

## AIA Policies and Procedures Manual



### ArbiterPay / RefPay / ArbiterSports (Officials Payment Solution)

ArbiterPay (RefPay) is the officials' payment solution utilized by the AIA to pay all AIA assigned officials for regular season and post season events. Per AIA Bylaw, all AIA member schools must pay all AIA assigned regular season and invitational tournament officials through ArbiterSports (RefPay).

ArbiterPay / RefPay is a fully integrated electronic payment and reporting tool that significantly reduces the time and effort required to pay officials. Member schools' officials' payments are paid through the AIA-RefPay account as a benefit of membership.

- **NO CHECKS are to be issued to AIA assigned officials for Regular Season or Invitational Tournaments.**
- **To initiate and fund AIA RefPay for your school – issue a check payable to the AIA.**
- All deposits must be processed through the AIA. Please **do not** send checks directly to Arbiter or the Arbiter Bank of record or attempt electronic transfers to Arbiter as **the school does not have a contract or an account with Arbiter or the bank**. The contract and account is between the AIA and Arbiter.
- Member schools are to maintain sufficient funds on deposit to meet that school's liabilities at all times.
- Insufficient Funds on account are subject to an ISF Service Charge Invoice – see separate policy.
- A Purchase Order is deemed a notice of invoice request\* or intent to issue a check for deposit. Purchase Orders do not fund the school's ArbiterPay sub-account.
- Invoice requests\* should be submitted via e-mail to [jegarcia@aiaonline.org](mailto:jegarcia@aiaonline.org) and [arichmond@aiaonline.org](mailto:arichmond@aiaonline.org). Invoice will be sent via return e-mail. State school name and amount for the invoice requested.
- The online access through the AIA-RefPay portal is "read only and print only" access of the member school's activity as it relates to the AIA assigned officials RefPay payments.
- No online transactions may be initiated by the school. Only AIA assigned Officials may be paid.
- The official's payment is approved through the "AIA Game Screen" when the score is updated and officials are marked 'attended' through the AIA administrative website by the member school.
- All member school contact regarding RefPay must be done through the AIA – **as the school does not have a contract or an account with Arbiter**. All inquiries to Arbiter will be re-directed back to the AIA.
- Member schools are responsible for downloading reports for their respective RefPay activity by accessing RefPay.com. Log-in and reporting sequence instructions are on the website.
- **No security questions or profile items may be changed by member schools. All are unique to AIA's account with Arbiter/RefPay.** Any requests for password changes must be made through the AIA; e-mail requests to [jlitwiller@aiaonline.org](mailto:jlitwiller@aiaonline.org) or [arichmond@aiaonline.org](mailto:arichmond@aiaonline.org)

Officials' payments and 1099s are issued through the AIA/ArbiterPay relationship, not the school.