



**DEPARTMENT OF
ADMINISTRATION**

**FRONTIER COMMUNICATIONS
ACH PAYMENT QUICK
REFERENCE**

State Controller's Office

Updated: 05/29/2024



Frontier ACH Payment Quick Reference

State Controller's Office

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QUICK REFERENCE

Summary

The State of Wisconsin will begin paying Frontier Communications via ACH in an effort to minimize account application errors and overall time committed to these accounts. The following will need to be used to make payments via ACH:

Supplier ID: 0000001547
Address ID: 5
Location ID: LOC-5

Definitions

Examples of how the Frontier Account Number may be entered into the STAR voucher Invoice Number field.

- To avoid payments rejecting and to ensure proper posting, you must include in the 17-digit account number, excluding the dash or hyphen.

60826612330123456

- You may include the billing date after the account number to create a unique Invoice Number if needed. AccountNumber_MMDDYY

60826612330123456_083123

Example of how a Frontier Communications Account Number may present on an invoice.

Bill from Frontier:

Frontier logo and a screenshot of a 'Your Monthly Invoice' from the State of WI. The invoice shows account details including a new charges due date of 9/11/23, a billing date of 8/16/23, and a total amount due of \$91.86. The account number 111-111-1111-11111-1 is highlighted with a purple box.



Procedures/Steps

STAR Voucher Entry:

Invoice Information tab

Enter the following Supplier Information: Supplier ID: 0000001547
 Address ID: 5
 Location ID: LOC-5

1. Enter the Frontier Account Number as the **Invoice Number** on the voucher.
4. Please **ATTACH** a copy of the invoice to the voucher.

Payment Tab

2. Enter the Account Number and the Billing Date in the **Payment Message field**.
3. Verify the **Separate Payment** box has been checked (it should default as checked)

All other aspects of voucher entry would be the same as normal.



APPENDIX

References:

[Finding Suppliers](#)

Useful Links:

[Agency AP Contact List](#)

[STAR Job Aids](#) (STAR Connection)

If you have any questions or concerns regarding these procedures, please contact Accounting Services.