**Purchasing Module Frequently Asked Questions**

**Q:** *Is there are training document for the Purchasing Module and if so, how do I get a copy?*

A: **Yes**. A PowerPoint is available from the Accounts Payable office that covers the required steps.

**Q*:*** *Do I have to submit a hard copy of the paperwork that I scanned into the system?*

**A:** **Yes.** This is the only way that Accounts Payable knows something is ready to process for payment.

**Q*:*** *May I find the status of a payment request in the system?*

**A:** **Yes.** You will find one of the following ‘status” levels next to each submission in Self-Service.

* **Not Approved:** Does not have all required approvals.
* **Approved:** All required signatures have been approved
* **PO Created:** This has moved from a requisition to a PO.
* The PO number can be found under    the “Purchase Order” heading in self-service.
* **Outstanding (in reference to PO):** Waiting to be received.
* **Outstanding (in reference to payment requests):** Waiting to be processed for payment.
* **Accepted:** PO has been received
* **Invoiced:** The invoice has been processed by Accounts Payable
* **Paid:** Payment has been sent out
* **Reconciled:** Payment has cleared the bank account

**Q:** *What is the timeline for processing payment?*

**A:** Please read carefully -

* Deadline for documentation to receive a check in the same week is Tuesday at 4:30pm.
* This means the invoice must be submitted both in Self-Service **and** to the Accounts Payable office.
* Invoices are paid based on due date and will be paid as close to that date as possible.
* Exceptions to this rule must be approved by Roger Henkel, Controller.

**Common reasons payments are denied or take more time than necessary to process:**

* Not sending a hard copy of the invoice to the Accounts Payable office.
* Not receiving items before sending invoices to the Accounts Payable office.
* Writing the requisition number and not the Purchase Order number.
* Sending items over before approvals have been completed.
* Sending quotes/estimates instead of official invoices (we must have an official invoice to process payment)
* Sending payment requests without proper backup.
* Sending invoices/requests to the Accounts Payable office before the invoices have been entered into Self-Service.