Payment Request FAQ Document Quick Reference

Create: Step 1 - Summary Information Page ......................................................... 1
Create: Step 2 - Supplier Information Page .......................................................... 2
Create: Step 3 - Invoice Details Page ................................................................. 3
Create: Step 4 – Review and Submit Page ............................................................ 3
Request Process: .................................................................................................. 4
Approval Process: ................................................................................................. 5
Payment Request Center ....................................................................................... 6
Best Practices – Scanning and Attachments for PeopleSoft Financials ................. 7
Benefits of using Payment Request: ..................................................................... 7
Resources and Assistance .................................................................................... 9

Create: Step 1 - Summary Information Page

1.1 What if there is no invoice receipt date?
   a. If there is no invoice receipt date, use the invoice date or the service date. The invoice receipt date is needed to calculated interest when the Prompt Payment Law is applicable.

1.2 How can an invoice number be unique if I have to create multiple Payment Requests for one invoice?
   a. The invoice number must be unique to the supplier. If you have two different suppliers with the same invoice number that is OK. For one supplier with one invoice and multiple Payment Requests, append an alphabetic letter to the invoice number and increment the letter until you have completed your Payment Requests for that supplier.
   b. Please see the Standards for Data Entry of Vendor Invoice located in the DCATS Financials web page.

1.3 If your invoice has an order number not an invoice number, can the requester use the Order number in the Invoice Number field?
   a. Yes, just be sure that if you have multiple orders for the same supplier, make the Order numbers unique by appending a letter to the end of the Order numbers.

1.4 How many attachments can be uploaded to the Payment Request?
   a. As many as necessary; however, include only the pages necessary for Payment Request. Each individual attachment is limited to 10 mb.

1.5 When more than one document is needed to be attached, can they be scanned in as one document?
   a. A W-9 or New Supplier Form must be scanned and attached separately. All other documents may be combined into a single file.
1.6 How long do we keep the scanned documents?
   a. It is recommended departments keep scanned documents until the Payment Request voucher has been paid. PeopleSoft Financials is the system of record for the HSC. The paid voucher stored in the system will retain its attached documents for reference by the department, accounting, or internal audit, making additional digital document retention unnecessary.

1.7 What if scanner doesn’t have the correct driver?
   a. Contact your department TSR.

1.8 Where appropriate, is a prior approval needed? If so, where do we enter the information?
   a. On the Summary Information page (tab), check the “Received Prior Approval” checkbox, then enter the prior approval document number when prompted.

1.9 Where do I add the Purpose and Benefit statement?
   a. The Purpose and Benefit statement should be added on the Summary Information page (tab) under Description of Services.

1.10 How does a wire transfer work in the new Payment Request process?
   a. On the Summary Information page (tab), in the “Other Instructions” box specify that the Payment Request needs a wire transfer and attach pertinent documentation.

Create: Step 2 - Supplier Information Page

2.1 What if I can’t recall the entire supplier name?
   a. Under the Supplier name field at the bottom of the Supplier Information page (tab), type a partial name then click the “Search” button. The wildcard character (%) may also be used to facilitate your search.

2.2 I can’t find the supplier or the “Request New Supplier” button?
   a. The “Request New Supplier” button will only appear when you enter a full or partial name in the Supplier name field and click the “Search” button. The “Request New Supplier” button will then appear and prompt for further supplier information.

2.3 What are ACH and SUA?
   a. Negotiations between the UTHSCSA and the supplier have taken place and the supplier has agreed to have ACH (direct deposit) or SUA (single use account credit card) as their preferred method of payment.

2.4 Could a supplier have both ACH and SUA locations?
   a. No, there can only be one method of payment.

2.5 If requesting payment for a speaker who is not in the system, is the Vendor Paid Setup form still used?
   a. Yes, continue to use any forms necessary; however, scan and attach those forms to the Payment Request.

2.6 What if a student needing payment is not listed?
   a. The requester can request to add the student by first searching for the supplier, then clicking the “Add New Supplier” button and complete the steps as prompted.

2.7 Are original signatures needed?
   a. Signatures from witnesses, contractors, recipients or approvers are no longer needed. Payment Request online approvals are electronic and create a viewable, documented trail, taking the place of hand-written signatures.
PEOPLESOFT FINANCIALS 9.2 PAYMENT REQUEST FAQS

Create: Step 3 - Invoice Details Page

3.1 Is the Description for the invoice detail line item the same as the Description on Summary page?
   a. No, the Description for the invoice detail line item is for the line item only.

3.2 Could I add more than one Project ID to a Payment Request?
   a. Only one Project ID can be used per Payment Request. If multiple project IDs must be used, two options are:
      (1) Create one Payment Request and charge the entire amount to the one project ID; then, create a TOF (transfer of funds) to transfer appropriate amounts from the other project IDs.
      OR
      (2) Create a Payment Request for each project ID with a unique invoice number. In the Description of Services or Other Instructions on the Summary Information page (tab) enter any clarifying information you would like to convey to approvers. This option will generate multiple payments to the vendor.

3.3 Could I add more than one Account code to a Payment Request?
   a. Yes, multiple account codes can be used, but must be created as separate invoice detail line items.

3.4 How will the payment recipient confirm the amount being reimbursed before the Payment Request is submitted?
   a. The requester should verify all information with the recipient before creating a Payment Request. As a second look, accounting will verify the payment total and if any questions arise regarding the amount, accounting will “deny” the Payment Request which automatically sends it back to requester for revision.

Create: Step 4 – Review and Submit Page

4.1 When a requester clicks on the look-up icon for approvers, who will show in the drop down approver list?
   a. All authorized approvers for the Department ID or Project ID chosen will appear in the drop down list. To add or change approvers for a Department ID or Project ID, contact the department ACE.
   
   **Note:** If the individual submitting a Payment Request (requester) also has authorization to approve Payment Requests, they will not appear in that specific Payment Request’s drop down list as an Approver. This upholds institutional policy for “separation of duties”, where Payment Request requesters are not permitted to approve Payment Requests they create.

4.2 Can the approver be the same for both Project ID and Department ID?
   a. Yes. **Note:** If a person is selected as the Approver for both the Department ID and the Project ID, they will automatically approve both roles with one single Approval action. This is called a “dual role” approver.
   
   b. If two different Payment Request approvers are desired or required, requesters must designate one individual as the “preferred” Project ID Approver and another individual as the “preferred” Department ID Approver.

4.3 If I am the requester (preparer), can I also be one of the approvers?
a. You can have roles as both a Requester and an Approver; however, if you have both roles, you cannot approve a Payment Request that you create.

4.4 Can I approve in the place of my boss?
   a. The Chief, Chair, or Director may appoint an approver in their place, however, the person appointed may not approve reimbursement to their superior. In such cases, the person approving should have a higher title than the person receiving the payment.

4.5 What does the screen comment regarding “…self-approval disabled!” mean?
   a. This message only appears when you are the requester and also have an approver role. It means you cannot approve a Payment Request you create.

4.6 Why do I need to check the certification statement?
   a. The certification statement confirms that the payment has not been issued and that the services were rendered or the goods received. Agency certification is required in accordance with State of Texas guidelines.

Request Process:

RP.1 Are you able to go back to a previous page (tab) and change a selection?
   a. Yes, there is a “Previous” button available to navigate back to the previous page. It is recommended you click the “Save for Later” button as each page (tab) is completed.

RP.2 If the “Save for Later” button is used, would that change the current page?
   a. No, the “Save for Later” button saves the information that was entered. The requester may continue to work on the same page, navigate between pages, or leave and return to edit at a later time.

RP.3 If one requester begins a Payment Request, can a different requester finish it?
   a. No, one requester must complete the entire entry process and submit for approval.

RP.4 If a requester leaves the department or institution, what happens to the “saved” Payment Request?
   a. Any Payment Request in process that has not been submitted for approval with 90 days of non-activity is automatically deleted from the system.

RP.5 When can a requester make edits?
   a. The Payment Request can be edited as long as the Payment Request status is “New” or “Denied” (not pending or approved). Also, edits can be made if the Pencil icon (Edit/Update) is shown on the line of a Request ID listed in the Payment Request Center.

RP.6 Is there a way to create a template or copy an existing Payment Request?
   a. No. Each Payment Request generates a unique identifier in the system. This allows the approval workflow, voucher, and payment to be tracked and retained, supporting both audit and records retention policies.
Approval Process:

AP.1  What if I get an email for a Payment Request approval, but can’t find the request once I log in?
   a. It is possible that another authorized preferred approver with the same access, approved the Payment Request before you. Approvers in dual roles (department and project approvers) will automatically repeat the approval action in both roles. Some may see other Payment Requests “pending” and decide to approve or deny one at a time, even if they did not receive an email. Departments are encouraged to work out internal procedures to address this situation.

AP.2  Can Approvers edit a Payment Request?
   a. No, all edits needed must be done by the original preparer (requester) only.
   b. To initiate edits after a Payment Request is submitted for approval, an approver must add Comments and then “Deny” the Payment Request. It will then will return to the individual who prepared it (requester), for further updates/corrections.

AP.3  When approving a Payment Request, whose comments are in the View/Hide Comments section?
   a. Comments from any approver will appear in the View/Hide Comments section.

AP.4  If the wrong approver approved the Payment Request, how do I resolve this?
   a. If Accounting has not approved the Payment Request, it is still in “Pending” status and is reflected as such in the Payment Request Center. Contact Accounting and ask them to include an appropriate Comment and “Deny” the Payment Request. This allows you to edit and resubmit the Payment Request for approval. Be sure to communicate with the preferred approver so they are aware that their approval is required.

AP.5  Why does the Payment Request status show “Pending” when the department and project ID approvers already approved the Payment Request?
   a. The Payment Request remains in “Pending” status even after it is approved by the Department/Project and/or OSP/Endowment approvers. The Office of Accounting applies the final approval to all Payment Requests. Once Accounting approves a Payment Request, the status changes to “Approved”.

AP.6  How long will the Payment Request stay in “Pending” status?
   a. Payment Requests pending approval are not removed, there is no time frame set.
   b. Suggestion for the requester is to send a communication to the approver via outlook email that there is a long withstanding Payment Request awaiting their approval.

AP.7  What does clicking on the “Hold” button do to the Payment Request?
   a. If the approver selects “Hold”, the Payment Request will be placed back in the approver’s worklist (pending) list. However, no other approver can access it until the “Hold” is released. A requester can view their submitted Payment Request, but cannot edit or cancel a Payment Request in “Hold” status. The Approver may use the “Hold” as an option to clarify a question to the requester before approving the Payment Request.

AP.8  Will a follow-up email be prompted for Payment Requests in “Pending” status?
   a. No, a follow-up email is not generated. It recommended requesters check their Payment Requests often via the Payment Request Center for status updates and follow current internal departmental procedures to ensure timely approvals are made.
AP.9  Will I get notified when a Payment Request is approved or denied?
   a.  Yes, the requester will receive an email notification when a Payment Request is:
       (1) Denied, (2) placed on “Hold” status or (3) Approved by the Office of Accounting.
AP.10  What is the difference between Comments and Payment Messages?
   a.  Comments are added at the bottom of a Payment Request when either approving or
       denying it.
   b.  Payment messages are conversations between approver and requester. The approver
       can initiate the conversation at the time of reviewing a Payment Request. Payment
       Messages should be used when information is needed in order to determine whether to
       approve or deny the Payment Request.
AP.11  Will the requester get an email notification when an approver posts a Payment Message?
   a.  Yes, an email is automatically sent to the requester. Payment Messages go back and forth
       between the requester and the approver involved in the conversation via email. The Payment
       Request Center shows a visual (conversation bubble icon) on a Request ID line, which cues
       the requester about a Payment Message.
AP.12  Can an approver see the Payment Request after approved?
   a.  Yes, navigate to HSC Self Service Inquiries / Voucher Quick View.

Payment Request Center

PR.1  Where can I go to look up the status of a Payment Request?
   a.  Navigate to Employee Self-Service / Payment Request Center.
PR.2  What are the Payment Request statuses?
   a.  Payment Request statuses include:
      • New – Payment Request created and saved for later.
      • Pending – Requester submitted Payment Request for approval.
      • Approved – Accounting approved Payment Request (final approval step).
      • Canceled – Requester canceled Payment Request.
      • Denied – An approver denied the Payment Request.
      • Hold – When an approver places a Hold on a Payment Request, no other approver can
        access it until the hold is released.
      • Vouchered – A voucher was created.
PR.3  Why can’t approvers see the Payment Request Center?
   a.  Only requesters can see the Payment Request Center. Department and Project
       approvers have a worklist in PeopleSoft to view all their pending Payment Requests.
PR.4  Do I need to “turn off” my pop-up blocker?
   a.  No, it is not required. However, it is a good idea to turn off pop-up blocker because
       of the disruptive messages and lookup windows that pop up.
PR.5  What browser do I need to use?
   a.  Most browsers seem to work well with Payment Request; however, the official browsers
       supported by UTHSCSA are IE11 and Safari.
PR.6  How can others in the department see Payment Requests if they did not prepare them?
   a.  There is a short time when a Payment Request is in the approval process that it can
       only be seen by the requester and approvers. Once a Payment Request has been
approved and a voucher created, the request and its attachments may be viewed via the Voucher Quick View.

b. The payment amount may also be seen in standard institutional tools such as Data Warehouse reporting or the Enterprise Analytics application.

PR.7 Will preparers (requesters) have the ability to view requests submitted by other users?
   a. Yes, once the Payment Request is fully ‘approved’ it becomes a Voucher and is posted to the ledgers. At that point users can navigate to the HSC Self Service Inquiries / Voucher Quick View to view the voucher details and all Payment Request attachments.

PR.8 When should I expect the electronic Payment Request voucher to be paid?
   a. Since the electronic process is more efficient than the paper process, payment is expected to take 5 to 10 business days.

PR.9 Are checks for pick-up still received at the Bursar’s office, if this option was selected on the Payment Request?
   a. Yes, you may continue to pick-up checks from the Bursar’s office.

PR.10 Once a Payment Request is approved, can the request be downloaded as a PDF?
   a. Yes, using Adobe Pro and as long as the Review icon (page with eye glasses) is visible. When reviewing the Payment Request, select Print then choose Adobe PDF. However, in the interest of resource conservation, physical printing of a Payment Request is rarely genuinely necessary.
   b. Departments may login to PeopleSoft Financials to view a request and its attachment(s) at any time via the Voucher Quick View, once payment is made. Internal Audit also has access to the system and may view the requests and attachments.

PR.11 Is there an option to print out the Payment Request training available in the Knowledge Center?
   a. The best solution is to save a Payment Request Job Aid to your desktop. Job Aids are available on the DCATS Financials web page, under Payment Request 9.2 Job Aids & Resources.

Best Practices – Scanning and Attachments for PeopleSoft Financials
Link to Best Practices – Scan & Attach document, stored on DCATS Finance website under *Payment Request 9.2 Job Aids & Resources*.

Benefits of using Payment Request:
- Eliminates:
  - Manually filling out paper forms and mailing to Accounting
  - Misplacing paper forms
  - Hunting down people for signatures (approvers, witnesses, or recipients)
  - Last minute running or driving over to Accounting to hand in a paper form
  - Wondering where the filled out paper form is in the process
- Available 24/7 to:
PEOPLESOFT FINANCIALS 9.2 PAYMENT REQUEST FAQS

- Create Payment Requests
- Approve Payment Requests
- Track Payment Requests
Resources and Assistance

- For assistance with the preferred departmental scanner set up and configuration, contact the departmental TSR or the IMS Service Desk at (210) 567-7777, option 1
- For assistance with the Payment Request feature of PeopleSoft Financials:
  - Navigate to Course Catalog > Administrative and complete the Financials – Payment Request Training 9.2 located in the Knowledge Center
  - Refer to the DCATS Finance webpage and access the Payment Request 9.2 Job Aids & Resources, including the FAQ and Tips & Tricks documents.
- For questions concerning the mechanics of how to prepare/approve a Payment Request, contact the Application Resource Connection team at DCATS@uthscsa.edu or (210)450-0090.
- For questions concerning appropriate attachments or which account code to use, contact the Office of Accounting at acctg-admin@uthscsa.edu or (210) 562-6230
- For questions on allowable reimbursements, refer to the Handbook of Operating Procedures, chapter 6