NUFinancial Business Policy & Procedures

Frequently Asked Questions

Error Messages

Q: What are match exception errors and how do I fix them?

A: Match exception errors occur when a purchase order does not have a three-way match. Follow Account Summary to see these errors and determine the causes. Refer to Accounts Payable or Purchasing depending on the problem.

Q: What happens when I get a budget error on a Fund 171 chart string?

A: Check Commitment Control to see if account code is open or refer to Budget Planning Office.

Q: Why do I get a "No Receiving for this Requisition" error message when I try to process a receipt for an order that has not been received?

A: Not all Categories need receipts to be processed. The list of Categories that do not require receipts is posted on Café website: ?

Security

Q: How do I get access to People Soft?

A: Fill out General Security Access Form (http://www.cafe.northwestern.edu/security/) and fax to Café Security Administrator at ext. 7-0788.

Q: How do I add Proxies so I can process Expense Reports for others?

A: Refer to the job aide on Café website: http://www.cafe.northwestern.edu/documents/jobaids/JobAid-Add%20Proxy%20Access.pdf

Supply Chain - Policy & Procedures

Q: Can you walk me through how to fill these out - Change PO Request, DPR, Expense Report, Receipts, Requisition, etc.?

A: Refer to job aides on Café website: http://www.cafe.northwestern.edu/training/materials.html

Q: How do I create a Correction Journal?

A: Refer to job aide on Café website: http://www.cafe.northwestern.edu/training/materials.html

Q: How do I receive a modified purchase order?

A: Refer to job aide on Café website: http://www.cafe.northwestern.edu/training/materials.html

Q: How do I request for a New Vendor and how long before it's ready for use?

A: Access through NUPortal. Enter all fields indicated by red asterisks. Refer to Accounting Services if there are any issues. Requests usually take 2 - 3 business days for completion.

Q: Which account code should I use?
A: Use Chart of Accounts crosswalk for guidance or refer to Accounting Services.

Q: Which form should I use to pay individuals, past invoices, etc.?
A: Refer to the new Financial Systems website for various types of forms: http://www.northwestern.edu/financial-operations/policies-procedures/forms/FormsLinks.pdf

Supply Chain - Tracking

Q: How can I tell if a purchase order is completed?
A: A completed purchase order means it has been approved, received, invoiced and paid with no open lines. Search for Request Status of Complete in Manage Requisition to pull up completed purchase orders.

Q: How can I track a purchase order if I only know the invoice number or the vendor name?
A: Various routes can be used to track orders: use Activity Summary, or Accounts Payable-> Vouchers, or Cognos, or refer to Accounts Payable.

Q: What is my purchase order status?
A: Access purchase order in Manage Requisition. Click the triangle icon next to the Requisition number to expand the workflow. Click on the lit icon to see progress. Also refer to job aid on Café website: http://www.cafe.northwestern.edu/training/materials.html

Q: Where can I see the chart string(s) and account code(s) I used on a purchase order?
A: NUPortal > NUFinancials > Purchasing > Purchase Order > Review PO Information > PO Accounting Entries

Q: Where is the payment for my purchase order?
A: NUPortal > NUFinancials > Accounts Payable > Review Accounts Payable Info > Vouchers > Vouchers

Vendor Code

Q: What is the turnaround time for Vendor Code Requests?
A: Turnaround time for vendor code requests is the next business day assuming all required back-up paperwork is attached and signed.

Q: I requested a vendor code through the NUPortal. How will I know that the vendor code has been created?
A: You will receive an email notifying you that the vendor code has been created. However, you don't need to wait for the email – at any time you can search the vendor database through the NUPortal. Go to the *Purchasing & Payments* tab, then to the *Vendor Add/Maintenance* portion of the page. Click on ***Vendor Lookup***.

Q: I'm having trouble finding my vendor using *Vendor Lookup*. What am I doing wrong?
A: Always use the **wildcard %** (percent sign) when looking up a vendor. Put the wildcard at the front and back of the vendor name or part of the vendor name (for instance: %dell%). This will bring back vendor codes that have this combination of letters anywhere in the name.

Q: Want to know if a vendor code existed in CUFS and the corresponding new vendor code number in NUFinancials?

A: On the NUPortal click on *Login to NUFinancials*. Once there choose Reporting Tools>Query>Query Viewer. The query name is NU_VNDRS_OLD_TO_NEW

Q: I have to request a foreign vendor. What do I need to do?

A: Foreign vendors are entered into NUFinancials in a similar fashion to non-foreign vendors. There are special exceptions for required fields on the form, however.

- You can request a new vendor code via the NUPortal:
  Login to NUPortal > Staff tab > Purchasing & Payments tab > Vendor Add/Maintenance (at lower right of page)
- You can also modify/update an existing (foreign or domestic) vendor in the same place.
- Foreign vendors do not have Tax Identification Numbers. Please use 999999999 (no hyphens) as the Tax ID Number.
- When you request a NEW vendor, the form requires a W-9 attachment. However, if a vendor is foreign, no W-9 is required. Instead, please attach an invoice so that we can verify the foreign address
- Foreign address information may not match the address fields on the form.
  - Enter the information into the existing fields to the best of your ability.
  - You will be required to complete the State and Zip fields even though the vendor is foreign.
  - Please use IL for the State and 60208 for the Zip.
  - The Accounting Services Transaction Support Team (TST) will remove the erroneous information as the foreign address is formatted.
- Use the Additional Information box on the bottom of page 2 of the Vendor Add Request to indicate that this is a foreign vendor and include any other information that does not fit within the address fields (country, e.g.)

Q: I have to reimburse an employee. Do I need to request a vendor code?

A: No! Employees get reimbursed for travel and other expenses via HRIS Self Service. Go to the NUPortal home page. Click on *Employee Self-Service (HRIS).*

Q: I have to pay an employee for additional services or an award. Do I need to request a vendor code?

A: No! Employees must be paid through Payroll for additional services or if they are receiving an award.

Q: Who do I call if I have questions about a vendor code?

A: Please call Accounting Services Transaction Support Team, TST (the group formerly know as POPS) at 847-491-5337.

Q: The vendor that I need is on the system but has a different address. What do I do?

A: To request a change of address or an additional address for a vendor go to the Vendor Add/Maintenance section of the NUPortal and be sure to choose the correct button: *Modify/Update an Existing Vendor* then choose *New Address and Other Changes.*

Q: I requested a vendor code be created to Refund/Reimburse an individual. We've paid this person but I can't see the vendor code in the system anymore. Why not?

A: Refund/Reimbursements are by their very nature one-time only payments. Once the payment is made the vendor code is inactivated. For those individuals who are to be reimbursed more than once, a W-9 must be submitted.

Q: I'm having trouble attaching the required W-9 or other supporting documents to my vendor code request – what am I doing wrong?

A: If you try to upload a form (W-9, for example) as an attachment and the application freezes, check the size and format of the file.

- Uploaded files must be smaller than 5 mb.
- The TIF file format is not supported.
- Attachments that will be uploaded should be saved using JPG, BMP or PDF file formats.
- If scanning, please only include the main page (not instructions).

Other helpful VENDOR tips:

➪ Always check for vendor codes using *Vendor Lookup* prior to requesting a new vendor. Often the vendor code already exists.

➪ For lots of useful information go to the Project Café Tips & Tricks website located at http://cafe.northwestern.edu/resources/tips.html

➪ Remember, when requesting a new vendor or change to an existing vendor via the Vendor Add/Maintenance section of the NUPortal be sure to choose the correct button: either *Request a New Vendor* or *Modify/Update an Existing Vendor.*

➪ It is very important when requesting a vendor code to refund/reimburse an individual through the Vendor Add/Maintenance section of the NUPortal be sure to choose the correct button: ***Refund or Reimbursement.*** Do not select *Individual/Sole Proprietor* when requesting a vendor code to refund/reimburse an individual – there will be a delay in processing your request and the payment may be subject to withholding.

Info Exchange – APRIL Q&A

Chicago – April 28, 2009

Q1: Can I obtain a match exception list in Cognos? Can it be tree based?

A1: An open encumbrance report exists (SC016). A new report may be developed.

Q2: Can the system send me an email when my order is over tolerance?

A2: That feature is not available. Check your reports and manage requisitions to determine if purchase orders have tolerance issues.

Q3: The receipt email sent by the system does not include the dollar amount that needs to be received. How can I check this?

A3: Activity Summary

Q4: How do I obtain a check to send out with a registration form?

A4: You can create a DPR or a requisition. If you create a requisition be sure to check the "Hold PO from further processing" box on step 3. This will prevent a PO from being sent to the vendor.

Q5: Why did I receive 2 PO #s for one requisition?

A5: Both lines need to have a vendor and location selected for them. If not, 2 separate PO #s will be created

Q6: I have a 5 line requisition but only one line is paid. What is the problem?

A6: Check the invoiced amount in Activity Summary. There may be a tolerance issue. Contact Jessica Clements in AP.

Q7: Is there a report to track expense transactions?

A7: It is planned for such a report to be developed.

Q8: What are your highest priority items?

A8: DPRs and closing the FY

Q9: How can we set up a new special account?

A9: Off line

Q10: What happens when there are budget check warnings on a DPR?

A10: The originating department will need to follow up with AP and include a valid chart string or one with enough funds to cover the cost.

Q11: There is a numbering problem when using a Contracted services form in conjunction with a visitor's expense report. If they get separated, it is lost.

A11: AP is trying to make sure the paperwork stays together. Add the number to the other form and cross out bad number. Send a W9 for almost ALL transactions.

Q12: Can I be reimbursed for a hotel cleaning charge on an expense report?

A12: Determine if the charge is fair and reasonable. If over 90 days include an exception memo. It will have to be approved by both the dean's office and AP.

Q13: Can I make a a direct charge to a non-preferred hotel?

A13: Jeff Levin can approve.

Q14: In eProcurement, can we see an invoice copy?

A14: Not something that is scheduled- maybe in the long term

Q15: How can I see an invoice in iBuyNU?

A15: No paper invoice is available. Only Purchasing can see invoice.

Evanston – April 29, 2009

Q1: Is there an easier way to create a REQ?
A1: Attend Café Training and Lab Sessions to learn tips and tricks.

Q2: How does AP decide who to send invoices back to?
A2: Use department contact list

Q3: How do you stop spending on a non-sponsored chart string?
A3: Fund 800 & 171 can be overridden. No tolerance for expenses

Q4: How can I request no overrides?
A4: For a recharge, HR must post

Q5: Our department has 3 requesters, if one of them is on vacation, w can't see their emails. How will we be notified of things that occu with their work?
A5: Perhaps the open encumbrance report will help. Also, a new report is coming. There is also a Job Aid for department level match exception

Q6: CNV purchase orders are ok, but PUR naming is less obvious. C we go back?
A6: No.

Q7: In iBuyNU, where did my cart go? Can it time out?
A7: It should still be there in "draft carts" or "recent carts".

Q8: Why do we have to send the PO? Is there a way to hold it?
A8: Yes in step 3 check the hold PO from further processing box

Q9: What do we do if the vendor does not like a faxed PO or if a PO is lost?
A9: Hold PO from further processing.

Q10: PRS is not forwarding SSJs to AP. This is delaying payment.
A10: AP does not need the SSJ, only a hard copy of the invoice

Q11: Some item numbers & manufacture IDs are not being sent to the vendor. How do I ensure they get sent with my Purchase Order?
A11: Type item numbers in the description field so that they will be printed the Purchase Order.