**FREQUENT QUESTIONS and CONCERNS**

**DIRECTED TO DISBURSEMENTS**

Why hasn’t my PO (for goods and services) been paid yet?

**Possibility #1**
- The vendor’s invoice was scanned into the PO, however, Disbursements (aka Accounts Payable) was not informed that the invoice was attached to the PO.

Solution: (example of an effective email):

To: accountspayable@gsu.edu

Please note, regarding PM00XXXXXX, Vendor name XXXXX, the vendor’s invoice has been scanned into the PO. The payment is ready to be processed. Thank you.

**Possibility #2**
- The vendor mailed the invoice directly to the department that initiated the transaction. Accounts Payable never received the invoice.

Solution: (example of an effective email):

To: accountspayable@gsu.edu (Attach a copy of the invoice received from the vendor).

Attached, please find the invoice Disbursements needs to process payment against PM00XXXXXX.

Thank you.

**Possibility #3**
- The department that initiated the transaction failed to enter a quantity receipt or a cost receipts on the PO.

(Important Note: After Disbursements posts an invoice onto a PO entry, the system immediately begins sending reminder emails to “Enter a receipt”. The system attempts to
match the invoice and receiving. When both are complete, the system will immediately seek to process the payment).

Solution: Enter a Receipt.

There is no need to email AP to advise that a receipt has been entered, unless there is some problem.

**Why hasn’t my Travel Expense Statement been paid yet?**

**Possibility # 1**

- The Travel Expense Statement was never delivered to Disbursements.

**Solution:** Deliver the Travel Expense Statement to the Office of Disbursements, Suite 400A, Sparks Hall.

Travel Expense Statements, like Moving Expense Reimbursements to employees, must be hand-delivered to Disbursements, or sent in the Inter-office mail. These documents should never be scanned into PantherMart, nor should they be emailed to Disbursements, unless specifically requested to be sent in that manner, by Disbursements.

**Possibility # 2**

- The Travel Expense Statement was delivered, but it did not reference a valid purchase order number.
- The Travel Expense Statement was delivered, but it was missing a signature of approval.

**Solution:** Do not deliver a Travel Expense Statement until the document is complete.

(If a Travel Expense Statement is delivered incomplete, it’s best to wait until you are contacted via email and asked to provide the updated documents).

**Possibility # 3**

- The name shown on the Travel Expense Statement differs from how the name appears in Spectrum/PantherMart.

**Solution:** The name listed on the Travel Expense Statement should match the name listed in ADP.

Have the traveler contact the Payroll Unit at payroll@gsu.edu to discuss how to update their name in the ADP system. The name as it appears in ADP will automatically update the name in Spectrum/PantherMart. The name listed on the Travel Expense Statement should match the
name listed in ADP (and Spectrum/PantherMart). Differences will be rejected by Disbursements. This is important because the name listed in ADP will also be the name listed in Concur/Travel Inc. A difference can cause problems with airline ticketing.

Possibility # 4

- **The Travel Expense Statement entry created by Disbursements will not pass a valid budget check.**

Solution: Do not deliver a Travel Expense Statement until sufficient funds are available to allow a valid budget check so that Disbursements can process the payment.

If a budget check error prevents Disbursements from processing a payment, you will be notified by email and asked to correct the budget issue. After the error has been corrected, email Accounts Payable to advise that the budget check issue has been resolved. **This is important!** The Travel Expense Statement will sit in our “pending file”. It may be some time before Disbursements realizes that the budget check error has been resolved. **When the error has been resolved, email Disbursements to inform us.**

Solution: (example of an effective email):

To: accounts payable@gsu.edu

We were informed that the Travel Expense payment for XXXX, PM00XXXXXX encountered a budget check error. **The budget has now been corrected and Disbursements can process the payment.** Thank you.

**Why hasn’t my Payment Request Form entry been paid yet?**

Possibility # 1

- **The Payment Request Form entry into PantherMart is missing a scanned invoice and other payment documentation.**

Solution: Do not submit a Payment Request Form entry until the documentation is complete, and available.
Mistakes will occur, occasionally. When they do, Disbursements will communicate with you via Buyer Voucher “Comments”. Please turn on your PantherMart email notifications, to be sure you receive these important comments.

Possibility # 2

- **The Invoice or payment documentation is insufficient.**
  - **HONORARIUM**
    - The entry lacks a memo or invoice to support an honorarium payment. An honorarium may not be supported by an invoice, however, a brief memo will take the place of an invoice. The memo should state 1) who is receiving the honorarium, 2) for what purpose, 3) the date/s of the engagement, 4) the amount of the honorarium.
    - A flyer from the engagement should be attached, if available.
    - Complete CIPC Form must be attached. If payee is a non-resident, indicate non-resident on the CIPC Form, then contact the Tax Accountant, Ivan Ivanov, to discuss possible withholding. (Payee cannot also be paid through Payroll. If the individual is terminated from Payroll/ ADP payments should not be received in the same calendar year as the payment you are attempting to make. In this situation, payment should be made through Payroll, as fee-based. Contact the Payroll Unit for more information, at payroll@gsu.edu).
  - **PERSONAL SERVICES**
    - The entry may lack a sufficient invoice to support the payment. The services provided must be itemized, dates of services must be provided, as well as the payment amount.
    - A flyer from the engagement should also be attached, if available
    - Complete CIPC Form must be attached. If payee is a non-resident, indicate non-resident on the CIPC Form, then contact the Tax Accountant, Ivan Ivanov, to discuss possible withholding. (Payee cannot also be paid through Payroll. If the individual is terminated from Payroll/ ADP payments should not be received in the same calendar year as the payment you are attempting to make. In this situation, payment should be made through Payroll, as fee-based. Contact the Payroll Unit for more information, at payroll@gsu.edu).
  - **Other NON-EMPLOYEE payments and reimbursements**
    - Direct payment to a hotel on behalf of a non-employee (727142) should include all pages of the invoice, and provide a valid invoice number.
- Attach a program agenda/flyer from the engagement to support purpose for lodging, if available.
- Other payments to a 3rd party on behalf of a non-employee must be clearly identified (727142).
- Direct Reimbursement of Non-employee travel expense (752100) should contain a cover sheet, identifying each item being reimbursed.
- Receipts should be attached to the cover sheet. Receipts must show “method” of payment.
- Do not reimburse expenses to a payee who is receiving compensation for work performed, unless the expenses are discussed in advance and are identified in a contract. A Contract requires non-catalog PO entry.
- Purpose and dates for reimbursement must be provided.
- Mapquest should be attached to support mileage reimbursement. (Cover sheet should indicate number of miles being reimbursed and the rate of reimbursement, including total mileage reimbursement).
- Attach copy of Non-employee Travel Authorization, when available.
- Reimbursement is subject to allowable per diem, see GSA web site. Occasionally it may be necessary to pay in excess of the allowable per diem. When this is necessary, attach a memo of justification to the request for payment. Memo should be signed by CAO, CFO, or unit chair.
  - EMPLOYEE/STUDENT REIMBURSEMENTS/Payments
    - Must clearly show purpose and itemized purchase.
    - Must provide “method” of payment.
    - Meal reimbursements require 1) names of attendees and their relationship to GSU, 2) purpose of the function, 3) itemized bill, 4) your calculation of how the reimbursement should be made, based on allowable meal per diem.

OTHER ISSUES

- Payment Request Form entry may not replace a non-catalog PO entry. “Agreements” should be entered on a non-catalog PO, regardless of the amount.
- Enter Only 1 invoice per voucher.
- Be careful not to enter duplicate vouchers. Check Spectrum to see if payment may have already been processed on another voucher.
- Do not request payment until “after” services or product have been delivered.
When making a payment for services, etc. that take place in the next fiscal year, either 1) want til next fiscal year to make the payment, or 2) make the payment now, but code the expenditure to 132100 (pre-paid expense).

If an amount on a Payment Request Form is entered incorrectly, Disbursements can increase the amount, but only up to $10. A difference of more than $10 will require approval from a 2nd level approver. They can approve via voucher “comments”. Approval is not required if paying a lesser amount.

Disbursements is obligated to remit payment to the address listed on an invoice. Before entering a payment request, check to see if the address is listed in the system. If not, contact suppliers@gsu.edu (Purchasing) to request to have an address added.

Payments older than 30 days require an explanation for why they are being processed late.

ALL Payment Inquiries should be directed to Disbursements, at accounts payable@gsu.edu.

Questions about PO content, etc, should be directed to Purchasing, at purchasing@gsu.edu.

Technical questions about the use of functioning of the system should be directed to the Spectrum_Team@gsu.edu.

Need to know if a check has cleared the bank? Email Jaline Dixon, Cash Manager, Accounting Services. Jaline may be able to place a stop payment on the check and advise Disbursements if a replace check is needed.

Provide Jaline with:

Vendor Name

Check Number

Date of Check

Amount of Check

For more information about GSU’s travel program, please visit the website http://services.gsu.edu/travel/