HokieMart Payment Request Forms: Tips for Successful Submission

Please join staff from Accounting Operations and Procurement on Wednesday, August 21, from 3-4pm for a refresher on the new payment request forms. The session will include a demonstration of the form submission process along with a discussion on best practices and helpful hints. Please register using the link below:

https://virginiatech.pageuppeople.com/learning/10615

Top 7 Reasons Payment Requests are Rejected

- Incorrect date format – All dates, including invoice received date, service start date, and service end date, **must** be submitted in the MM/DD/YYYY format. The invoice will fail to integrate to banner if this date format is not used.

- Incorrect remittance address – The remittance address selected should match the remittance address on the invoice or payment support. If the address is not available, please make sure to answer 'Yes' to the question 'Does this supplier need a new Remit To Address setup?' under the Questions tab.

- Incorrect invoice # – Our systems verify the invoice # to ensure duplicate payments are not processed. Please utilize the ⊘ for additional guidance on the correct invoice # format and research for previous payment before proceeding.

- Incorrect payment amount – Please verify the amount entered on the payment request matches the amount on the invoice or payment support.

- Incorrect or missing payment category – The correct payment category must be selected when submitting a Non-PO Payment Request. The 'Authorized Payment Category' is located under the General Information portion of the 'Additional Information' tab. Please review https://www.procurement.vt.edu/departments/non-po-payment.html for additional information on payment categories.

- Missing Documentation – Please ensure all necessary support is attached to the payment request. The 'Instructions' when first accessing the form identify the required documentation for each payment type. For example, an honorarium payment requires the following:

  ➢ Justification from sponsor, which includes the individual's experience, expertise, and education, is required for payments over $500
  ➢ Independent Contractor Form
  ➢ Invitation letter and / or agenda

- Requestor also Approver – The individual approving the request must be different from the individual submitting the request. This is a critical internal control and ensures the necessary review of all payment requests.

Payment Form Request Search Tips

- To review payment form submissions – Select the Accounts Payable icon on the left tool bar on the HokieMart page. Then select "Invoices" and then "Search AP Requests".
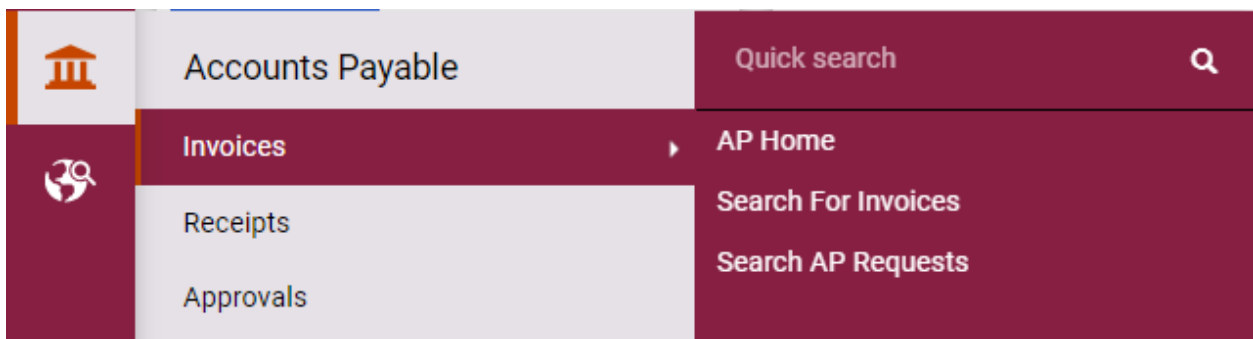
- A list of your payment form requests will display. Filters can be used to limit the results to specific requests. **Please note that only the person who submitted the payment form request can see the request on this list.** Once the form request is converted to an invoice, all users with access for the department can see the invoice. The invoice is normally created within minutes of the form request submission.

- To review invoices created from payment form submissions - Select the Accounts Payable icon on the left tool bar on the HokieMart page. Then select "Invoices" and then "Search for Invoices". A list of all HokieMart invoices related to your departmental access will be displayed.
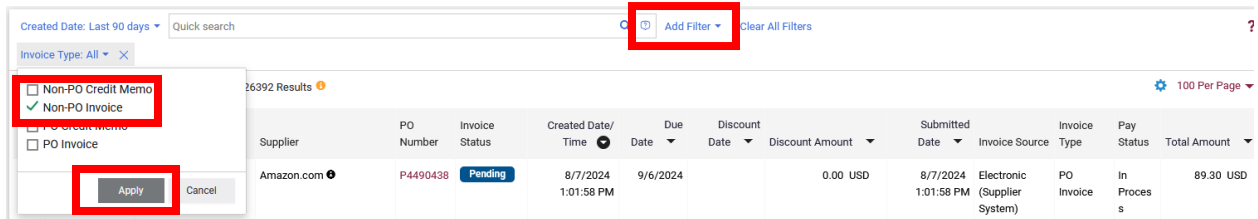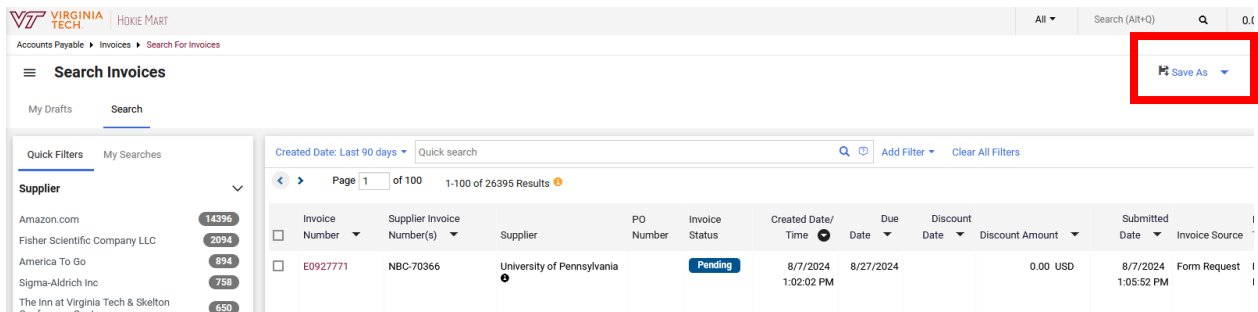
- To limit the invoices displayed to just those created through the payment request form, click on the down arrow beside "Add Filter" and then type in "Invoice Type". Select "Invoice Type" and then click in the box beside "Non-PO Invoice" and click on "Apply".

- Once the query has been created, the "Save As" in the top right of the screen can be used to save the query.

- After clicking on the down arrow beside the "Save As" button, click "Save As" in the dropdown list. In the "Save Search" box that appears, enter a name for the query and click the down arrow beside "Add New". Click on "Top Level Personal Folder". A new box will appear. In the new box, enter a name and description for the folder, and then click "Save Changes" and then click "Save" in the "Save Search" box.

- To access saved queries, click on "My Searches" to the left of the page beside the HokieMart tool bar and the query will be listed under the Favorite Searches.

The Ledger

A Newsletter of the University Controller's Organization

Website: **http://www.controller.vt.edu**

VT Invoices Sorting

Invoices received in the vtinvoices@vt.edu account are now being sorted electronically. Accounts Payable staff will not see any special handling instructions within the email. If you have an invoice that requires special handling, please notate the instructions on the invoice itself. Please remember that only invoices associated with HokieMart purchase orders should be sent to this email address.