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Accounts Payable Frequently Asked Questions

Reimbursements

Where do I find the procedure for entering and submitting an expense report?

Procedures for entering and submitting expense reports are available on the Café website: [Employee or Graduate Student Visitor](#)

How do I pay an employee for services outside their normal duties?

This is done through the Payroll office, using [the Additional/Special Pay Request Form](#).

Are Social Security numbers required for reimbursements?

No, we do not request or use Social Security numbers. If we receive a reimbursement request containing an SSN, it will be made illegible. If an online voucher is received containing an SSN, it will be denied and returned to the sender to have the SSN removed. The Voucher can then be resubmitted.

How can I find the current rate for mileage reimbursement?

The current reimbursement rate for mileage can be found in the Travel Policy on the [Financial Operations Travel Policies and Procedures](#) website, under the Private Automobile Transportation section.

Why do I need to submit a paper Expense Report if I have already entered the information online?

The person being reimbursed, as well as their supervisor, must sign the paper Expense Report to certify that the listed expenses were incurred on University business. In addition, a paper Expense Report allows for the attachment of all original receipts on the accompanying Expense Receipts pages.

Why do you need my supervisor's signature on the paper Expense Report if she has already approved this expense report online?

In many cases, the direct supervisor of the person being reimbursed is not the person who applies electronic approvals. As an example, it is not unusual that the supervisor of a researcher working in a lab will not have access to NUFinancials. In that case, the electronic Expense Report has to be approved by someone in the departmental business office.

How long does it typically take to process a reimbursement request?

Providing that forms are properly completed, approved and accompanied by all required documentation, the standard turnaround time is 1 - 2 days. The payment method is the same as the one used for your salary.



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Checks - Stop Payments and Reissues

I just found a check that is older than 6 months. How do I go about getting a replacement?

Contact AP Customer Service at 847-491-7339 and request that the check be voided and reissued. Since the check is no longer negotiable, there is no need to return it.

A vendor claims they have not received payment. How do I request a stop payment and reissue of the check?

Contact AP Customer Service at 847-491-7339. Upon verification that the check has not been cashed, it will be voided and reissued.

I have received a check which was advanced to make an authorized purchase. I no longer need this check. How do I go about getting the check voided, and the funds returned to my chartstring?

Return the check to AP Customer Service at 2020 Ridge Avenue, 2nd Floor, Evanston Campus, along with a note explaining the situation. Be sure to include your contact information and keep a copy for your records. Once the check has been voided, the funds will be credited to your chartstring.

What do I do if I lose a reimbursement check?

Call AP Customer Service and request that the check be voided and reissued.

Do I get my funds back when a check is rebated?

Yes, the rebate transaction will automatically put the funds back into your chartstring.

How long does it take to get a check reissued?

Standard turnaround time for reissues is 1 - 2 days, depending upon the time it is received. Daily cutoff time for next day processing is 11:00 a.m.

I need a check to be held for pick-up. How do I do this, and where do I pick up the check?

You may request that a check be held for pick-up in one of two ways: For paper requests, attach a pink "Hold-For-Pick-Up" slip. For online vouchers, change the handling code to "HE" (hold for Evanston) or "HC" (hold for Chicago). Put your name and telephone number in the "Instructions for AP" box so you can be contacted when the check is available for pickup.

What time are checks ready for pick-up?

Checks are typically ready before noon, but the timing can vary depending upon the volume of checks being printed. AP will call the person requesting the check to let them know when it is ready.



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What do I do if I need to enclose a document with a check?

For paper requests, attach a pink "Hold-For-Pick-Up" slip, and check the box indicating that you wish to include an "enclosure". For Online Vouchers, change the Handling Code to "EN" (enclosure). AP will print a copy of the documentation and send it with the check.

Online Vouchers

When do I use an "Online Voucher" vs. a "Requisition/PO"?

If you are paying for "services", you can use the Online Voucher. Payments for all goods must be done through the Requisition/PO process.

How long does it take to get an Online Voucher paid after it has been created and approved, and all required paperwork has been forwarded to Accounts Payable?

- 1) For regular Online Vouchers (payments to vendors for services, visitors' reimbursements or payments to individuals for services), where all required documentation is attached, the standard turnaround time is 1 - 2 days.
- 2) For Contracted Services Forms (CSFs), the original signed and approved form must be sent to Accounts Payable. The standard turnaround time for CSFs is 2 - 3 days from time of receipt in Accounts Payable.

How many invoices can I pay on one Online Voucher?

Only one invoice can be paid on an Online Voucher. If you have multiple invoices from the same vendor, you must create a separate voucher for each one.

What documentation do I need for a Direct Payment Request (DPR) submitted on an Online Voucher?

When submitting a DPR as an Online Voucher, attach a vendor invoice. For requests that do not have an invoice, AP requires some type of documentation (such as a subscription renewal or registration form) that includes the purpose of the payment, the payment amount, vendor name and vendor remit-to address.

What documentation do I need for a Visitors' Expense Report (VER) submitted on an Online Voucher?

When submitting a VER on an Online Voucher, attach a Visitors' Expense Report Form, which must include the visitor's signature and a supervisor's signature, and all receipts.



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What documentation do I need for a Contracted Services Form (CSF) submitted on an Online Voucher?

When submitting a CSF as an Online Voucher, you need to write the Voucher number on the CSF and send the signed and approved form to Accounts Payable. If the CSF needs to be approved by ASRSP, you must obtain their approval signature before sending the CSF to Accounts Payable.

What happens if I forget to attach the necessary documentation to my Online Voucher?

The Online Voucher will be denied and sent back to the submitter with a request to attach the documentation and to resubmit the voucher.

When submitting an Online Voucher, do I also need to send a paper copy to AP?

No, documentation for DPR's and VER's can be submitted completely online. Please attach electronic copies of the paperwork to your online voucher. Accounts Payable requests that you DO NOT send paper copies in campus mail, as extra invoice copies could result in accidental duplication of payment.

Is it still permissible to submit DPRs (direct payment requests) and VERs (visitors' expense reports) in paper form?

No, the Online Voucher process is the University standard. If you are having trouble with the procedure, please call AP Customer Service at 847-491-7339 for assistance.

Forms

Where can I find frequently used Accounts Payable forms?

Frequently used forms can be found on the [Financial Operations Policy and Procedure](#) website.

Contracted Services

How do I process a payment for a contracted service?

The contractor fills out the Contracted Services Form (CSF), which must be approved by the hiring person. An Online Voucher is created and the voucher number is written on the CSF. The original CSF is sent to Accounts Payable. If the CSF needs ASRSP's approval, it must be routed there first. Once ASRSP



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applies their approval and sends it to Accounts Payable, the Online Voucher will be approved and a check will be issued.

I am trying to pay an individual for consulting services. How long will it take before the check is issued?

Providing that forms are properly completed and accompanied by all required documentation, the standard turn-around time is 1 - 2 days.

What is the difference between a contracted service and an honorarium?

If payment has been negotiated with the recipient and is given in return for services provided, it should be considered a speaking fee or consulting payment. This requires a completed online voucher for contracted services, as well as a fully completed and signed Contracted Services Form and/or invoice. An honorarium is a token payment to confer distinction or to express respect, esteem or admiration for the recipient. Honoraria are sometimes given in lieu of reimbursing expenses.

Why does the contractor need to sign the Contracted Services Form?

The contractor's signature confirms that the person has not been paid as an employee of the University within the past twelve months and that the person will be responsible for all taxes due on the payment.

Why does the hiring manager need to sign the Contracted Services Form (CSF)?

The manager's signature confirms that the contract meets all applicable requirements, and that it includes only the services agreed to in the contract.

When does the Contracted Services Form (CSF) require a signature from ASRSP (Accounting Services for Research and Sponsored Programs)?

An ASRSP signature is needed when the requested payment is from a grant or contract governed by the ASRSP office. This ensures compliance with both University and sponsor regulations. Visit the [ASRSP website](#) for more detailed information.

Invoicing - Payments for Goods & Services

How can I see if a vendor invoice or AP check request has been paid?

The information is accessible via a number of different paths in NU Financials. The [View Payments to Vendors and Non-Employees](#) Project Café guide offers a step-by-step guide to using these different



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tools. If you cannot find all of the information you need, call AP Customer Service at 847-491-7339 for assistance.

Occasionally, I receive invoices directly from vendors. What should I do with them?

All invoices should immediately be forwarded to Accounts Payable at 2020 Ridge Avenue, 2nd Floor, Evanston Campus.

What if I have an emergency and need a check cut immediately?

Please contact Accounts Payable Customer Service at 847-491-7339 if the check request requires immediate action.

If I do not see an invoice posted in the system, should I resubmit it?

Please contact Accounts Payable Customer Service at 847-491-7339. The situation will be reviewed to determine whether another copy of the invoice is needed.

Credits

I have just received a credit from a vendor. How do I enter it into the system?

Forward the credit to Accounts Payable at 2020 Ridge Avenue, 2nd Floor, Evanston Campus for processing.

How soon do I get my funds back when a credit is processed?

As soon as the credit transaction is completed in NUFinancials, the funds are credited to your chartstring.

Document Images (Onbase)

Can I get copies of invoices from Accounts Payable?

Yes, please call Accounts Payable Customer Service at 847-491-7339. The image copy will be sent to you via email.



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Wire Transfers - Foreign & Domestic

How do I initiate a wire transfer, and where do I find the appropriate forms?

To initiate a wire transfer and to access all related forms visit the [Wire Transfer](#) section of the Financial Operations Policy and Procedure website.

Can I use an Online Voucher for a Wire Transfer?

No, at present, wire transfer requests can be accepted in paper form only.

How can I check the status of a wire transfer?

For the status of a wire transfer, contact Accounts Payable Customer Service at 847-491-7339.

How long does it take for a wire transfer to go through?

For domestic wire transfers, the normal turnaround time is 1 - 2 days--providing all needed information and documentation is received. When Accounts Payable receives the request, the information is verified. The forms are then sent to Treasury Operations where the wire transfer is initiated. Treasury Operations sends Accounts Payable confirmation that the wire has been sent; this confirmation is sent to the requester. For foreign wire transfers, the normal turnaround time is 4 - 5 days. When Accounts Payable receives a request for a foreign wire transfer, the order is placed with our foreign transaction dealer, Travelex Ltd. However, Travelex will not send the wire transfer to its final destination until they receive payment, which usually takes a day or two to reach them. Once the wire transfer is sent, it could take an additional day or so to be deposited to the specified account.

Do I need a vendor code for a wire transfer?

Yes, a vendor code is needed for a domestic wire transfer. A vendor code is not needed for a foreign wire transfer.

Are there charges associated with wire transfers?

There are no charges for domestic transfers. There is a \$37 charge for international transfers made in U.S. dollars. There is no charge for transfers in the destination currency.

How do I initiate a foreign currency check request?

The DPR form should be made out to Travelex. Under "payment type", select "other", and enter "FC Check". In "payment description", enter the amount and currency type. Attach the invoice or



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paperwork, and forward to Accounts Payable at 2020 Ridge Avenue, 2nd Floor, Evanston Campus.

General

Why do I get so many invoices returned to me for additional information? Can't someone else look up what they need?

Invoices or check requests can be returned for a number of reasons, the most common being: the PO number is not valid, the PO is closed, the vendor listed on the invoice does not match the one listed on the PO, the invoice amount does not match the PO and is over the allowable tolerance, the lines on the invoice do not match the lines on the PO, the PO has not been received, or the invoice has already been paid. Accounts Payable will only send back an invoice when we are unable to resolve the problem. For example, a PO can only be modified by the department that issued it.

What is a 3-way match?

The three-way match consists of: purchase order, vendor invoice and receipt. These three items must match to initiate payment to the vendor.

How do I modify an existing order?

Detailed instruction on how to modify an order is available at [Change Order Request for Purchase Order](#) on the Project Café website.

What is a receipt?

A receipt is the department/school's way of indicating to Accounts Payable and Purchasing Services that the product has been received or the service has been provided, a required step before the PO invoice is eligible for payment.

How do I enter a Purchase Order receipt?

Detailed instruction on how to enter a purchase order receipt is available [at Entering PO receipt for Non-Catalog Items & Services](#) on the Project Café website.