updates went into effect March 1, 2022, according to the Dept. of Revenue.

In Sheffield, the sales and use tax rate has increased to 4% (formerly 3.5%). And in South Vinemont, there's a new 0.5% sales and use tax on various items, including general rate items and admission to entertainment venues.

Info: bit.ly/al-559

LOUISIANA – Update your records – the Dept. of Revenue has released the latest version of Table LA R-1002 with state sales tax rates for a variety of services, along with tax exclusions and exemptions.

The rates and exemptions are applicable through June 30, 2025.

Info: bit.ly/la-559

TECHNOLOGY

MISSOURI – Soon, voters in the Show-Me State will get a chance to weigh in on whether digital products should remain exempt from sales tax.

The Senate just proposed Joint Resolution 33, which would allow for taxation of “subscriptions, licenses for digital products and online purchases of tangible physical property.”

If it passes the house, it'll be put on the ballot for the next election in November 2022. We'll keep you posted once that happens.

Info: bit.ly/mo-559

SERVICES

If your company works with third parties to submit medical insurance claims, watch out for this medical billing tax change.

TEXAS – As of Jan. 1, 2022, some confusion's been cleared up about if medical billing services are subject to sales and use tax.

HB 1445 specifically says that medical billing services performed before the submission of an insurance claim for payment are exempt from sales tax.

The new law defines a medical (or dental) billing service as anything involved in assigning codes for a claim, verifying patient eligibility, preparing claims for filing and filing claims.

So the fees you pay for the services won't have sales tax added.

While these specific examples are

helpful, take note: Any billing services that may fall outside this definition could be subject to sales tax.

Info: bit.ly/tx-559

Another tax update for services rendered comes from the Bluegrass State, where sales tax guidelines have changed for auto repairs.

KENTUCKY – Effective Feb. 1, 2022, there are new sales tax guidelines when paying service fees on any repair parts for motor vehicles that are taxable.

Service charges to install taxable parts (e.g., bumpers) as part of an auto repair will now have sales and use tax added to them as well.

Any nontaxable parts won't have sales tax added to service charges.

Info: bit.ly/ky-559

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Priscilla Lucas
Accounts Payable
Klein, Thorpe & Jenkins

"The newsletter's news and articles are so helpful because they tell us how to streamline and solve issues before they even occur."

Marie Smith
A/P Coordinator
Clerk of the Courts