



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.

September 15, 2020

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CFO DAILY NEWS

CFO Daily News, part of the Catalyst Media 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.

4 strategies to ace unclaimed property during COVID-19

■ *This year brings new concerns, added pressure*

Despite the hectic times A/P pros are in right now, fall unclaimed property (UP) deadlines are still coming up fast.

Monitoring and timely filing UP can pose its challenges any year. But this year, there are *additional* challenges piled on top due to the pandemic, like digital process changes or a more dispersed staff.

And perhaps the biggest challenge of all: Since the pandemic's shutdown has resulted in an economic dip, states are seeing a major decrease in tax revenue. And they're looking to find ways to increase their funds.

In turn, you can expect an increase in UP audit activity, say the experts at True Partners Consulting, since UP presents a viable way for states to make up for current tax deficiencies.

Securing your company

To prepare for a successful UP filing season and guarantee compliance in the event of an audit, go over these four best practices with your team:

1. Check every unturned stone. Because states want to boost revenue, they're going to be looking in every nook, cranny and "hidden" area that

(Please see Unclaimed ... on Page 2)

FY 2021 per diem rates have been released

■ *All the key details A/P departments must know*

Using per diem rates to reimburse employees' T&E expenses?

This year, you won't have to change your practices much. The General Services Administration (GSA)'s 2021 rates are the same as the 2020 rates.

Effective Oct. 1, 2020, the per diem rate for the continental U.S. will remain \$151 per day, split into:

- \$96 per day for lodging, and
- \$55 per day for meals and incidental expenses.

However, the GSA *did* update its list of non-standard areas (NSAs) that have

different per diems. It added one state and removed four states from the list.

Spread the word

The good news is, since not much is changing, you won't have to dedicate a lot of time educating employees on new per diem rates for FY 2021.

But you'll still want to share this update and remind them the GSA has a mobile app (bit.ly/gsaapp524) they can use to look up 2021 per diem rates on the go.

Info: bit.ly/perdiem524

Unclaimed ...

(continued from Page 1)

could potentially create UP. So, be sure to assess every place where UP could lie: Do you have any returned ACH remittances? Has your company gone through acquisitions, where it could've obtained unreported UP?

Thoroughly reviewing all of your company's accounts and records now will give you assurance later.

2. Update your calendar/timeline.

An internal compliance calendar can help you stay on track and hit UP deadlines. Of course, you'll want to see that it's updated with any relevant state regulatory changes.

Also, make sure your timeline still fits with your current COVID-19 work environment, suggests True Partners Consulting. Is info or data being shared or sent differently now? Do you expect delays? What extensions do states have available? (For a full list of COVID-19 considerations, visit unclaimed.org/covid)

3. Verify filing rules and formats.

If you use a third-party provider or software, it should spell out how to file. But if you file directly with states, you'll have to put in a little more work.

On your compliance calendar, note the form and delivery requirements for submitting reports/remittances for each state or jurisdiction.

And take note: In light of the

pandemic, some states have moved to more digital processes. For example, certain states that previously accepted paper reports are now mandating digital (uploaded or emailed) reports. Other states are looking to move solely to e-payment methods.

It'd be smart to double-check your states' current submission rules, so A/P doesn't submit incorrectly or get surprised by last-minute changes.

4. Finish strong with solid record retention. Even if you cover all your UP liabilities and meet every filing deadline, you could still face trouble if your records aren't properly retained.

The prime time to conduct your record retention process is as a final step of your annual filing, says True Partners Consulting. Some examples of docs to retain are: bank statements, cashed checks, returned due diligence letters, messages related to liability resolution, copies of filed reports, proof of remittances and A/R aging reports.

Another consideration: Due to the pandemic and remote work, many companies have undergone system changes. If you have, be sure archived systems are still available for A/P to maintain and access older records.

If older UP records aren't available, auditors may have to estimate your exposure for those periods. Being able to access and provide far-back records keeps your company safe from that.

Info: True Partners Consulting, at bit.ly/unclaimed524

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.

■ Should A/P staffer get OT pay for taking on extra duties?

"Hi, Eliza," A/P Manager Jenn Smith said into the phone.

"Hey," Eliza replied, a hint of stress in her voice. "What's up?"

"I wanted to check in with you to see how everything is going," Jenn replied. "I know you have a lot on your plate right now."

"Actually, I wanted to talk to you about that," Eliza sighed. "I've been working late every night to keep up with all the paperwork and administrative tasks."

"I know," Jenn replied. "It's not going unnoticed. Unfortunately, the company's been in a tough spot recently, and we can't afford to replace Mike right now. I just need you to hang in there."

Protected by the law?

"Here's the thing," Eliza said. "Mike was an hourly worker. If he worked late, he got paid overtime. I'm salaried because my job is supposed to involve higher-level responsibilities, like A/P analysis and reporting," she continued. "But now I'm doing all Mike's work, too. Shouldn't I get overtime?"

"But you're getting paid more than Mike did," Jenn pointed out.

"Not much more, if I factor in all the extra hours I'm working now," Eliza said.

When Jenn's company wouldn't pay Eliza overtime, she sued under the Fair Labor Standards Act (FLSA). Eliza claimed her work duties had changed, so she was no longer exempt from the law's overtime provisions.

Jenn's company fought the case. Did it win?

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



Keep up to date on
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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 The benefit of seeing others' point of view

Our operations require cooperation from multiple teams. And we're all focused on our own protocols – ones that other teams may not fully get.

But a recent situation really opened our eyes and changed our perspective.

More awareness, understanding

When our company was impacted by hurricanes, our exec team reached out to see who could go to our warehouses and volunteer some time.

My A/P team was happy to help.

In doing so, we saw how the entire receiving process worked – how items were received, what got flagged, where there were inefficiencies. For the first time, A/P really got a glimpse into their world.

Plus, there was camaraderie and teamwork in that warehouse. Seeing how hard they were working made us want to think twice before complaining, since now we know what they go through day to day.

It was so beneficial that we decided to set up a program to have all A/P staffers go to a local warehouse for a day.

Staffers who had a

bad perception or complained about Receiving were now walking a day in their shoes and seeing what it was like.

The truth is, by nature, we tend to see the errors and focus on the negative. But after this experience, we're more focused on increasing our capacity for empathy.

We try to view things from others' perspective and be aware of how what we do impacts others, so we can all work better together.

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

IMPROVING YOUR OWN A/P PROCESS

2 Leveraged pandemic to finally go paperless

In the past, our company had talked a lot about going paperless ... as a long-term goal.

However, when many of us began working remotely to prevent exposure to the coronavirus, we discovered how inconvenient paper documents and processes truly were.

More reliance on digital

One good thing to come out of the pandemic was the opportunity

to start using as many electronic versions of tax and financial documents as possible.

We found that choosing available digital documents:

- saved paper and storage space
- supported sanitary working conditions, decreasing COVID-19 infection risk
- improved security of sensitive or private data, and
- made documents easier to access, better preparing us for any potential audits.

Because we could finally see all those benefits in action, we knew paperless was the way of the future.

We still offer “contactless” pick-up and drop-off in our front entryway for paper document exchanges. But avoiding these less efficient exchanges is one of the reasons employees and others we work with have embraced the shift from paper to electronic processes.

(Kayla Spillman, Payroll Supervisor, Schuring & Uitermarkt CPA, Pella, IA)

3 'Employee forums' led to better biz culture

Nowadays, there's a ton of buzz around creating a strong company culture. And many believe it has to be a top-down effort.

But we felt differently.

We believed employees of all titles, departments and ranks should have a hand in building the culture.

After all, they're the ones who can build a culture everyone will want to work in and be a part of.

That led us to create what we call “employee forums.”

Find your fit

We created a bunch of groups, like a social forum, philanthropy forum and work culture forum.

Employees learned about each one and then joined the forums that interested them.

We built groups with a handful of people in each forum. And the employees set the agendas and meetings, not upper management.

These forums have spurred more employee collaboration and creativity.

For instance, the social forum has planned happy hours and bowling nights.

The philanthropy forum organized a toy drive for the holidays.

The office culture group might get the office decorated for holidays and special occasions.

All in all, it's boosted morale and created a culture everyone loves.

(Brian Murray, Director of Talent & Culture, Likable Media, New York)

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.

CREDIT CARDS

In today's dispersed and remote world, many companies use credit cards for business expenses.

But not every employee has the desire or need for a corporate card.

In fact, when looking at what payment methods employees have recently used for work-from-home purchases, the most popular method was a personal credit card (58%), followed by a corporate card (20%), per research from Oversight.

Different considerations

What should A/P do when employees use personal credit cards for business expenses? Here are three best practices:

1. Make those reimbursements a priority. The majority (78%) of full-time U.S. workers live paycheck to paycheck, according to CareerBuilder.

To show empathy for employees, keep an eye on who's using personal credit cards – especially for large-dollar purchases – and try to expedite reimbursement. (This best practice will be appreciated right now, since

the economic downswing has created financial hardships for many.)

2. Double-check each expense's business reason. Because employees are putting both personal and work charges on the same card, it becomes even more important for A/P to ensure that no personal expenses are accidentally (or fraudulently) making their way onto expense reports.

If there's an expense that could be personal or work-related (e.g., a computer monitor), don't be afraid to verify with the employee or approving manager that it's for business use.

3. Continually communicate spend limits and policy. With corporate cards, you can set automatic spend limits and controls that don't let employees buy items over X dollar amount or certain types of items.

When employees use their own cards, your company doesn't have that type of control. So, A/P must go the extra mile to ingrain card policies and limits in employees' heads. Doing so can deter confusion or problems that come up after they've submitted for reimbursement.

Info: bit.ly/cards524

TEST YOUR KNOWLEDGE

How to display emotions when working remotely

Being able to show and interpret emotions is essential when working with others and problem solving.

But it becomes a *little* trickier when people are working remotely.

So, which communication modes help you show authentic emotion when you're working remotely? And equally important, which modes help you hide emotion?

Answer *True* or *False* to the following to see how much you know about the topic:

1. If you need to communicate a certain emotion – especially one you feel strongly about – have a face-to-face virtual meeting.
2. When you want to mask your true emotions or you feel angry, anxious or stressed, an email or other written message is the best communication mode to use.
3. Studies have found email is considered the least favorable way to convey genuine emotion.

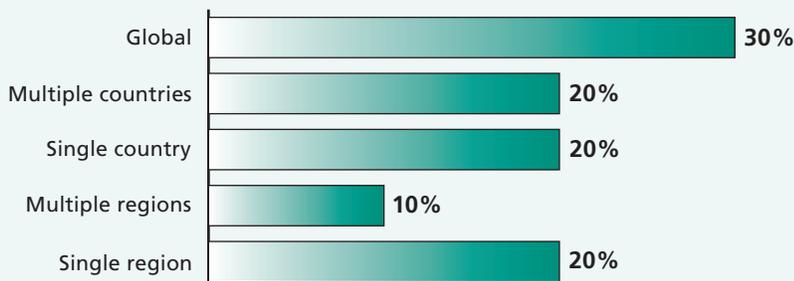
ANSWERS

- Cite: bit.ly/emotions524*
1. *True.* People see face-to-face exchanges as more authentic, according to recent studies by management professor Andrew Brodsky. You'll be seen as more emotionally authentic and make a stronger influence if you use a "media-rich" tool, like a video call.
 2. *False.* If you're upset or worried, use an audio call, advises Brodsky. It's more authentic than email, but you won't fully give away your true feelings.
 3. *True.* Brodsky's studies revealed people view email as the "least authentic" communication mode. Email's better for items that are more informative (e.g., company newsletters), where emotional authenticity isn't as necessary.

Answers to the quiz:

The reach and range of vendor portals

What geographic scope does your A/P portal cover?



Source: Peeriosity, peeriosity.com

As international business grows and cross-border payments become more common, A/P departments with portals that are limited to specific regions or countries may want to think about expanding their scope. With a global portal, your company has the ability to work with anyone, anywhere.

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.

Ensuring compliance during fall B Notice season

To avoid trouble with the Taxman, it's important to take care of B Notices quickly and efficiently.

But that can be impossible if A/P doesn't even know it got notices in the first place! That makes keeping communication open during this time especially crucial.

If your company has multiple offices or locations that send 1099s, check in periodically. There's a chance notices could be sent to another location.

And even if your company only has one office, it can help to remind your mailroom to deliver anything from IRS to your department ASAP.

3 questions that spur more process improvement in A/P

In A/P, improvement is continuous. You never want your team to stop striving to reach new heights.

To keep pushing for success, regularly ask these three questions:

1. **What can we stop doing?** Determine what wastes your time or doesn't serve a sizable benefit.
2. **What opportunity can we seize?** It's a more positive twist on "What's wrong and how can we fix it?"
3. **Why is this opportunity important to us?** Aside from having a technical action plan, having a purpose will motivate your staff.

Info: bit.ly/improvement524

Why your company needs a 'dispute resolution team'

From fake invoices to damaged goods, issues in your Purchase-to-Pay (P2P) process are bound to pop up.

That's why you should have a staffer or a team trained to address disputes, advise the experts at PurchaseControl.

Having someone ready to resolve disputes as they happen can reduce the

chance of those issues escalating. And that, in turn, will help you maintain positive vendor relationships and keep the P2P process moving along.

Info: bit.ly/dispute524

How can you manage a remote underperformer?

Late on deadlines. Sloppy data entry. Careless file management.

Nearly every office has people who slack off occasionally. And remotely, they're even harder to manage.

To get them back in line:

1. **Revisit your expectations.** Is their workload too heavy? Is their work style different from yours?
2. **Dig deeper.** Ask them about their goals and what's going on in their life. Their lack of motivation might be due to nonwork-related issues.
3. **Stay in touch.** Give specific criticism when warranted, and ask questions to get their input over time.

Info: bit.ly/underperformer524

SOFTWARE SKILL BOOSTER

A 3-step kick-start plan for more secure file sharing

The threat of cyberattacks and hacks can't be taken lightly! Here are three best practices for file sharing:

1. **Don't wait until it's too late.** Just because nothing has happened yet doesn't mean it won't. Start talking about it with your team now.
2. **Reassess your system.** It's best if your program is cloud-based and has visibility and security controls.
3. **Train!** First get everyone on the same page, then provide one-on-one training as needed (e.g., for less tech-savvy or newer staffers).

Info: bit.ly/filesecurity524

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

PAYABLES NEWS

Survey reveals how CFOs feel about their teams' skills

Let's hear a round of applause for hardworking finance pros.

The majority (73%) of CFOs said they're satisfied or very satisfied with the level of skills and abilities their finance team has now, per the 2020 AFP Compensation Report.

What skills do CFOs think are most necessary for success? They cited a triple threat of:

- communication skills
- accounting skills, and
- analytical skills.

Info: bit.ly/skills524

IRS: Many taxpayer ID numbers expiring soon

If you work with payees who use Individual Taxpayer Identification Numbers (iTINs), lend an ear.

IRS recently issued a news release saying more than 1 million iTINs will be expiring at the end of 2020. Those with expiring iTINs will need to submit a renewal application.

To prevent delays later, it could help to send a reminder to any payees who use iTINs – just in case they need to renew their numbers.

Info: bit.ly/expire524

Remote versus office work: What do staffers want now?

Your A/P department will need to think long and hard about how it'll tackle remote work in the future.

A recent survey from finance and accounting firm Robert Half found:

- 74% of workers would like to work remotely more often (after COVID-19 restrictions are lifted)
- 63% realized their job is doable from home, and
- 60% said their work-life balance has improved without a commute.

Consider for A/P: How will you proceed post-pandemic? Are your jobs (entirely) doable from home?

Info: bit.ly/remotely524

Benchmarking: 4 short and sweet rules A/P should keep in mind

■ *Developing a solid strategy that leads to real results*

There's a plethora of critical data at your A/P department's disposal.

Pair that with more advanced tech and real-time capabilities, and A/P's in a great position to benchmark its operations and set goals to improve.

Ready, set, track!

To create a successful, effective benchmarking strategy for A/P:

1. Enlist experts. Most people don't inherently know how to go about benchmarking. It's a learning process.

Consider: Is there someone at your company who has experience and can walk you through it? If not, could you bring in a third-party consultant?

Whether in-house or external, an expert can help you focus in on which benchmarks are really core to your company's objectives. (And any external costs could be made up for by the resulting process improvements.)

2. Create company-specific targets. Sure, you want to monitor industry averages and keep an eye on how similar companies are doing – but don't let that drive your whole process.

When developing benchmarking targets, discuss your niche, unique business strategy and company-specific operations. Think about what makes your operations different and factor those aspects into your targets.

3. Stay continuous and consistent. Don't let your dedication fade! You'll be best equipped to know where you stand and spur positive change if benchmarking is ongoing – not a one-off or “when we can” occurrence.

Irregular efforts could lead to large, extensive changes that actually disturb your processes. But continuous efforts allow you to make small, regular changes that add up over time.

4. Link findings to action. Once you have a series of benchmarks, how are you going to use them to better A/P, boost efficiency and lower costs?

To get the most out of your efforts and see ROI, regularly share your findings – and improvement ideas based off of those findings – with your staff and CFO. Brainstorm quick fixes, as well as long-term initiatives.

Info: Adapted in part from bit.ly/benchmark524

shouldn't be exempt from the FLSA's rules and should be paid overtime.

But the court said “primary duty” meant her most *important* duty (e.g., high-level tasks), not the one she spent the most time on.

Analysis: Consult the experts

FLSA lawsuits have risen in recent years, especially as staffers' duties and companies' pay policies have changed.

If a staffer complains about pay under FLSA, be sure to go straight to HR or a company lawyer to make sure you handle it compliantly.

Based on Altemus v. Federal Realty Investment Trust. Dramatized for 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.

Fake invoice scam lands woman in federal prison

Individual: Rebecca Jelfo, former marketing lead for both an airline company and a hospitality company in Spring City, MD.

Violation: Jelfo pleaded guilty to wire fraud for an ongoing scheme at two companies that resulted in over \$855,000 in losses.

Penalty: She was sentenced to serve 41 months in prison, followed by three years of supervised release. She also must pay full restitution.

Note: At both companies, Jelfo worked with vendors and approved marketing invoices. She submitted false or inflated invoices to her own employers and ensured they were paid. Then Jelfo had the vendors remit the payments to her.

Cite: bit.ly/jelfo524

6-figures stolen via corporate credit card

Individual: Christen Schulte, former bookkeeper and office manager for a trucking company in New Haven, MO.

Violation: After stealing around \$727,000, Schulte pleaded guilty to wire fraud, bank fraud and money laundering.

Penalty: A judge will sentence her at a later time. She faces up to 20 years in prison for two wire fraud charges, up to 30 years in prison for two bank fraud charges and up to 10 years in prison for one money laundering charge.

Note: On the sly, Schulte used company credit cards for personal purchases – and even got the bank to issue her new credit cards. She also forged checks and the signatures of other employees.

Cite: bit.ly/schulte524

Sharpen your judgment THE DECISION

(See case on Page 2)

Yes, Jenn's company won. The court said Eliza was exempt from the FLSA's overtime rules because she met the “administrative exemption.”

To be exempt, staffers must perform jobs without specific instructions or procedures and be given authority with significant matters.

In court, Eliza claimed she only spent 20% of her time on high-level tasks and the rest of her time on routine low-level paperwork, so she

Vendor email compromise scams on the rise: Key details for A/P

■ Here's what to look out for

Your department is probably all too familiar with business email compromise (BEC).

But now, a variation of those scams – known as vendor email compromise (VEC) – is on the rise and putting your company at risk.

VEC scams occur when a vendor's account is infiltrated and used to send messages to A/P, typically asking for payment on a pre-existing invoice.

The finer points

Why do A/P departments tend to fall for VEC scams?

They hide in plain sight. And they require you to be able to analyze authentic-looking emails and quickly detect discrepancies.

To do that, it's good to know how these scams are carried out. Here's a rundown:

- **The invasion:** First, criminals infiltrate an actual vendor email

account by mimicking apps like OneDrive or DocuSign.

- **The manipulation:** In the real vendor's email account, the attackers redirect copies of incoming emails to a fake email account they've created. Then they can go through the emails with real invoices to duplicate later.
- **The follow-through:** The criminals send an email to A/P for an invoice payment that's due.

Remember this

Now that you understand how these scams work, how can your staff avoid them?

Here's one foolproof way to catch scammers in the act: Check whether the bank account where the payment is usually sent has changed.

If it has, halt your process to stop company funds from getting into the wrong hands.

Info: bit.ly/vec519

Excel charts: How to display empty cells

■ Choose how you want them to appear

Charts are a great way for A/P to display spreadsheet data in a concise way and see trends, outliers and more.

But things can get messy if there are any empty cells in your data set.

Perhaps they're empty because you don't yet have that value available. Maybe there is no value.

Luckily, you can direct Excel on how to display empty cells.

Various options

Follow these six steps:

1. Select your chart.
2. Click the *Design* tab.
3. In the Data group, click *Select Data*

to open the Select Data Source box.

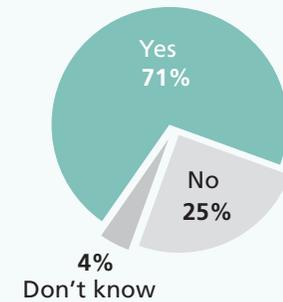
4. Click the *Hidden and Empty Cells* button.
5. Choose one of the three options Excel offers for displaying empty cells on your chart:
 - **Gaps** (Excel creates gaps in the chart where the empty cells are)
 - **Zero** (Excel interprets the empty cells as having a value of zero), or
 - **Connect data points with line** (Excel assesses the values around the empty cell, guesses what the value should be and connects the data points with a line).
6. Click OK, then OK again.

Info: bit.ly/excel524

How do you stack up?

ACH initiatives

Do you have plans to move more vendors to ACH?



Source: InvoiceInfo, invoiceinfo.com

Most A/P teams are looking to get more vendors on board with ACH payments – and the current business landscape of increased remote work and digital operations offers great rationale to support it.

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

■ 'Sorry, that's not going to get a seal of approval'

Just as A/P has to approve any reimbursement requests that come through, the DMV has to approve vanity plate requests.

Check out some not-so-proper plates that didn't make the cut:

- TUNAFSH
- HEYUGLY
- MIMOSA
- IH8U
- IH8U2
- JOYRYDN, and
- ARIZONA.

Though there's a reason behind each rejection, the DMV might be even more strict than A/P when it comes to approval!

Info: bit.ly/plate524

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.

EXEMPTIONS

What's the latest news on sales and use tax exemptions? Check out three states with updates.

VIRGINIA – Here's good news if your company's involved in recycling.

As of July 1, 2020, machinery and materials used in "advanced recycling" (a plant that turns waste into new materials for resale) are exempt.

Some items that may qualify are:

- machinery, tools and equipment used in advanced recycling (e.g., repair and replacement parts)
- materials to process, manufacture or convert for resale that are recycled or recovered, and
- materials used to package recycled or recovered material for shipment or resale (e.g., containers, labels, sacks, cans, boxes, drums, bags).

Info: bit.ly/va-524

WASHINGTON – Working in the Evergreen State? An exemption is being expanded here.

Generally, in Washington, qualifying battery-powered vessels and motors are exempt from sales and use tax.

As of July 1, 2020, the state has extended the exemption to include:

- batteries and battery packs used to power electric and hybrid vessels and motors, and
- labor and services for installing, repairing, altering or improving batteries and battery packs.

Info: bit.ly/wa-524

IOWA – This one's for certain tax-exempt companies that are involved in construction projects.

In new legislation, Iowa amended the wording of the sales tax exemption for construction purchases of certain exempt entities.

As of July 1, 2020, building materials, equipment or services can be exempt or refunded if "completely consumed" during a construction contract with an exempt entity, if:

- The contract for the construction project is written.
- The property that's the subject of the construction project becomes 1) public property or 2) the property of the exempt entity.

Be sure to let management know about this change, so they get all construction contract terms in writing and you can score the exemption.

Info: bit.ly/ia-524

SERVICES

Some services are taxable; others aren't. Two states are offering info to help A/P decipher the difference.

OHIO – Does your company use online survey services? There's new insight on their taxability.

Case in point: A company helped customers create surveys on its online platform. Then it provided a group of survey respondents and completed survey results. Were the company's sales taxable?

Generally, Ohio taxes "electronic information services." And the Ohio Department of Taxation determined the online survey services were taxable as electronic information services.

Info: bit.ly/oh-524

ARKANSAS – If the coronavirus pandemic has required A/P to pay for more cleaning services, note this sales and use tax news.

The state recently addressed a company that offered sanitizing services to clean surfaces of any potential COVID-19 contamination.

Arkansas typically taxes cleaning and janitorial services.

And in its opinion, the Department of Finance and Administration said these coronavirus-related sanitizing services were taxable, since they fell

under cleaning services.

Info: bit.ly/ar-524

ADVERTISING

Lately, more legislators have been debating the taxability of advertising. One jurisdiction has an update.

WASHINGTON, DC – This one's for A/P pros in the nation's capital.

The District of Columbia had been considering expanding sales tax to advertising services.

But just recently, it decided to modify its Fiscal Year 2021 Local Budget Act of 2020 – and remove the proposed sales tax expansion to advertising services.

Info: bit.ly/dc-524

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