

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.