Inquiring on Vouchers and Payments

1. Ensure Voucher has a Valid Budget Check. If not, correct the error.

   **Navigation: Accounts Payable > Vouchers > Add/Update > Regular Entry**
   - Click on Find an Existing Value page
   - Voucher ID: Enter Voucher Number i.e. 01255835
   - Press Search
   - Click on Summary page (At bottom of page, Budget Status should say ‘Valid’. If not, click on Exceptions link to find budget error.

   OR

   **Navigation: Accounts Payable > Review Accounts Payable Info > Vouchers > Voucher**
   - Voucher ID: Enter Voucher Number i.e. 01255835
   - Press Search
   - Move vertical scrollbar to bottom of page to view voucher statuses
   - Click on ‘Show All Columns’ icon located to the right of More Details tab

2. Ensure Voucher has been approved at the Department Level. (DRG requires 2 levels of approvals and PRJ requires 3 levels of approvals)

   **Navigation: GSU > GSU Reports > Workflow Approval History**
   - Business Unit: GSUFS
   - Transaction Type: Voucher
   - Transaction ID: Voucher Number

   Click on Workflow Approval History tab, the Instance Status for Step 1 & 2 should have ‘Approved’ for DRG. For PRJ, the Instance Status for Step 1, 2 & 3 should have ‘Approved’ and the Role User should be populated with the Approver’s Name.

   Click on Worklist History tab, the Instance Status should have ‘Worked’ for your Department Level Approvers for DRG or PRJ.

   If you do not know who the approvers are for DRG or PRJ, please run one of the following queries:

   - *GSU_WF_Workflow_Audit_Dept* (Requires DRG department #)
   - *GSU_WF_Workflow_Audit_Proj* (Requires PRJ routing, i.e. department or project depending upon what unit you are in.)

   You can use Workflow Approval History to determine if a voucher has been approved by Disbursements. For DRG, the Instance Status will display ‘Approved’ for Step 3. For PRJ, the Instance Status will display ‘Approved’ for Step 4.
On the Worklist History tab, there are four Auditors listed in the Operator ID column for Disbursements (KAlexander, JBaker, Sho3, DJohns or TBlackburn). When Disbursements has approved your voucher transaction, one of these names will appear in the Operator ID column and the Instance Status will display ‘Worked’.

3. If a voucher has been approved and you want to find the check number, check date, and/or if the check has cleared the bank, then run one of the queries listed below:

- GSU_AP_Pay_Status_By_UserID
- GSU_AP_Pay_Status_ByChartfield
- GSU_AP_Pay_Status_By_Vchr
- GSU_AP_Pay_Status_By_Vendor

Important Reminders:
- After a voucher has been budget checked, do not change the workflow on voucher. If the workflow was entered incorrectly, email Bobb Johns to delete voucher and enter a new voucher with the correct workflow.
- On the Invoice Information page, ensure that the Location field is the same as the Address field. Double check the address shown on the Invoice Information page to the address shown on the Payment Information section on the Payments page. The addresses should match. If not, it will delay the payment of the voucher process.

UNDERSTANDING THE VOUCHER PAYMENT PROCESS

- Payments are processed based on the date the payment documents/invoice is stamped as received into the Office of Disbursements. Currently, Disbursements is approving and processing payments within 7-10 Business days after the document receipt date.
- Disbursements will not approve the document until the audit of the expenditure is completed. (Payment inquiry before 7-10 business days has passed, serves to delay the overall payment process).
- Check mailing occurs (generally) within 1-3 days after the check date, depending on volume.
- Request for Check HOLDS must be valid, and the request must be submitted and properly documented prior to submission of the payment document to the Office of Disbursements.

DELAYS IN THE PAYMENT PROCESS OFTEN RESULT FROM:

1. Project expenditures which are entered using DRG workflow routing, instead of PRJ workflow routing. Disbursements will advise the department to delete voucher and to enter a new voucher using the correct workflow.

2. Departments should ensure that each voucher entry is "fully" approved through workflow prior to delivery of the payment document to the Office of Disbursements. Items not fully approved will be set aside to be checked at a later date. This creates a delay in the payment process.
3. Unresolved Budget Checking Errors. Disbursements will email a department for advisement of a budget checking error on a voucher. Departments should email Disbursements as soon as the budget check is valid. Items not reported as "valid" create delays in the payment process.

4. Payment to an individual not submitted on a Payment Request Form. All payments to individuals (not related to a Purchase Order) must be requested using a Payment Request Form.

5. Lack of information presented on the Payment Request Form and/or during voucher entry. Each voucher entry should provide enough payment information to satisfy questions regarding the payment, questions that may be asked during the audit process.

6. Original receipts and proof of method of payment not provided with requests for reimbursement. A receipt should clearly indicate what was purchased and the method of payment used for the purchase. In rare situations, a receipt may not be available. In this situation, the requestor must provide a brief memo of explanation from the highest level approver, explaining the lack of receipts.

7. Vendor’s name and/or address do not match the name and/or address listed on the request for payment/invoice. Checks and EFTs (direct deposits) may only be processed when the vendor’s information in Spectrum Plus is correct. Users should email Purchasing (attn: Frankie “Faye” Dumas and Sonia Tharpe) with vendor update requests. Vendor information must be correct before payment will be processed.

8. Payment Request Forms and/or Travel Expense Statements are submitted without proper signature approval, or the signatures are illegible.

9. Payment requested for food (excluding food for resale) violates the BOR Food Policy, and/or the requests are submitted with insufficient documentation or detail relating to the expenditure.

10. Reimbursement request for wireless communication devices/services violates the (general) Wireless communication and Cell Phone Policy, the request lacks sufficient detail or rationale required for reimbursement, or the charges are greater than 60 days old.

11. Stipends, Fellowship, Scholarship payment requests are mis-directed, mis-labeled and/or miscoded, and lack sufficient explanation for the payment.

12. Payments are requested more than 30 days after the return from travel (Travel Expense Statement), or more than 30 days after the date of the invoice. Outdated requests require a brief memo, signed by the highest level approver, explaining the delay in requesting the payment. The Office of Disbursements strives to ensure payments are processed within 30 days of invoice date.

13. Vouchers are entered for purchases or service which require the issuance of a Purchase Order. With few exceptions, purchases or services totaling $5,000 or more require the issuance of a Purchase Order. Departments are advised to check the requirement for a PO prior to conducting business with a vendor.
SUGGESTIONS FOR DEPARTMENTAL MANAGEMENT OF REQUESTED PAYMENTS

1. Retain a copy of each voucher submitted for payment. Copy all receipts, etc. Note the “exact” date the voucher is delivered to the Office of Disbursements.

2. Departments who need to know the exact date a document is delivered to Disbursements, should prepare a short memo: a.) list each voucher submitted on the memo b.) date the memo, c.) hand-deliver the memo and the related documents to the Disbursements Window and d.) ask the representative to check off each document and sign the memo as proof of delivery.

3. After 10 business days have passed, note the check or EFT number on your copy and file your copy for future reference. If the item remains unpaid after 10 business days have passed, email Disbursements, requesting payment status.

4. Technical questions should be directed to the Spectrum Office. Check Spectrum Plus for answers (queries), before calling Disbursements. Share information with other Business Managers in your college. Check with your College Administrative Officer regarding more complex payment issues.