Electronic delivery of billings to clients:

Ryerson's clients communicate with Ryerson in a variety of ways - in person; telephone; letters (Canada Post, courier, registered mail) fax or electronically via e-mail. Ryerson's official means of communication with our student is e-mail and we are implementing electronic communications with our Accounts Receivable Trade Billing clients effectively February 1, 2009.

The objectives are to improve efficiency, reduce cost and minimize lost mail.

All Account Receivable invoices will be sent out as an attachment with the e-mail. If e-mail address is not available, it will be sent by fax. If customer declines both methods of delivery, the invoice will be mailed out using Canada Post.

Introducing these means of transmitting billings will mean that our clients will need to monitor and retrieve the Account Receivable e-mail billings messages issued to them by the University from their online e-mail systems on a frequent and consistent basis. When you place an order for goods and services, our department representative will request your e-mail address for billing purpose.

Once an e-mail address is provided to the University for these purposes, our clients have a responsibility, as does the University, to recognize that communications may be time-critical and as such are responsible for ensuring that all electronic message communication sent to officially provided E-Mail accounts is read and acted upon in a timely and appropriate manner.