Payment Request Forms

User Guide

CONTROLLER

Payment Forms User Guide

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HokieMart Payment Requests

Introduction

HokieMart is an e-procurement system which allows Virginia Tech to provide an effective and efficient purchasing system for the university. Payment Request Forms are utilized to streamline the processing of payments that do not require a purchase order. Separate forms have been created to process Honoraria, Revenue Refunds, Utilities, and all other Non-PO Payment Requests. Each of these categories will reference the appropriate payment category as defined by Procurement.

Departments will complete a Payment Request Form and attach an invoice or appropriate information to substantiate payment to the supplier in HokieMart. This documentation will route through Accounts Payable for review and approval. Once approved the Payment Request Form will electronically be converted to an e-invoice that will route through existing organization level approvals. Once completed, the e-invoice will integrate to Banner Finance for disbursement. It is important to note that there will be no receiving function associated with payment forms. The items processed on these forms will not create an encumbrance.

Roles for Payment Requests

Requestor – An individual who initiates the electronic payment request form. The requestor will provide information related to making payment to the supplier and will attach a supplier invoice or appropriate documentation to substantiate payment. The requestor will only be able to view payment requests that they initiate in HokieMart. Once the payment request form is converted to an e-invoice, the requestor will be able to view all approved invoices within their organization regardless of who submitted the initial payment request form.

Payment Request Error List Approver – An individual in the Controller's Office who reviews errors submitted on payment request forms. The data entered on the payment request form must pass all data validations before proceeding to the Accounts Payable review. The requestor should ensure that data is entered correctly and that all errors have been resolved prior to submitting the payment request form. Resolving errors will eliminate this review workflow and avoid potential delays in payment processing to the supplier. Payment request forms with errors may be returned to the requestor or rejected.

AP Review Payment Request Approver – An individual in Accounts Payable who reviews and audits the payment information before approving, returning, or rejecting the payment request form.

Invoice Approver – An individual designated to electronically review/edit and approve e-invoices within the delegated authority based on fund and organization security. After verification, the approver may either approve or reject the e-invoice. Approval of the e-invoice will move the document to the next level of approval (departmental, senior management, or central). Once completed the e-invoice will integrate to Banner Finance for payment processing. The invoice approval process will mirror the purchase requisition approval workflow process. In order to maintain appropriate internal control, the approver must be different than the requestor. The Controller's Office will conduct a quarterly review to ensure compliance.

Payment Request Form Types

There are four payment request forms in HokieMart. Each form can be used to process payment requests for pre-established payment types. The payment types are defined by Procurement's payment categories. A list of payment categories and definitions is located at https://www.procurement.vt.edu/departments/non-po-payment.html.

It is imperative that the appropriate payment category be selected. Only payments that fall into these categories can be processed on these forms as they do not require formal procurement processes and can be processed in an expedited manner. Accounts Payable will review the selected payment category to ensure compliance before approving a request for payment. Requests that do not fall into these categories will be rejected and will go through the purchase requisition process on the non-catalog form.

Any questions on payment category can be directed to Procurement at hokiemart@vt.edu or to Accounts Payable at acctpay@vt.edu.

Honorariums

This form is used to request an honorarium payment. Please note the honorariums cannot be paid to a university employee or students. Please allow up to 10 business days for processing. These payments will have a Payment Category of A19 and account code of 14130. The following documentation should be included as an attachment to the payment form:

- If over $500, justification from sponsor, which includes the individuals experience, expertise and education.
- IRS W-9 for US Citizens or W-8 for Foreign Nationals. This documentation should be submitted using this link. (W-9 Drop Box)
- The Independent Contractor Form
- Invitation Letter and/or Agenda

Non-PO Payment Request

The Non-PO Form is used to process payments in the following pre-selected payment categories. Please allow up to 10 business days for processing. Please see https://www.procurement.vt.edu/departments/non-po-payment.html for a list of applicable payment categories and descriptions.

E8	Academic Testing Services
E3	Advertising
A4	Animal Registrations with Appropriate Authorities
E9	Artifacts, Art, and Exhibit Fees
A20	Athletics: Bookstore, Scholarship
D1	Athletics: Medical Expenses
A18	Athletics and Rec Sports: Officials
A17	Athletics and Rec Sports: Team Travel, Meals, and Lodging
A11	Business Related Events/Conference Planning: Facility, Attendance Fees, Lodging, and Service Costs
KK	Central Finance: Approved 'Other' Financial Transactions
E2	Consulting for Academic and Research Program
K2	Extension/4H
C1	Freight: Outbound Heavy Haul
A6	Government to Government Payments
E10	Group travel, Domestic US only
A13	Group travel to Foreign Countries
A9	Legal Services (For use by VT Legal only)
A10	Legal Settlements (For use by VT Legal only)
A3	Licenses and Certifications, excluding software
A7	Livestock

A5	Meals and Lodging for Invited Guests of the University, when direct billed from vendors
A16	Membership, Dues, and Accreditation Fees
E7	Photographers and Videographers
A15	Private Educational Institutions
K1	Qualified Student Organizations
E11	Research Project Participants (Human Subject Payments)
A14	Royalties/Broadcast Rights
A2	Shipping, Parcel and Postage
E5	Subscriptions, excluding SaaS or Cloud Technology Services
A8	Gasoline, Jet Fuel, and Voyager Fleet Card Program

Refund Request Form

The Refund Request Form is used to process refund requests only. The revenue refund account code series between 0001 and 9999 should be used. Please use payment category A22 and allow up to 10 business days for processing.

Utilities Payment

The Utilities Form is used to process payments to suppliers for services such as electricity, water, natural gas, sewage, waste removal, and telecommunications. Payments made on this form should have a payment category of A1. Please allow up to 10 business days for processing.

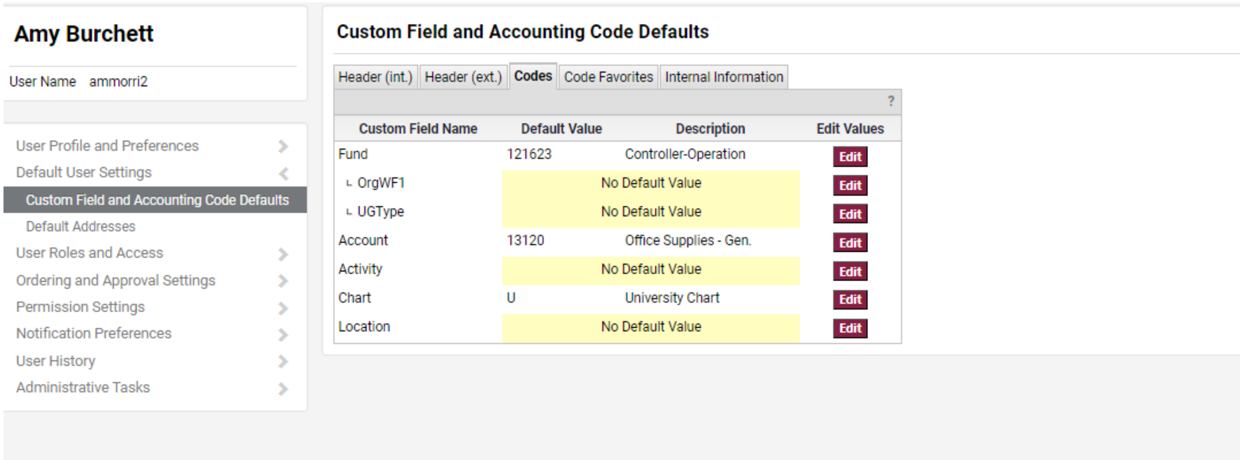
User Profile/ Notification Preferences

Each HokieMart Requestor will have a "personalized" profile which must be created prior to performing HokieMart functions. The two areas relevant to payment request forms are setting default funding and email preferences.

Setting Default Funding in User Profile

Users may decide to set default funding on their user profile in HokieMart so that payment forms will automatically populate this information. While the funding may be changed on each individual request, saving this data may result in some efficiencies in entering the forms. If the user has previously set default funding for purchase requisitions, the same funding elements will be utilized for payment forms.

1. Select the silhouette icon in the upper right corner
2. Select 'View My Profile"
3. Navigate to the Default User Settings
4. Select Custom Field and Accounting Code Defaults
5. Select the Codes tab



6. Select edit (Edit) next to Fund

    a. Select create new value

    b. Enter your default Fund in the Field Name Value box and select search Search
    c. Select the box next to the Value and Description of your fund
    d. Select Add Values Add Values
    e. Select Close Close

7. Select edit (Edit) next to Account

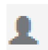
    a. Select create new value

    b. Enter your default Account in the Field Name Value box and select search Search
    c. Select the box next to the Value and Description of your account
    d. Select Add Values Add Values
    e. Select Close Close

    f. Select Close Close

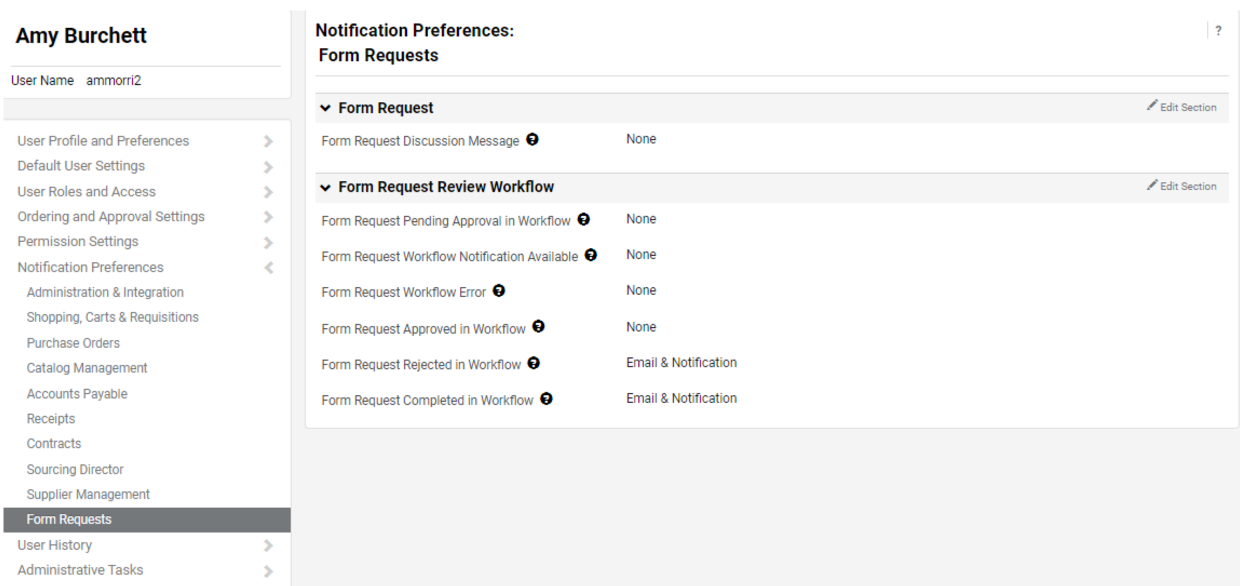
Email Preferences

When a Payment Request is generated in HokieMart, emails can be automatically generated to notify the requestor when an action is taken by Accounts Payable. By default, certain email notification boxes will be checked. Requestors may choose to check additional email notification boxes to increase the level of individual notification. By placing the cursor over the description, a brief definition will be displayed to assist users in making a decision.

1. Select the silhouette icon  in the upper right corner
2. Select 'View My Profile"
3. Navigate to Notification Preferences
4. Select Form Requests

Types of Notification

The notification preferences are categorized by type. Select the type and select the edit section.



Form Request Notification

This notification is to advise the requestor that they have submitted a payment request form. Typically, users would not want to be notified that they have submitted a form and would leave the default value to ‘None’.

Form Request Review Workflow

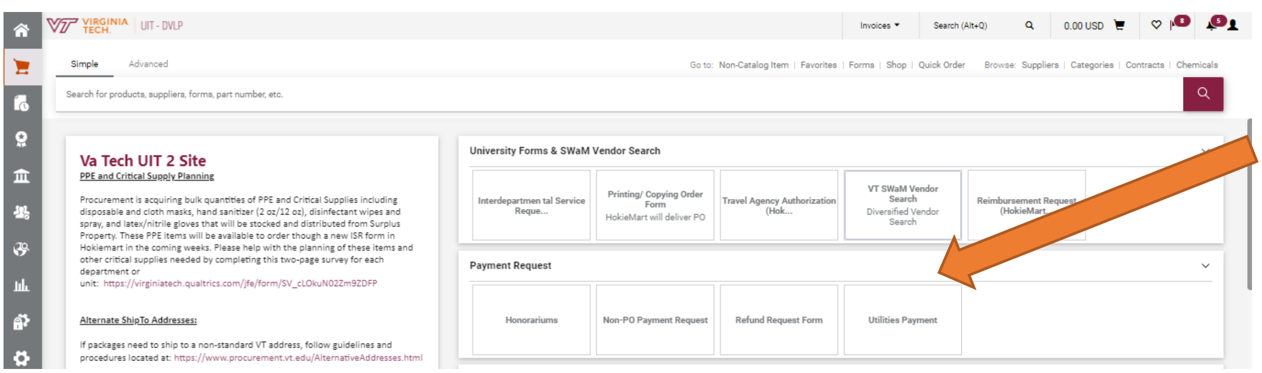
These notifications relate to workflow steps following submission of the payment request form. Users can specify the level of notification that they want to see in their email inbox. At a minimum, it is suggested to set email notifications for items that are rejected so necessary corrective action can be taken.

In the edit section, select the type of notification you would like to modify from the drop down (Default, Override).

- **Default** – specifies the notification formats that are set to distribute
- **Override** – allows the user to set the level of notifications preferred
  - **None** – no notifications are delivered to the system
  - **Email** – the system will send an email to your VT email address
  - **Notification** – will add a notification to the notification’s menu on the top of the HokieMart page
  - **Email and Notification** – will do both listed above (recommended)

Navigation

The payment request forms are located towards the top of the HokieMart landing page.

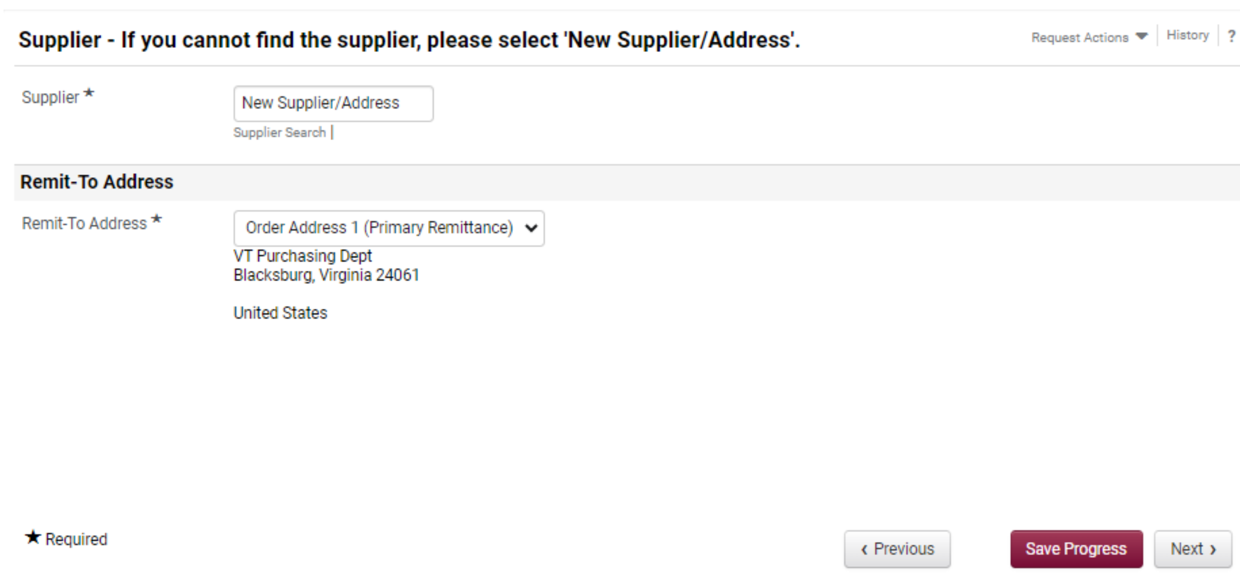


New Supplier and/or New Remit To Address

If payment is being requested to be made to a vendor that the university has not set up in the HokieMart system, then the requestor would select "New Supplier/Address". The requestor will be required to enter the supplier information and it will be routed to the supplier team in Procurement for setup as the first step in the document workflow. Once the supplier is created the payment request form will continue through the subsequent workflow steps as outlined in this document.

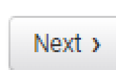
This process is consistent across all four payment forms on the Supplier tab. Please do not attach the W9/W8 documentation to the payment request. This information should be submitted through the drop box. Note that either a new supplier setup or new remit-to address requires the New Supplier/Address selection to route to Procurement.

1. Begin typing New Supplier/Address in the supplier field to populate. Or Select Supplier Search and type New Supplier and select the search icon . Click Select next to New Supplier/Address to populate the field.



2. This supplier will have a default remit-to address of Order Address 1 set as the VT Purchasing Department.

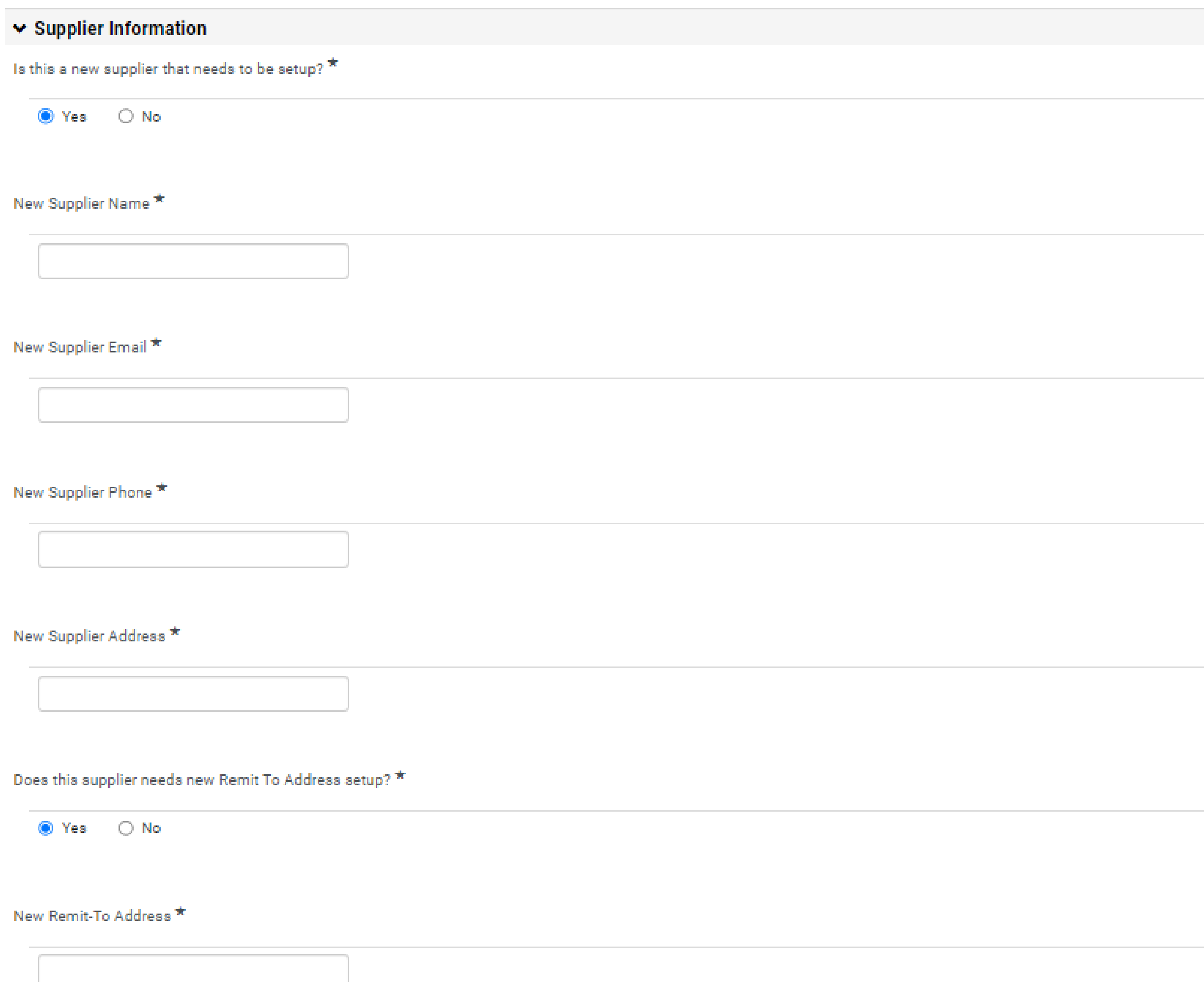
3. Select 

to save your entry or select 

to save and progress to the Questions Tab.

4. Select the Yes radio button in response to the question “Is this a new supplier that needs to be set up?” Note that all fields with a ★ are mandatory and will have to be completed before moving to the next page of the form. The Yes response will prompt for additional information to be entered.
    a. Enter the New Supplier Name
    b. Enter the New Supplier Email
    c. Enter the New Supplier Address

5. Select the Yes radio button in response to the question “Does this supplier need a new Remit To Address setup?” Note that all fields with a ★ are mandatory and will have to be completed before moving to the next page of the form. Yes responses will prompt for additional information to be entered.
    a. Enter the New Remit To Address



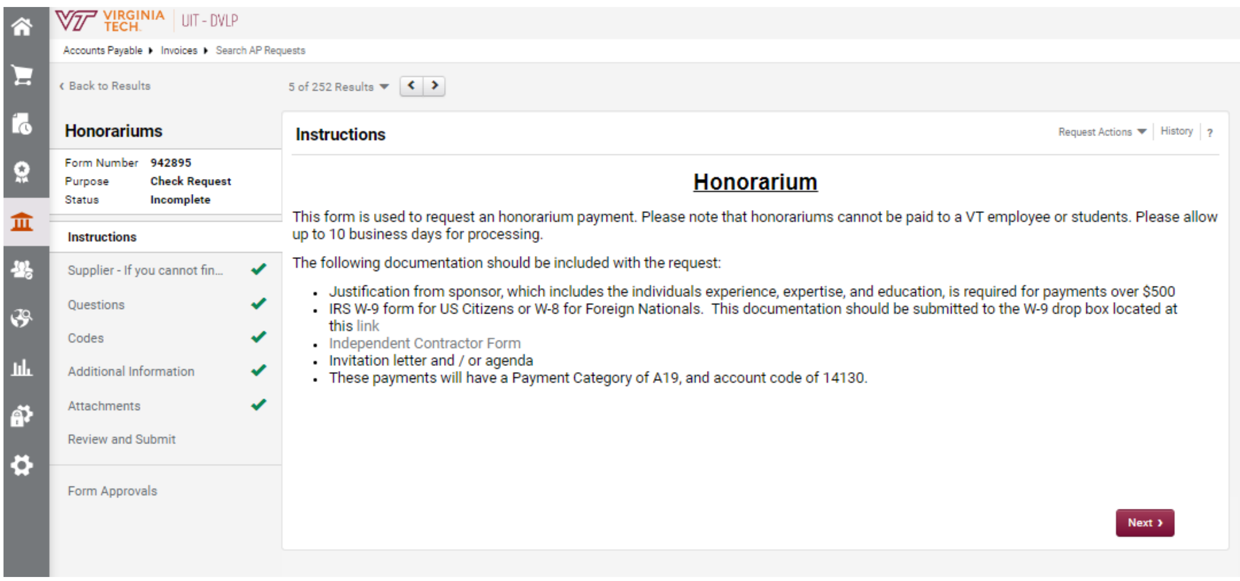
Honorariums Form Step by Step

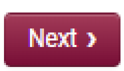
1. Select the Honorariums form tile on the HokieMart home screen.

Instructions

1. The first screen contains instructions relevant to processing the transaction. There are links to the W9/W8 drop box and independent contractor forms on the Controller's Office web page.

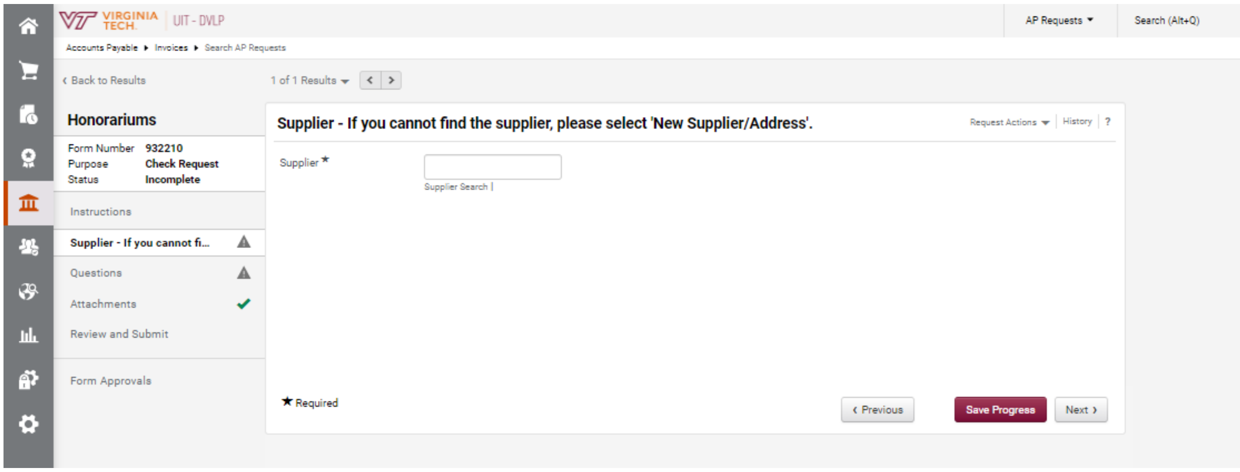
   Note: Appendix A provides information on required information for each payment request form type.



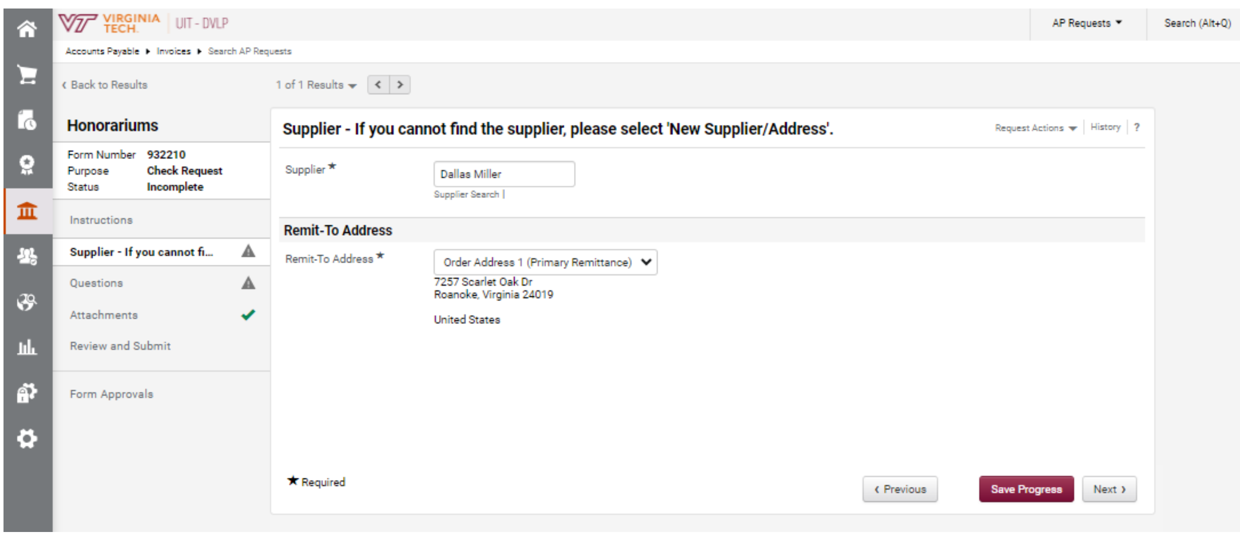
2. Select next  to progress to the supplier information data entry screen.

Supplier

1. Begin entering the supplier's name or select supplier search to locate the entity that should be paid. All fields with a * are mandatory fields and will need to be completed before moving to the next page of the form. See the section on New Supplier and/or New Remit To Address in this document if the required supplier or remit to address is not set up in the system.



2. Select the appropriate remit to address from the drop-down box. This remit to address should match the address provided to you by the supplier. Note: If changes are to be made to a vendor record, the New Supplier/Address supplier must be selected or the document will not route to Procurement.

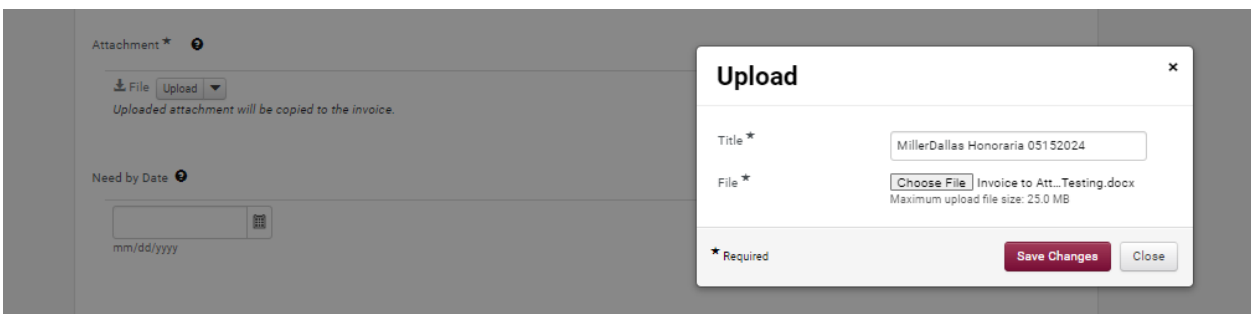


3. Select **Save Progress** to save your entry or select **Next ›** to save and progress to the Questions Tab.

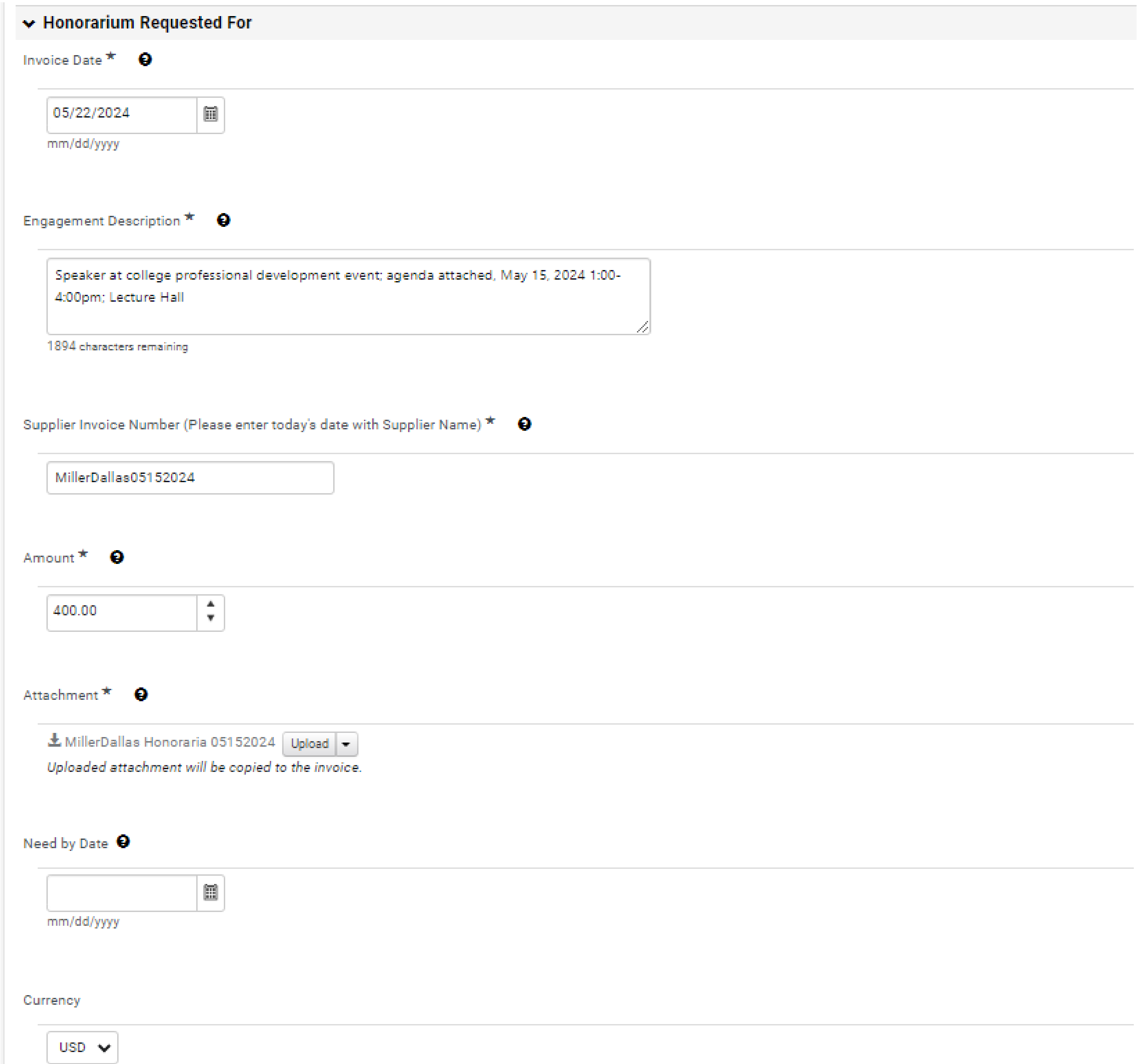
Questions

1. If an actual supplier name was entered on the previous page, select the No radio button next to "Is this a new supplier that needs to be set up?" and No to "Does this supplier need a new Remit to Address setup?" If you selected "New Supplier/Remit To Address" please refer to the New Supplier and/or New Remit To Address portion of the user guide.
2. Complete the following fields.

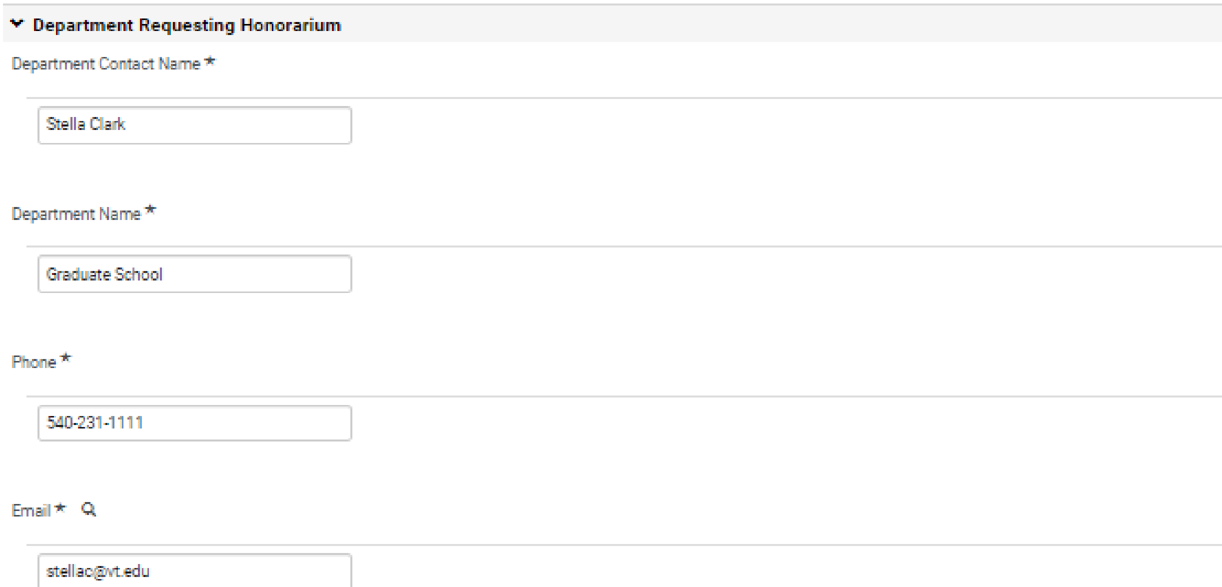
a. Invoice Date: Entered as today's date since a formal supplier invoice does not exist for an honorarium. The date should be entered in mm/dd/yyyy format.
b. Engagement Description: A brief description of the purpose of the payment, the dates and times of the engagement, location of the engagement, etc.
c. Supplier Invoice Number: Entered as Last Name + First Name + MMDDYYYY. The date field should be the date of the engagement. For example, MillerDallas05152024. The naming convention for the invoice is important so that duplicate invoices are not processed.
d. Amount: The dollar amount for the payment request. The amount should be entered using numeric characters with a period to separate dollars and cents.
e. Attachment: This field is mandatory so that Accounts Payable has appropriate documentation to substantiate the disbursement. Documentation should include the invitation letter, communication advertising the engagement, supporting emails, independent contractor checklist, etc. The W9/W8 should NOT be attached to the payment request.
    i. Select upload to open the dialog box.
    ii. Enter a Title for the attachment. (Ex. MillerDallas Honoraria 05152024)
    iii. Select Choose File and locate the document for upload.
    iv. Select Save Changes.



f. Need by Date: Once approved, invoices will be scheduled for payment within two business dates. This is not a mandatory field and can be left blank.
g. Currency: Field defaults to USD for United States Dollars.



3. Enter the following information related to the department entering the payment request. Accounts Payable or Procurement will reach out to this individual if there are any questions regarding the request.
    a. Department Contact Name: First and Last Name of the individual that is the departmental contact for the request
    b. Department Name: Name of the department requesting the payment
    c. Phone: Phone of the departmental contact
    d. Email: Email of the departmental contact.



Department Requesting Honorarium

Department Contact Name *

Stella Clark

Department Name *

Graduate School

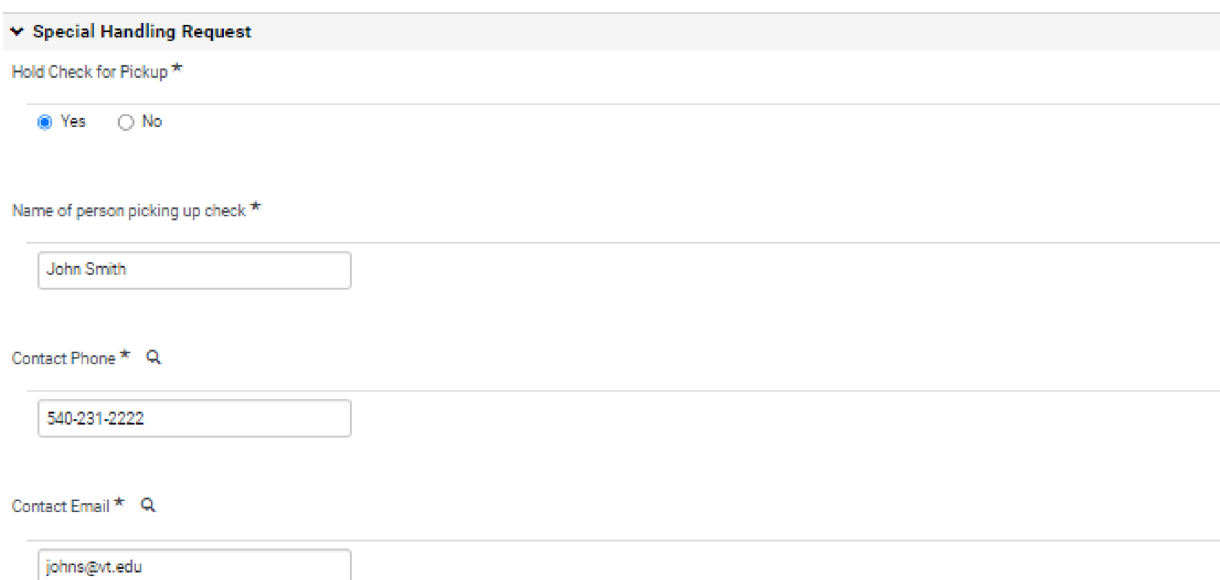
Phone *

540-231-1111

Email *

stellac@vt.edu

4. Enter the fields associated with special handling in the event the check needs to be picked up at the Bursar's Office.
    a. Enter the radio button for No if the payment will be mailed or processed through ACH.
    b. Enter the radio button for Yes if the department will pick up a manual check at the Bursar's Office for delivery to the individual.
        i. Name of Person picking up check
        ii. Contact Phone
        iii. Contact Email



Special Handling Request

Hold Check for Pickup *

Yes No

Name of person picking up check *

John Smith

Contact Phone *

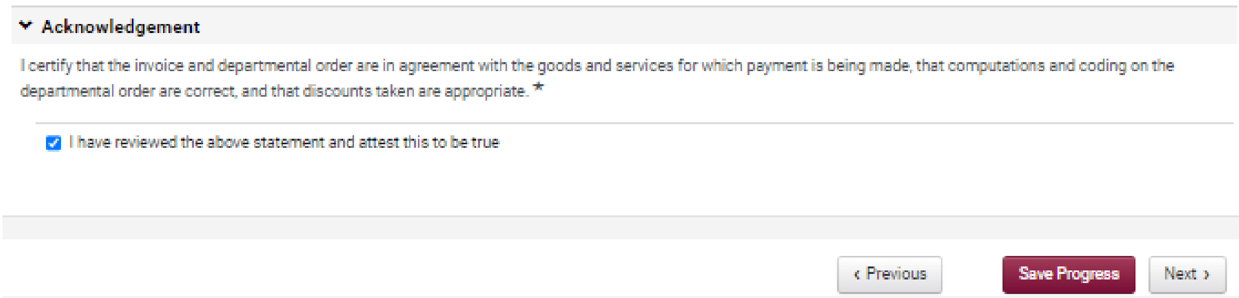
540-231-2222

Contact Email *

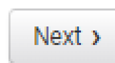
johns@vt.edu

Warning: It is important that the user follows the steps for enclosures in the Additional Information section below. The user must select “1 – Enclosure Required” in the Enclosure field to ensure the check is held for pickup. This field exports to Banner and flags the check for special handling. The Hold for Pickup radio button does not export to Banner and will not flag special handling by itself but is still required to indicate the check should be held for pickup.

5. Complete the acknowledgement by placing a check in the box next to “I have reviewed the above statement and attest this to be true.”



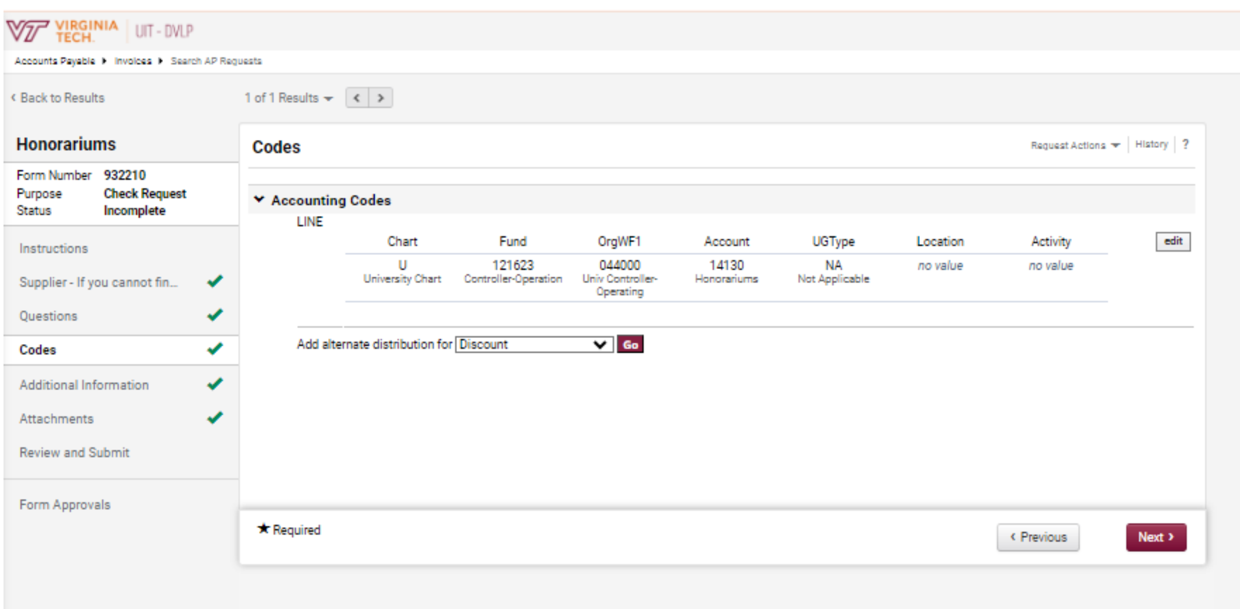
6. Select 

 to save your entry or select 

 to save and progress to the Codes page.

Codes

Enter the appropriate funding information for where the expense will be charged.



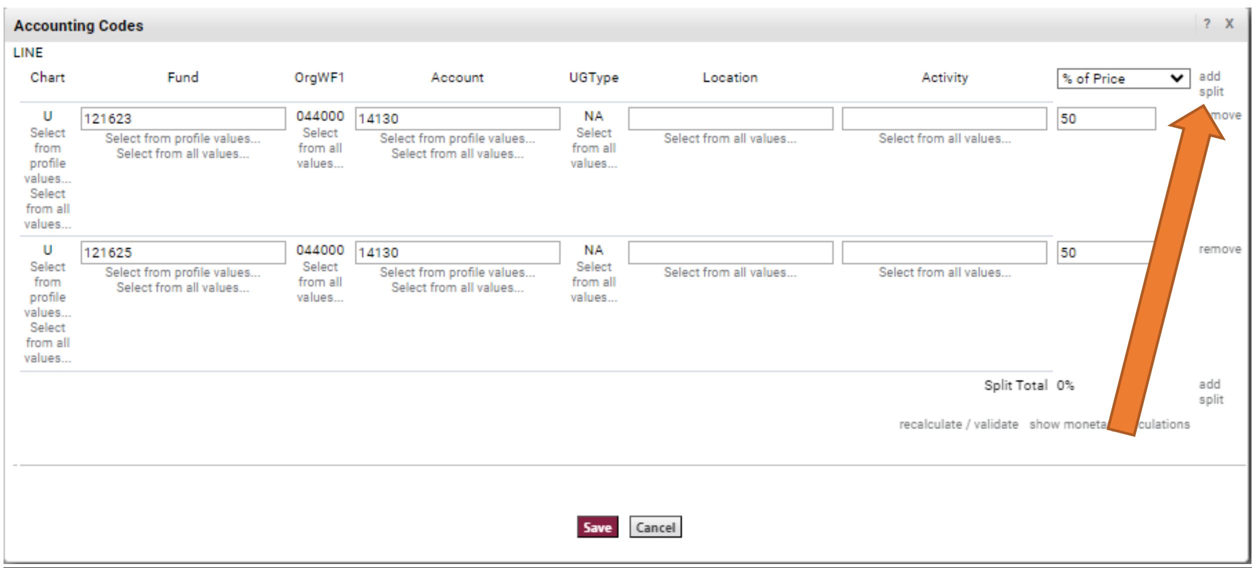
1. Select the edit button (edit) to change from the default funding. See section on Setting Default Funding in User Profile.

2. After entering the accounting codes click the recalculate/validate button and then select Save

   Save .

   a. Multiple funding lines can be entered by clicking on the add split option and entering mulitple account strings. It is highly recommended that users select the Amount of Price option. The % of Price or % of Quantity options will likely result in failed orders due to the way that Banner and HokieMart do their rounding differently.

   b. Select the next Next › button.

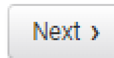


Additional Information

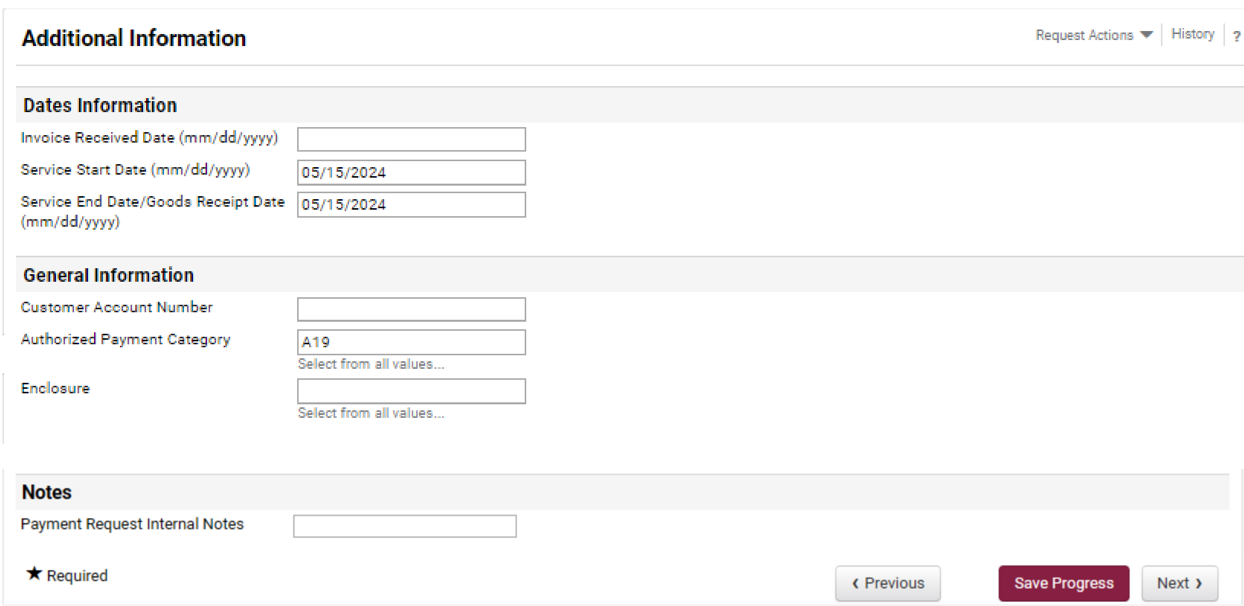
Enter the fields on the additional information screen. All Date Fields MUST be entered in mm/dd/yyyy format. Dates not entered in this format will generate an error and result in a delay in processing.

1. Invoice Received Date: This is not a mandatory field for the honoraium form because a formal supplier invoice does not exist. This field can be left blank.
2. Service Start Date: The date of the engagment or service start date. **This is a mandatory field.**
3. Service End Date/Goods Receipt Date: The date the engagment or service end date. This may be the same date as the service start date for one day events. **This is a mandatory field.**
4. Customer Account Number: This is not a mandatory field for the honorarum form and can be left blank.

5. Authorized Payment Category: Payment category A19 should be selected from the drop down. Please note a list of payment categories and descriptions can be found here. **This is a mandatory field.**
   a. Click“Select from all values”
   b. Select A19 - Honoraria
6. Enclosure: If an enclosure should be sent with the manual check click “Select from all values” and select 1-Enclosure Required.
7. Payment Request Internal Notes: This is an optional field where notes can be entered to Accounts Payable. The field is limited to 100 characters.
8. Select 

to save your entry or select 

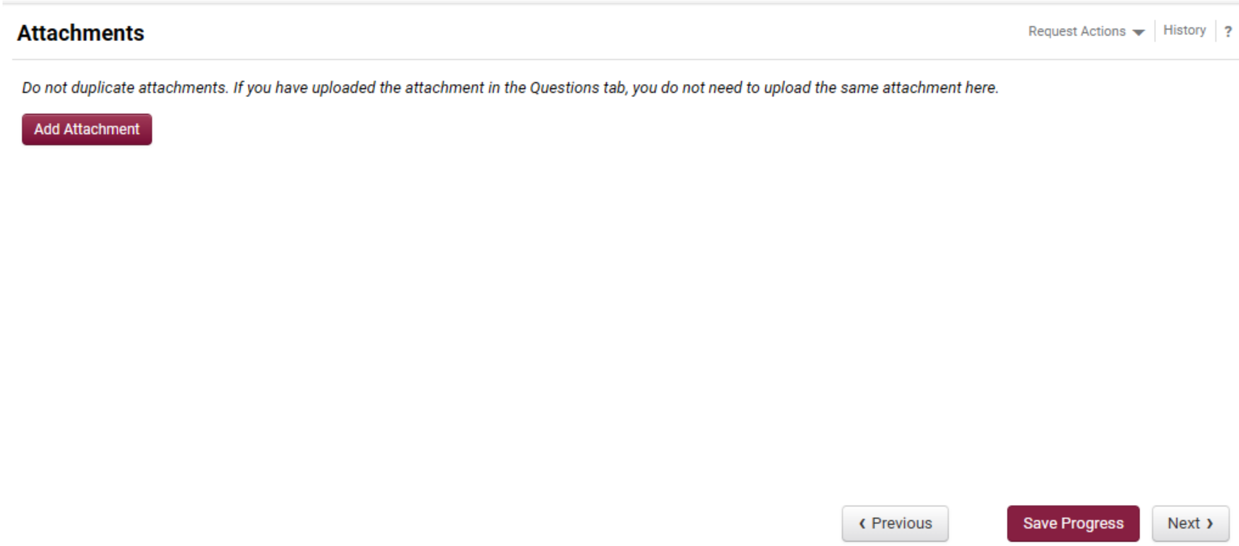
to save and progress to the Attachments page.



Note: Appendix B provide a list of mandatory additional fields on each payment request form.

Attachments

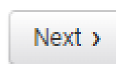
This page provides a space to upload an additional attachment as necessary. For example, if the honorarium is over $600 this is a place to attach the justification from the sponsor which includes the individuals experience, expertise, and education. It is also a location where the enclosure documentation can be uploaded. **It is important not to duplicate attachments that were included on the Questions tab.**



1. Select Add Attachment 

2. Select the Upload button 

3. Enter a Title for the attachment.
4. Select Choose File to locate the document on your computer.
5. Select Save Changes.
6. Select 

to save your entry or select 

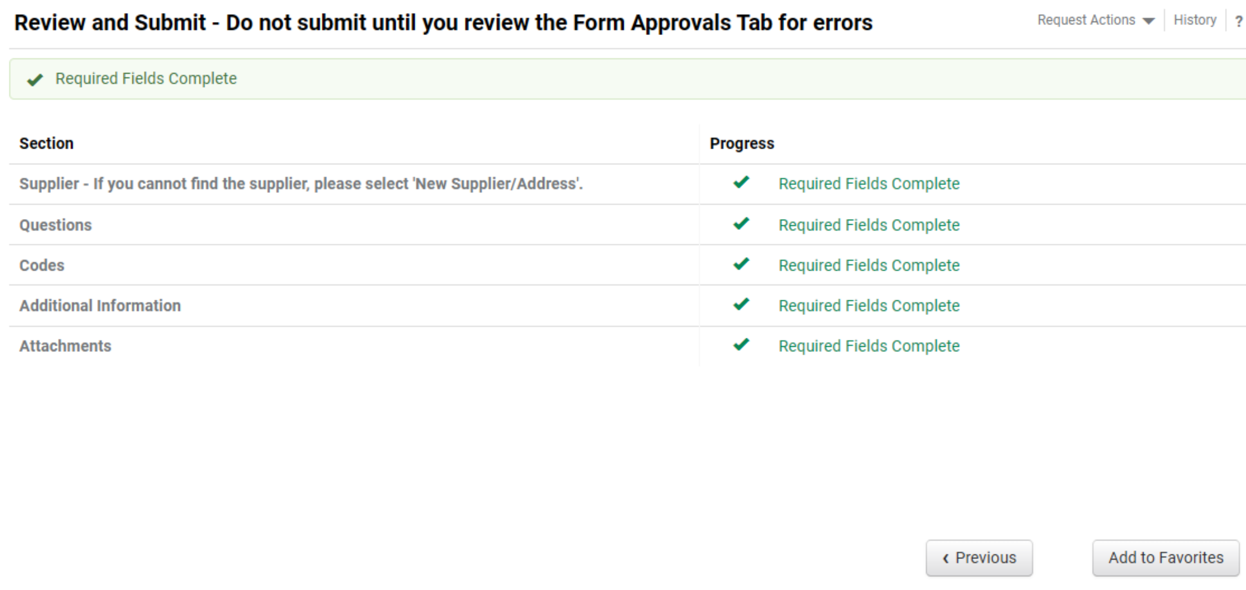
to save and progress to the Review and Submit page.

Review and Submit

The Review and Submit tab is where the document will be submitted and begin the approval routing process in workflow.

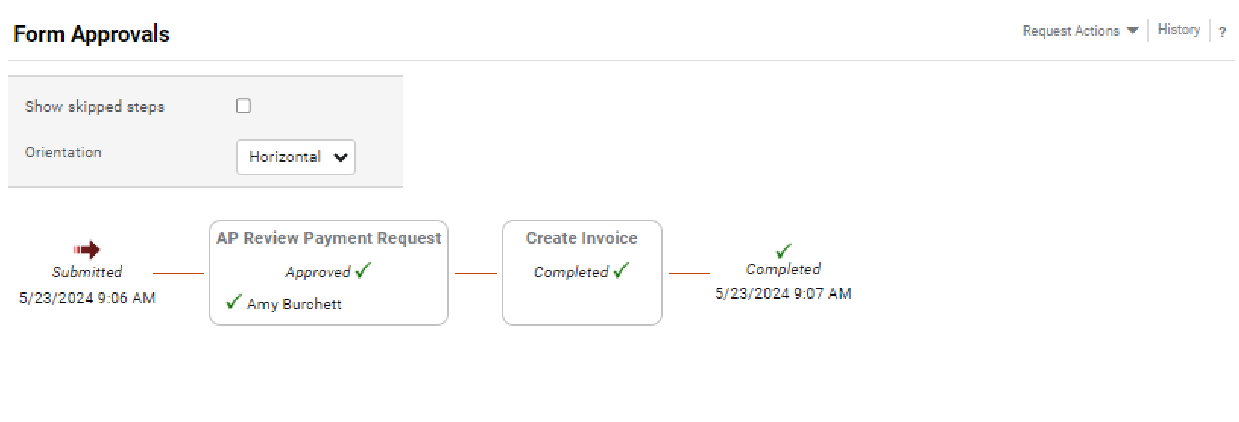
Warning: Prior to selecting the Submit button, the user should select the Form Approvals tab on the form and correct any data entry errors that exist in the Payment Request Error List. Please refer to the next section on Form Approvals of this Step-by-Step User Guide before submitting the document.

1. Once all errors are corrected, press the submit button to route the payment request form for Accounts Payable review (AP Review Payment Request).



2. Accounts Payable will typically review and take action on the payment request (approve, return, or reject) within three business days.

3. The workflow can be seen on the Review and Submit tab of the payment request.



4. If notifications are turned on, you will receive an email that you request has been completed once Accounts Payable approves the request. Please note that this means the invoice is routing for approval. The supplier will be paid once the invoice is approved and the due date has arrived.

RE: Form Request Workflow for Honorariums has been Completed

Dear Amy Burchett,

Your request for Honorariums has been submitted and converted to an invoice to be processed.

Please note that the invoice must still go through budget checking and all applicable approvals before it can be completed and paid. If there is insufficient budget in the assigned funds, the invoice will be routed to you to update the funding information and to approve. We kindly request that you ensure budget is available to reduce the risk of the invoice being rejected. If the invoice is rejected a second time, a new request will have to be submitted on the Payment Request Form.

Click here to view the request in your organization's site

Thank You,

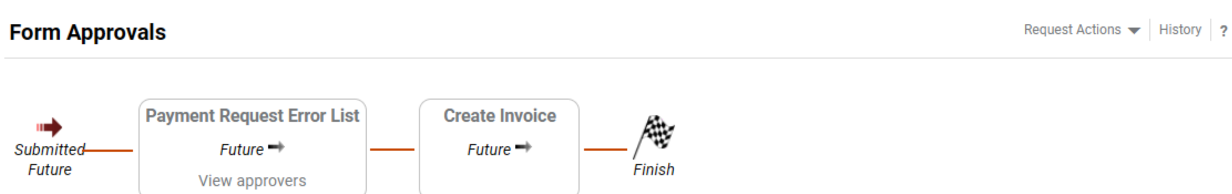
Virginia Polytechnic Institute & State University

Support Team Contact Information:

HokieMart@vt.edu

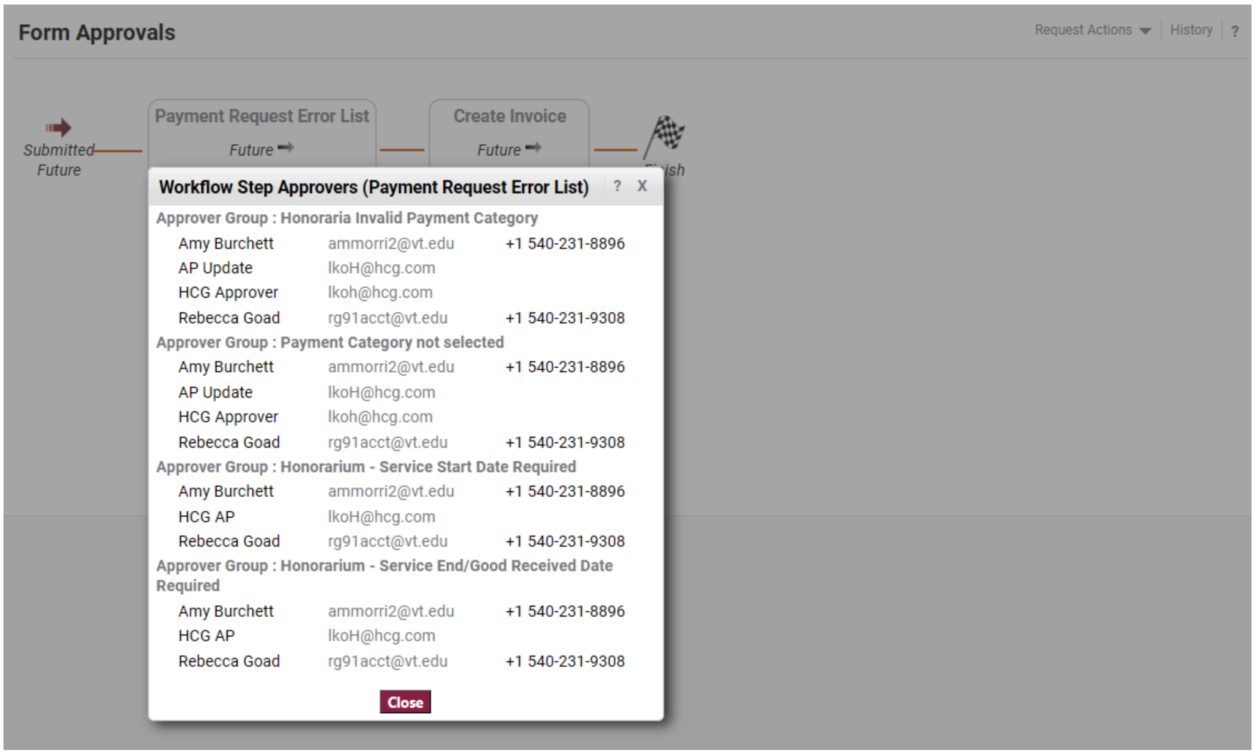
Form Approvals

This section of the form will display the workflow steps that the payment request will follow prior to an invoice being created.

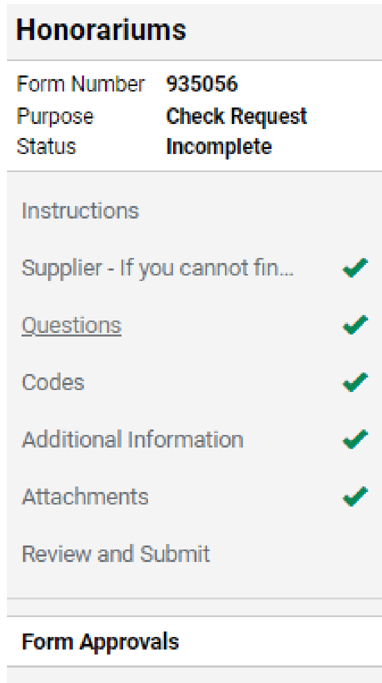


If there is a ‘Payment Request Error List” step shown, then the request has errors that need to be fixed prior to submission. If these errors are not corrected, the request will route to Accounts Payable for an additional review. This may delay the payment being made to the supplier as the payment request will be returned for correction or potentially rejected.

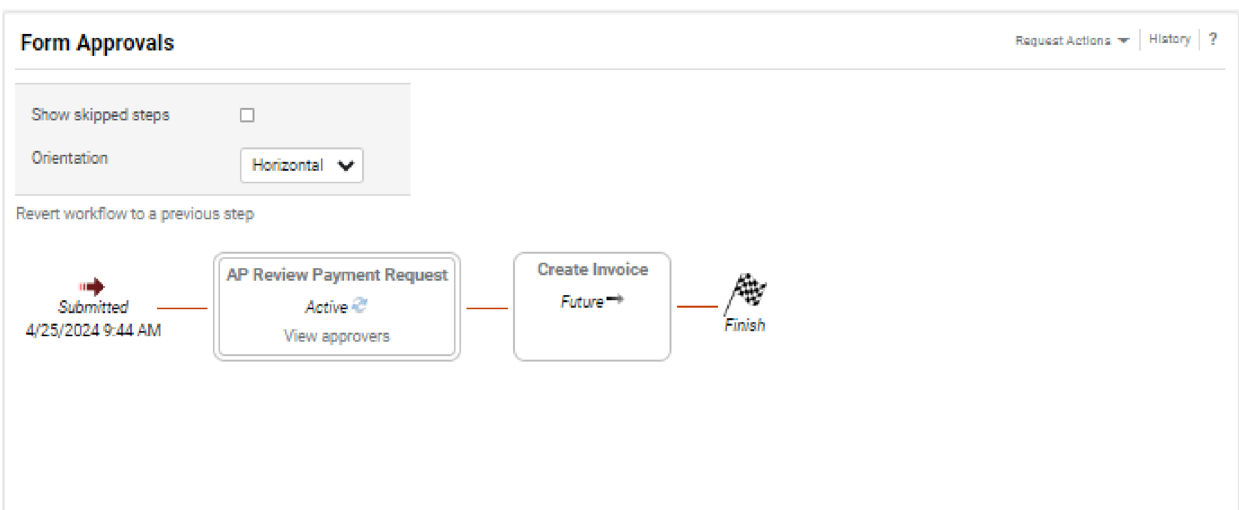
1. Select on the View Approvers link to see a list of items that need to be corrected. [Appendix C](#) contains a list of errors and documentation on how to resolve.



2. Users can click on the data entry tabs on the left panel of the form to correct the relevant information. The user will select Save Updates on each data page if information is changed. This will result in the error list being updated to remove fixed errors.



3. Toggle back and forth between the Payment Request Error List and the data tabs until all errors are resolved and the workflow step disappears.



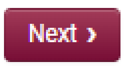
4. Return to the Review and Submit tab and select the Submit button to route the payment request for Accounts Payable review (AP Review Payment Request).

Non-PO Form Step by Step

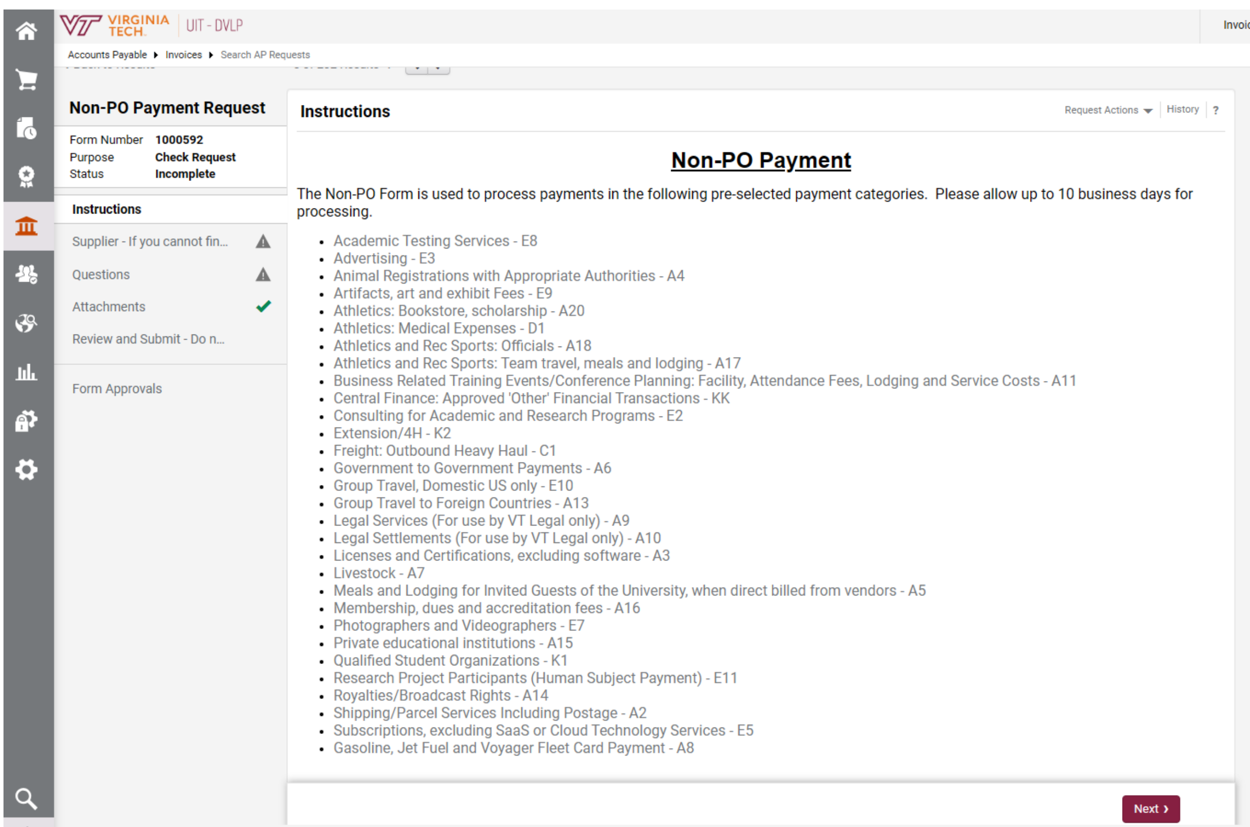
1. Select the Non-PO Payment Request form tile on the HokieMart home screen.

Note: Appendix A provides information on required information for each payment request form type.

Instructions

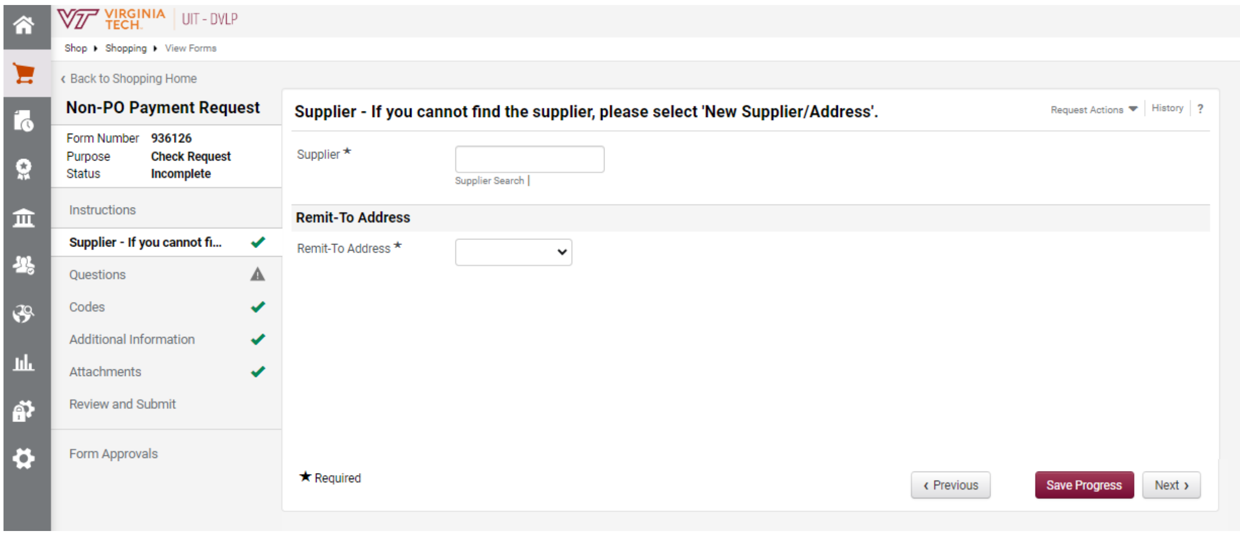
1. The first screen contains instructions relevant to selecting a payment category for the transaction. Selecting the payment category will link to the payment category descriptions on the Procurement web site.
2. Select next 

to progress to the supplier information data entry screen.

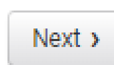


Supplier

1. Begin entering the supplier's name or select supplier search to locate the entity that should be paid. All fields with a * are mandatory fields and will need to be completed before moving to the next page of the form. See the section on New Supplier and/or New Remit To Address in this document if the required supplier or remit to address is not set up in the system.



2. Select the appropriate remit to address from the drop-down box. This remit to address should match the address provided to you by the supplier. Note: If changes are to be made to a vendor record, the New Supplier/Address supplier must be selected or the document will not route to Procurement.

3. Select  to save your entry or select  to save and progress to the Questions Tab.

Questions

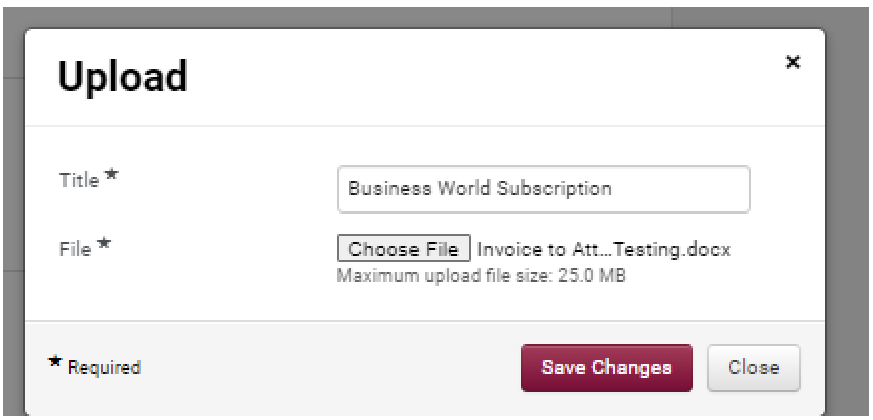
1. If an actual supplier name was entered on the previous page, select the No radio button next to "Is this a new supplier that needs to be set up?" and No to "Does this supplier need a new Remit to Address setup?" If you selected "New Supplier/Remit To Address" please refer to the New Supplier and/or New Remit To Address portion of the user guide.
2. Complete the following fields.
    a. Invoice Date: Entered as the date on the supplier invoice. If there is not a supplier invoice enter today's date. This is possible with transactions such as membership forms. The date should be entered in mm/dd/yyyy format.
    b. Item Description: A brief description of the purpose of the payment, the dates and times of the engagement, location of the engagement, etc.

c. Supplier Invoice Number: Enter the supplier invoice number. If a supplier invoice is not provided enter as Last Name + First Name + MMDDYYYY. The date field should be the date the request is made. For example, BusinessWorld05062024. The naming convention for the invoice is important so that duplicate invoices are not processed.

d. Amount: The dollar amount for the payment request. The amount should be entered using numeric characters with a period to separate dollars and cents.

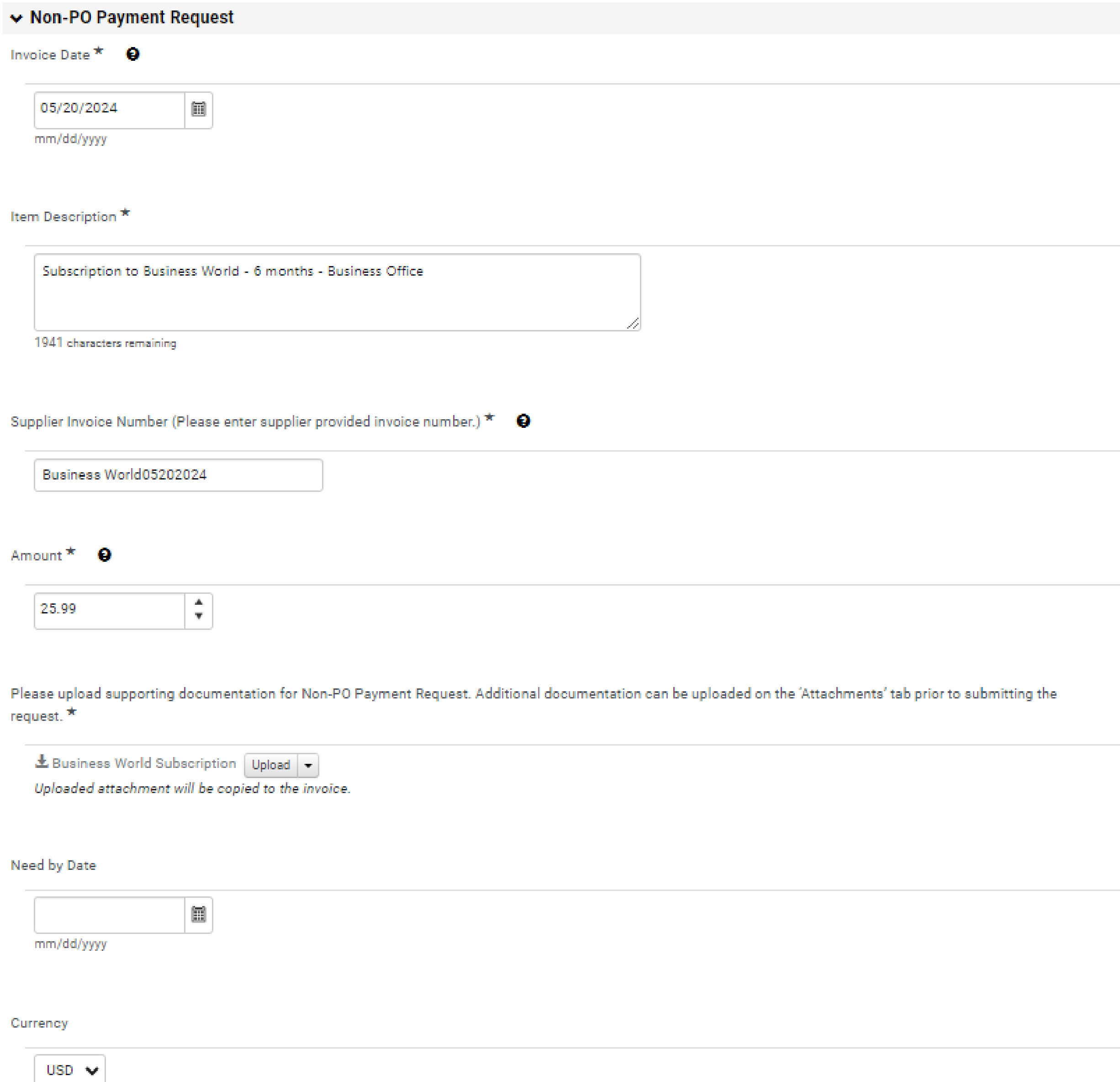
e. Attachment: This field is mandatory so that Accounts Payable has appropriate documentation to substantiate the disbursement. Documentation should include the supplier invoice, membership form, etc.

    i. Select upload to open the dialog box.
    ii. Enter a Title for the attachment.
    iii. Select Choose File and locate the document for upload.
    iv. Select Save Changes.



f. Need by Date: Once approved, invoices will be scheduled for payment within two business dates. This is not a mandatory field and can be left blank.

g. Currency: Field defaults to USD for United States Dollars.



Non-PO Payment Request

Invoice Date *

05/20/2024

mm/dd/yyyy

Item Description *

Subscription to Business World - 6 months - Business Office

1941 characters remaining

Supplier Invoice Number (Please enter supplier provided invoice number.) *

Business World05202024

Amount *

25.99

Please upload supporting documentation for Non-PO Payment Request. Additional documentation can be uploaded on the 'Attachments' tab prior to submitting the request. *

Business World Subscription Upload

Uploaded attachment will be copied to the invoice.

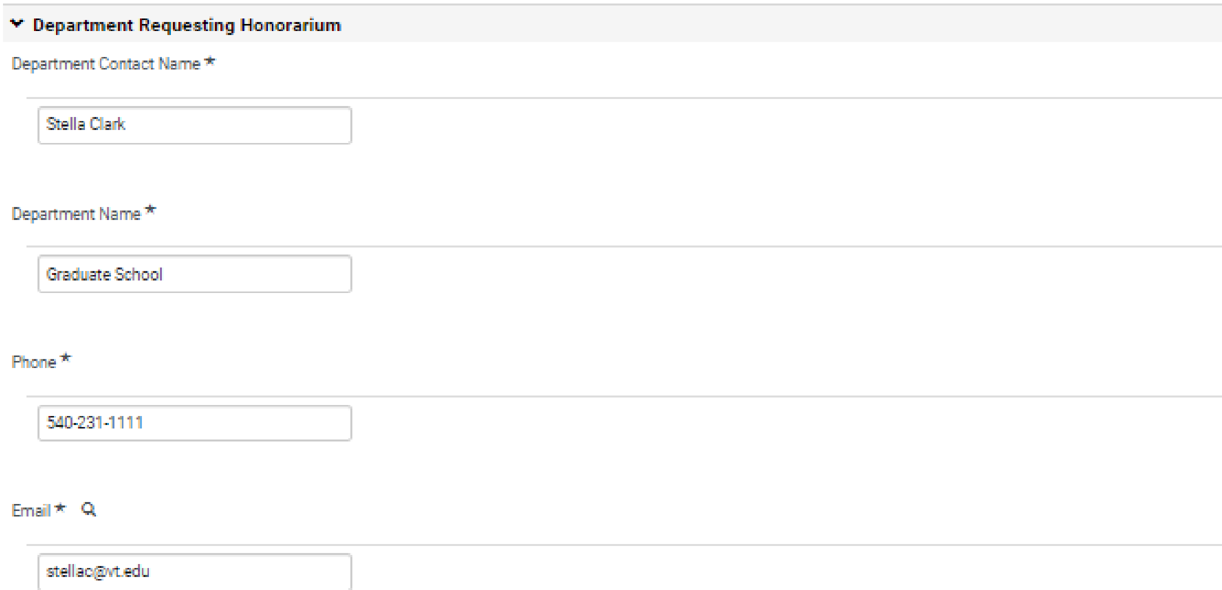
Need by Date

mm/dd/yyyy

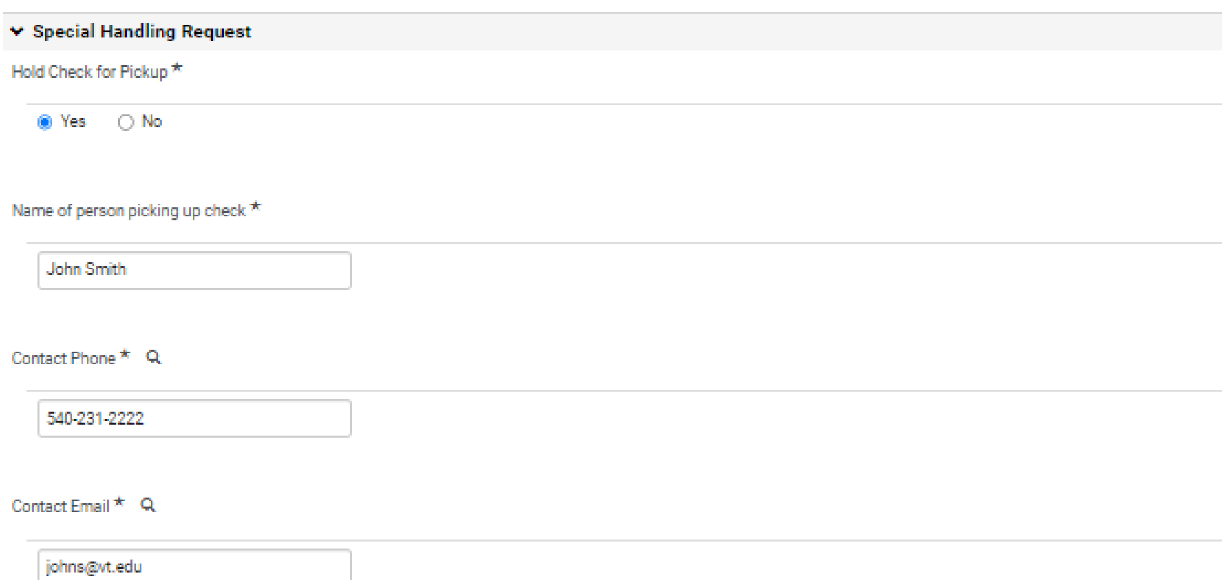
Currency

USD

3. Enter the following information related to the department entering the payment request. Accounts Payable or Procurement will reach out to this individual if there are any questions regarding the request.
    a. Department Contact Name: First and Last Name of the individual that is the departmental contact for the request
    b. Department Name: Name of the department requesting the payment
    c. Phone: Phone of the departmental contact
    d. Email: Email of the departmental contact.

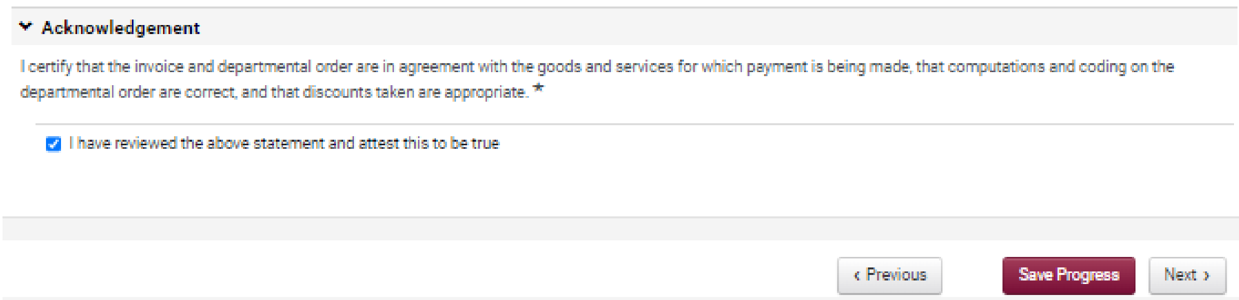


4. Enter the fields associated with special handling in the event the check needs to be picked up at the Bursar's Office.
    a. Enter the radio button for No if the payment will be mailed or processed through ACH.
    b. Enter the radio button for Yes if the department will pick up a manual check at the Bursar's Office for delivery to the individual.
        i. Name of Person picking up check
        ii. Contact Phone
        iii. Contact Email

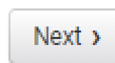


<u>Warning:</u> It is important that the user follows the steps for enclosures in the Additional Information section below. The user must select "1 – Enclosure Required" in the Enclosure field to ensure the check is held for pickup. This field exports to Banner and flags the check for special handling. The Hold for Pickup radio button does not export to Banner and will not flag special handling by itself but is still required to indicate the check should be held for pickup.

Complete the acknowledgement by placing a check in the box next to "I have reviewed the above statement and attest this to be true."



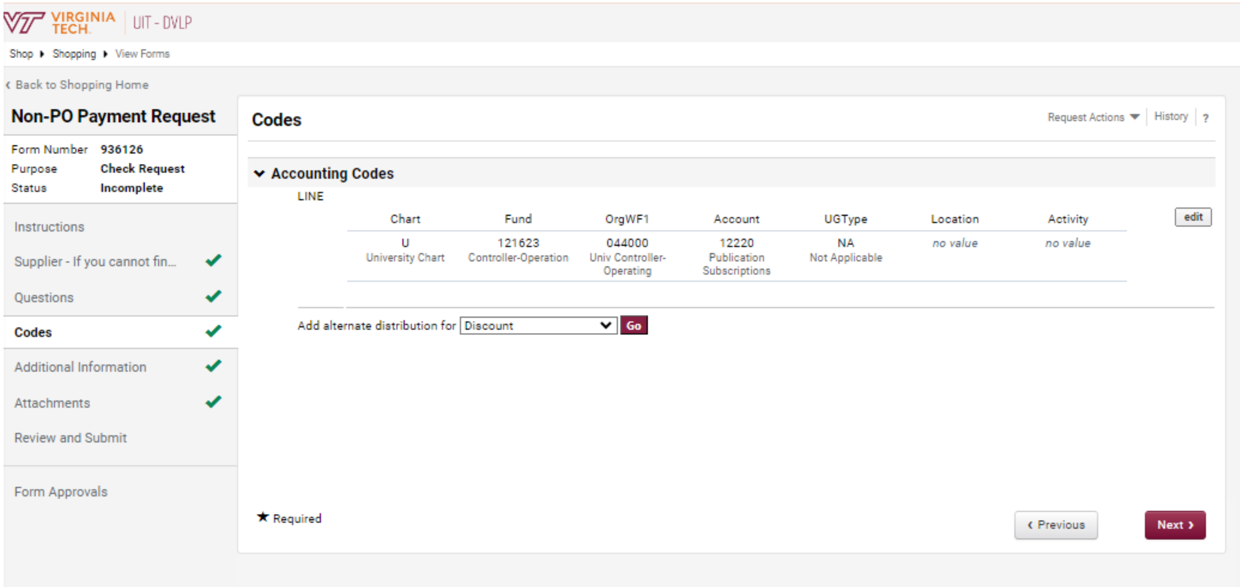
5. Select 

to save your entry or select 

to save and progress to the Codes page.

Codes

Enter the appropriate funding information for where the expense will be charged.

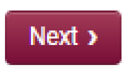


1. Select the edit button (

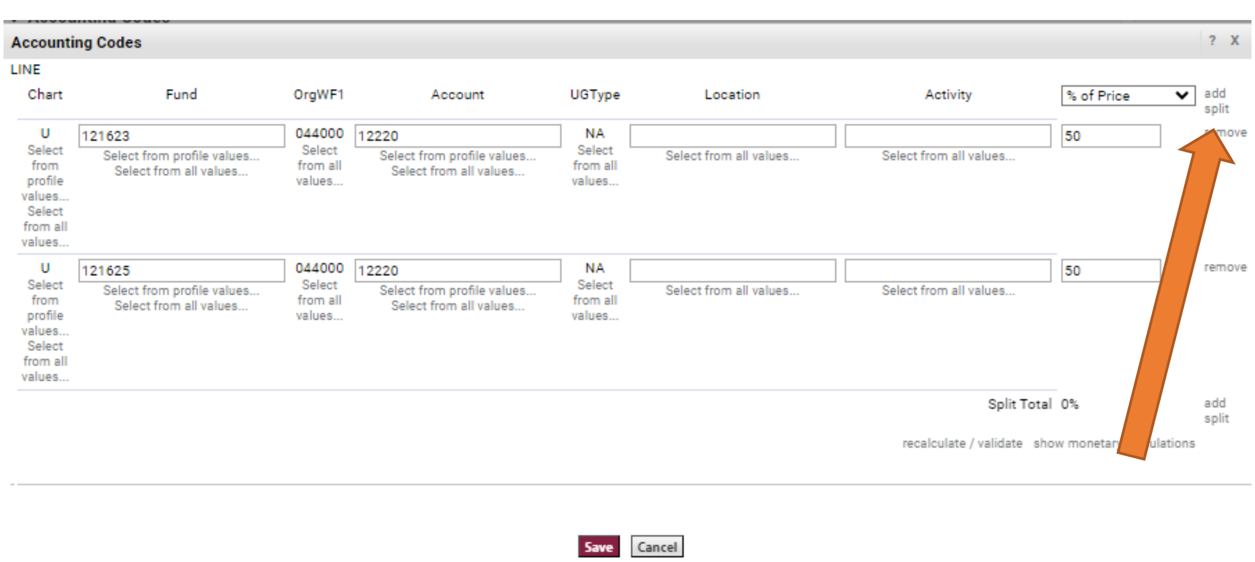
) to change from the default funding. See section on [Setting Default Funding in User Profile](#).
2. After entering the accounting codes select the recalculate/validate button and then select Save 

.

    a. Multiple funding lines can be entered by selecting on the add split option and entering mulitple account strings. It is highly recommended that users select the Amount of Price option. The % of Price or % of Quantity options will likely result in failed orders due to the way that Banner and HokieMart do their rounding differently."

    b. Select the next 

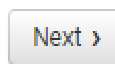
 button.



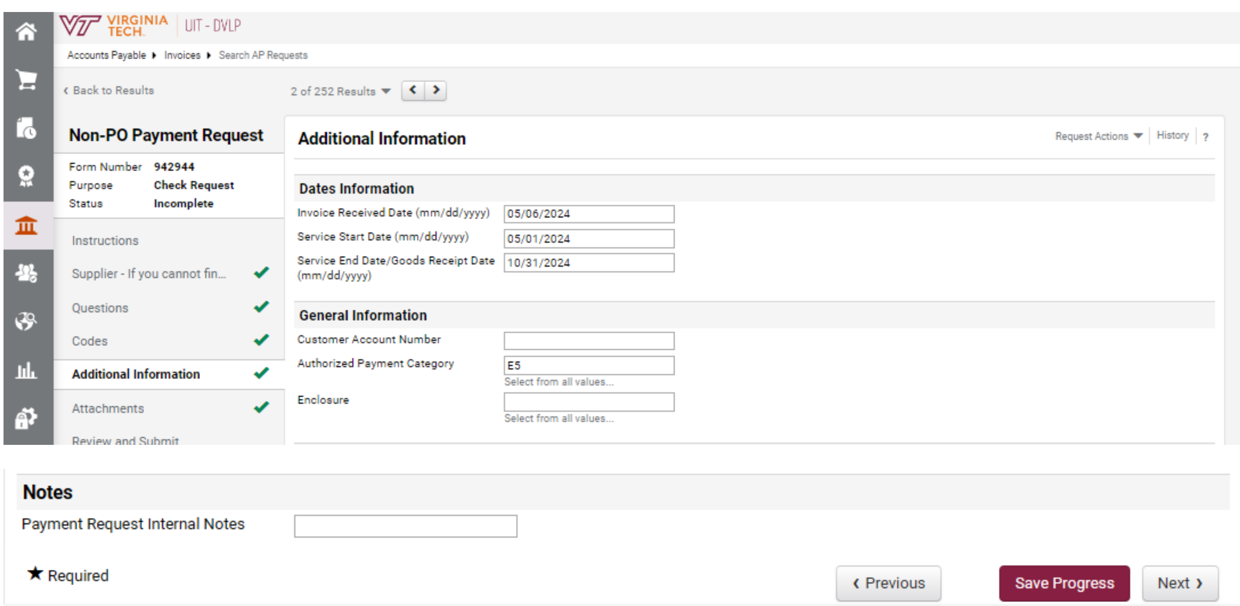
Additional Information

Enter the fields on the additional information screen. All Date Fields MUST be entered in mm/dd/yyyy format. Dates not entered in this format will generate an error and result in a delay in processing.

1. Invoice Received Date: This is a mandatory field for the non-PO form. If a supplier invoice is not present, enter as today's date. **This is a mandatory field.**
2. Service Start Date: The date of the service start date. **This is a mandatory field.**
3. Service End Date/Goods Receipt Date: The service end date/goods receipt date. **This is a mandatory field.**
4. Customer Account Number: This is not a mandatory field for the honorarum form and can be left blank.
5. Authorized Payment Category: Payment category should be selected from the drop down. Please note a list of payment categories and descriptions can be found [here](). **This is a mandatory field.**
    a. Select "Select from all values"
    b. Select the appropriate payment category.
6. Enclosure: If an enclosure should be sent with the manual check click "Select from all values" and select 1-Enclosure Required.
7. Payment Request Internal Notes: This is an optional field where notes can be entered to Accounts Payable. The field is limited to 100 characters.
8. Select 

to save your entry or select 

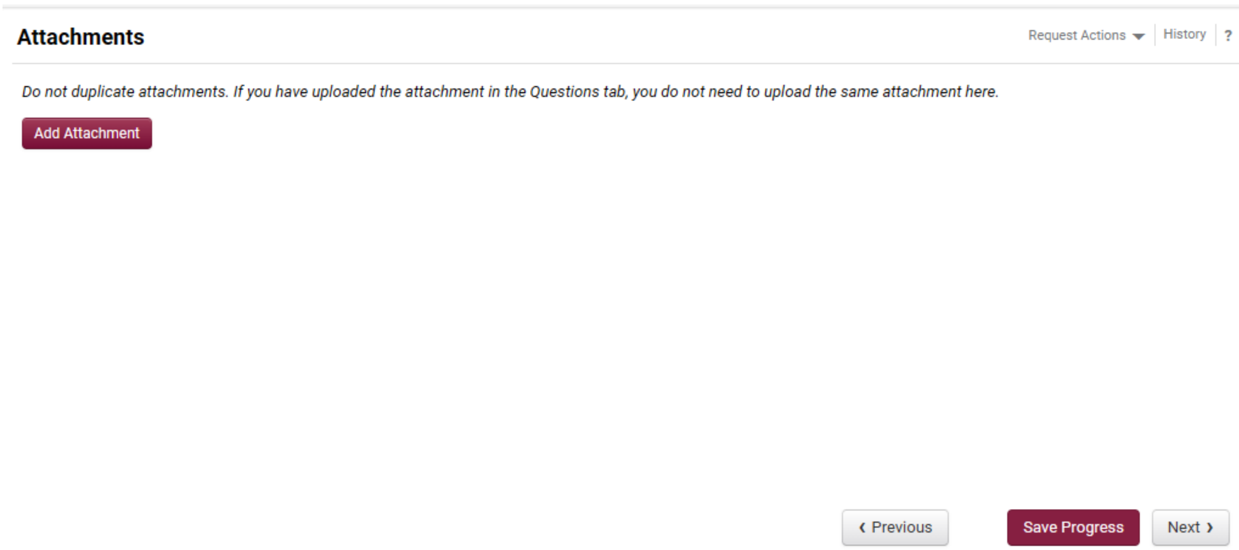
to save and progress to the Attachments page.



Note: Appendix B provide a list of mandatory additional fields on each payment request form.

Attachments

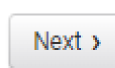
This page provides a space to upload an additional attachment as necessary. It is also a location where the enclosure documentation can be uploaded. **It is important not to duplicate attachments that were included on the Questions tab.**



1. Select Add Attachment 

2. Select the Upload button 

3. Enter a Title for the attachment.
4. Select Choose File to locate the document on your computer.
5. Select Save Changes.
6. Select 

to save your entry or select 

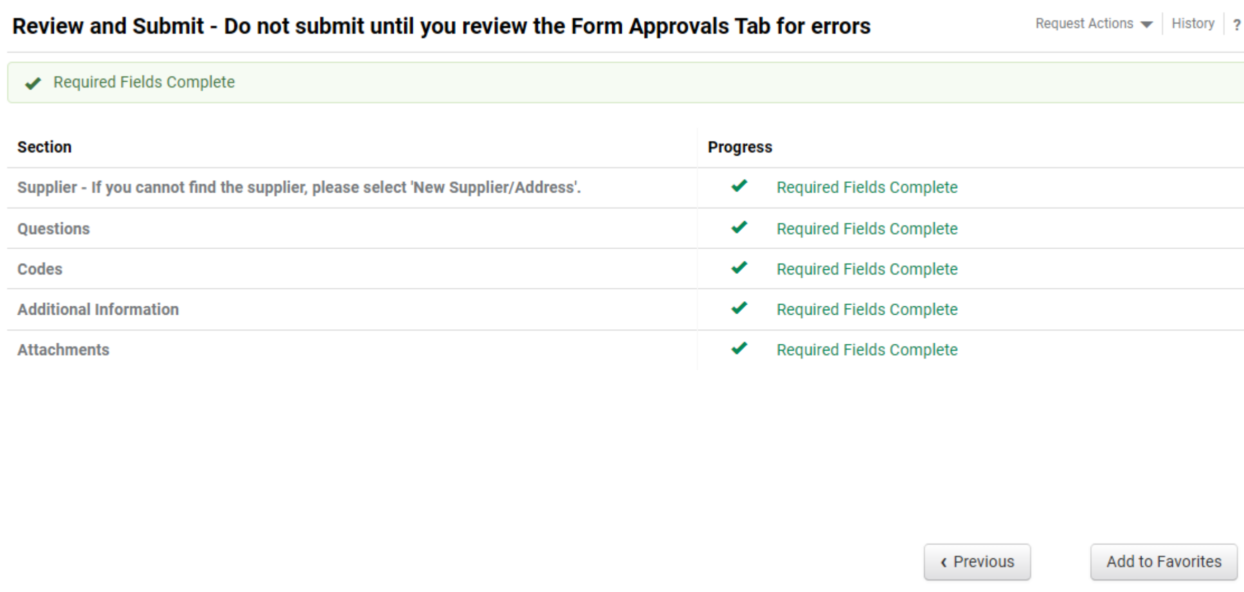
to save and progress to the Review and Submit page.

Review and Submit

The Review and Submit tab is where the document will be submitted and begin the approval routing process in workflow.

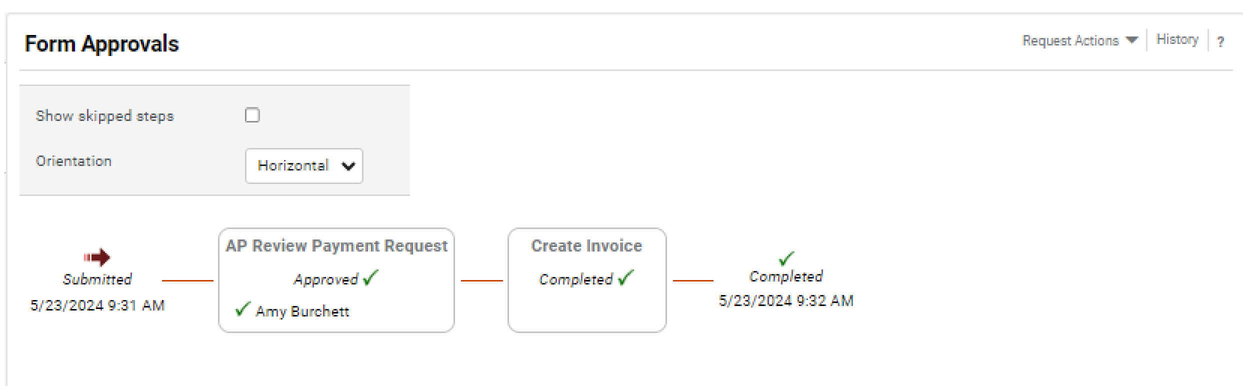
Warning: Prior to selecting the Submit button, the user should select the Form Approvals tab on the form and correct any data entry errors that exist in the Payment Request Error List. Please refer to the next section on Form Approvals of this Step-by-Step User Guide before submitting the document.

1. Once all errors are corrected, press the submit button to route the payment request form for Accounts Payable review (AP Review Payment Request).



2. Accounts Payable will typically review and take action on the payment request (approve, return, or reject) within three business days.

3. The workflow can be seen on the Review and Submit tab of the payment request.



4. If notifications are turned on, you will receive an email that you request has been completed once Accounts Payable approves the request. Please note that this means the invoice is routing for approval. The supplier will be paid once the invoice is approved and the due date has arrived.

RE: Form Request Workflow for Non-PO Payment Request has been Completed

Dear Amy Burchett,

Your request for Non-PO Payment Request has been submitted and converted to an invoice to be processed.

Please note that the invoice must still go through budget checking and all applicable approvals before it can be completed and paid. If there is insufficient budget in the assigned funds, the invoice will be routed to you to update the funding information and to approve. We kindly request that you ensure budget is available to reduce the risk of the invoice being rejected. If the invoice is is rejected a second time, a new request will have to be submitted on the Payment Request Form.

Click here to view the request in your organization's site

Thank You,

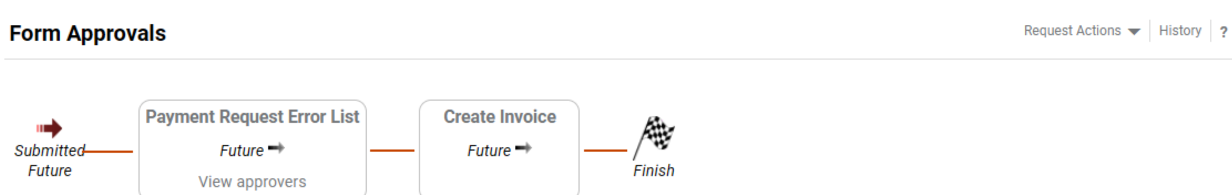
Virginia Polytechnic Institute & State University

Support Team Contact Information:

HokieMart@vt.edu

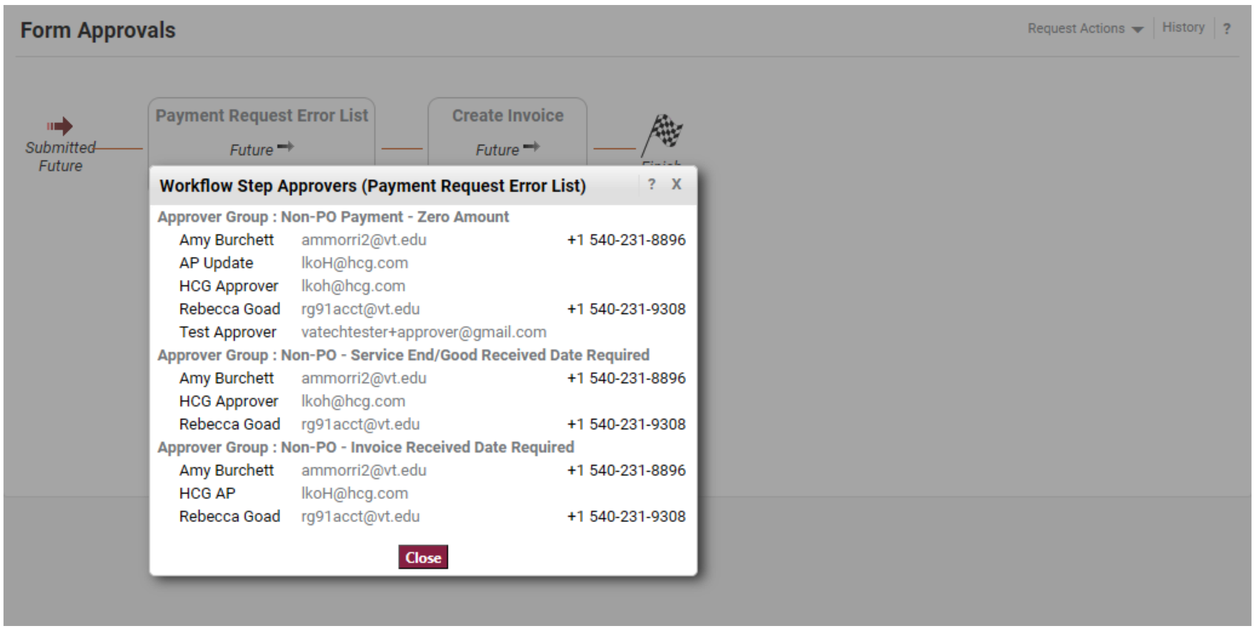
Form Approvals

This section of the form will display the workflow steps that the payment request will follow prior to an invoice being created.

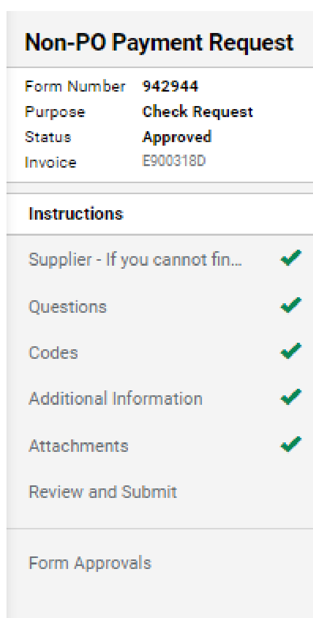


If there is a 'Payment Request Error List" step shown, then the request has errors that need to be fixed prior to submission. If these errors are not corrected, the request will route to Accounts Payable for an additional review. This may delay the payment being made to the supplier as the payment request will be returned for correction or potentially rejected.

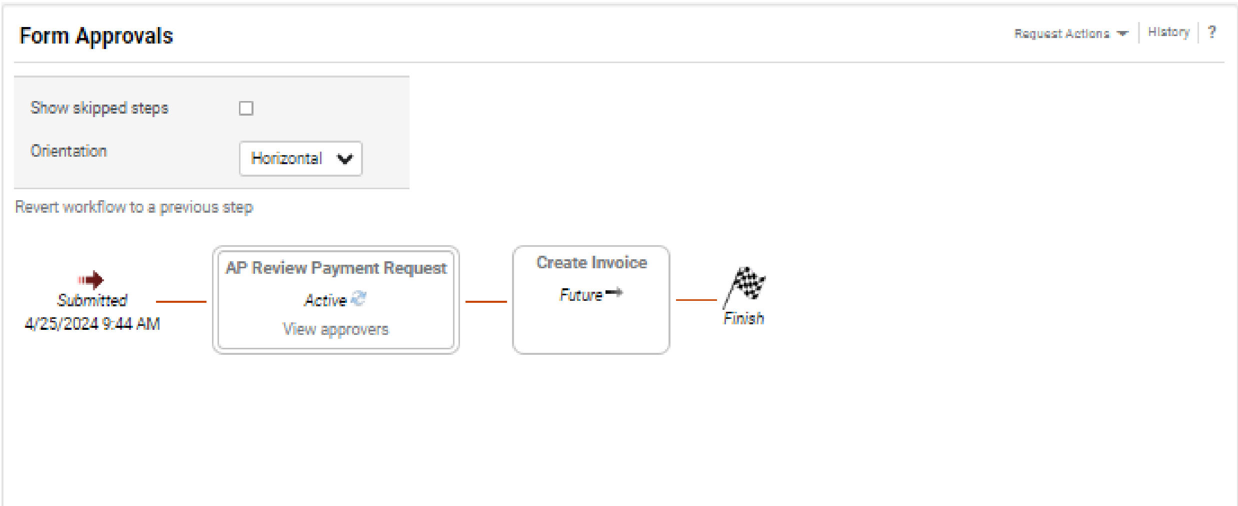
1. Select the View Approvers link to see a list of items that need to be corrected. [Appendix C](#) contains a list of errors and documentation on how to resolve.



2. Users can click on the data entry tabs to correct the relevant information. The user will select Save Updates on each data page if information is changed. This will result in the error list being updated to remove fixed errors.



3. Toggle back and forth between the Payment Request Error List and the data tabs until all errors are resolved and the workflow step disappears.



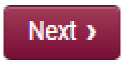
4. Return to the Review and Submit tab and select the Submit button to route the payment request for Accounts Payable review (AP Review Payment Request).

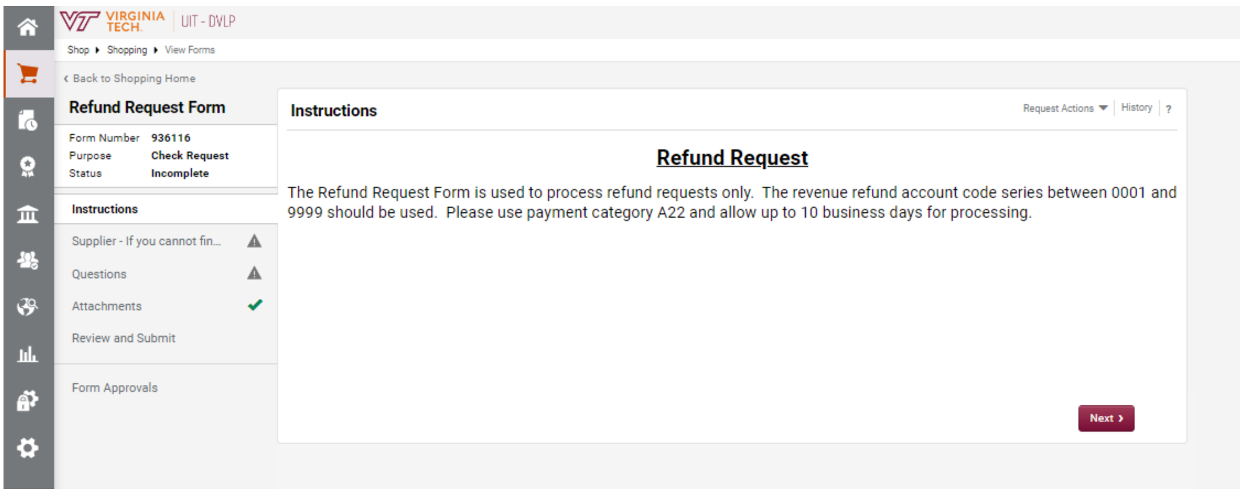
Revenue Refund Form Step by Step

1. Select the Refund Request Form tile on the HokieMart home screen.

Note: Appendix A provides information on required information for each payment request form type.

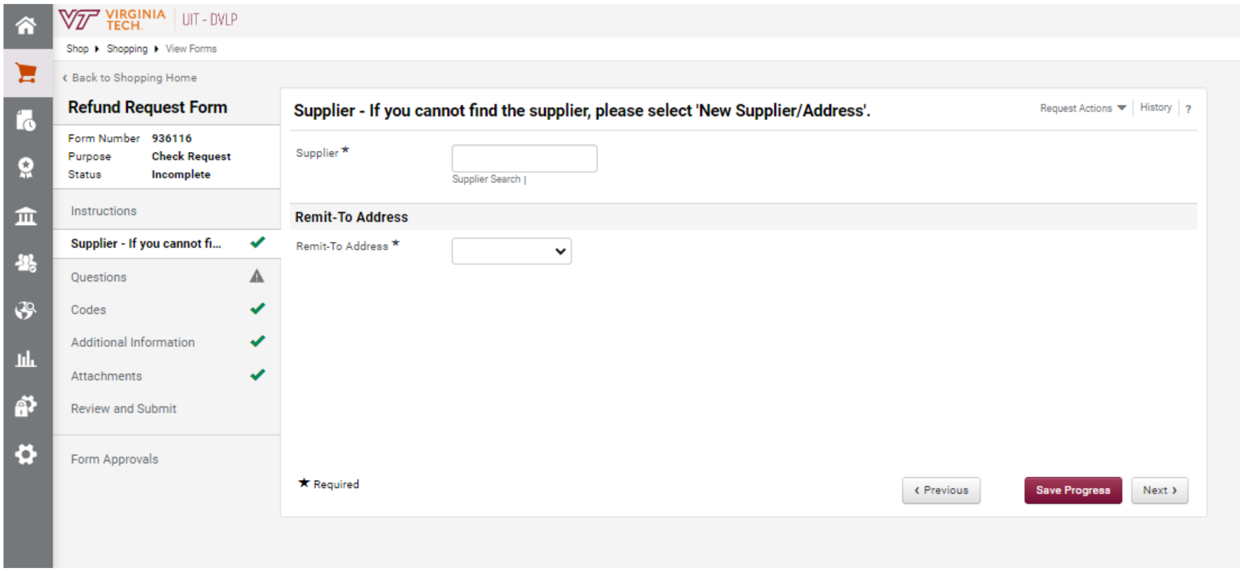
Instructions

1. The first screen contains instructions relevant on how to process the transaction. It provides instruction on selecting an account code in the series between 0001 and 9999 and using payment category A22.
2. Select next  to progress to the supplier information data entry screen.

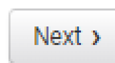


Supplier

1. Begin entering the supplier's name or select supplier search to locate the entity that should be paid. All fields with a ★ are mandatory fields and will need to be completed before moving to the next page of the form. See the section on New Supplier and/or New Remit To Address in this document if the required supplier or remit to address is not set up in the system.



1. Select the appropriate remit to address from the drop-down box. This remit to address should match the address provided to you by the supplier. Note: If changes are to be made to a vendor record, the New Supplier/Address supplier must be selected or the document will not route to Procurement.
2. Select 

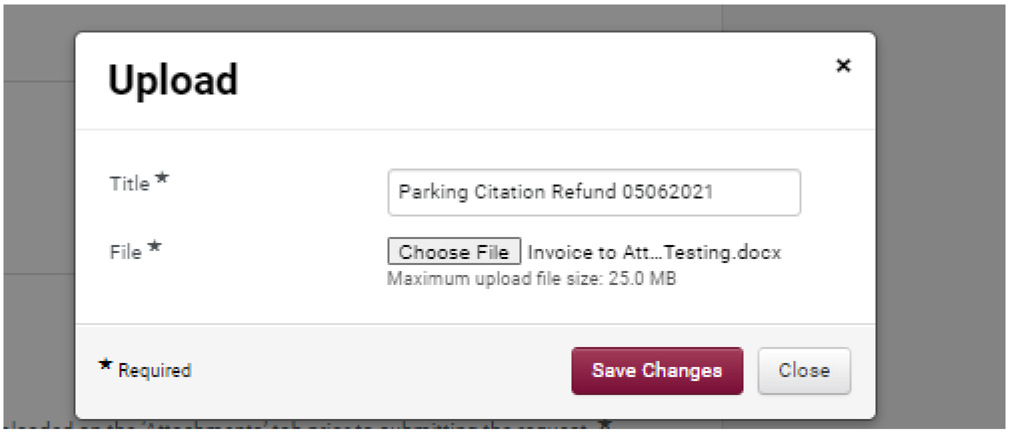
to save your entry or select 

to save and progress to the Questions Tab.

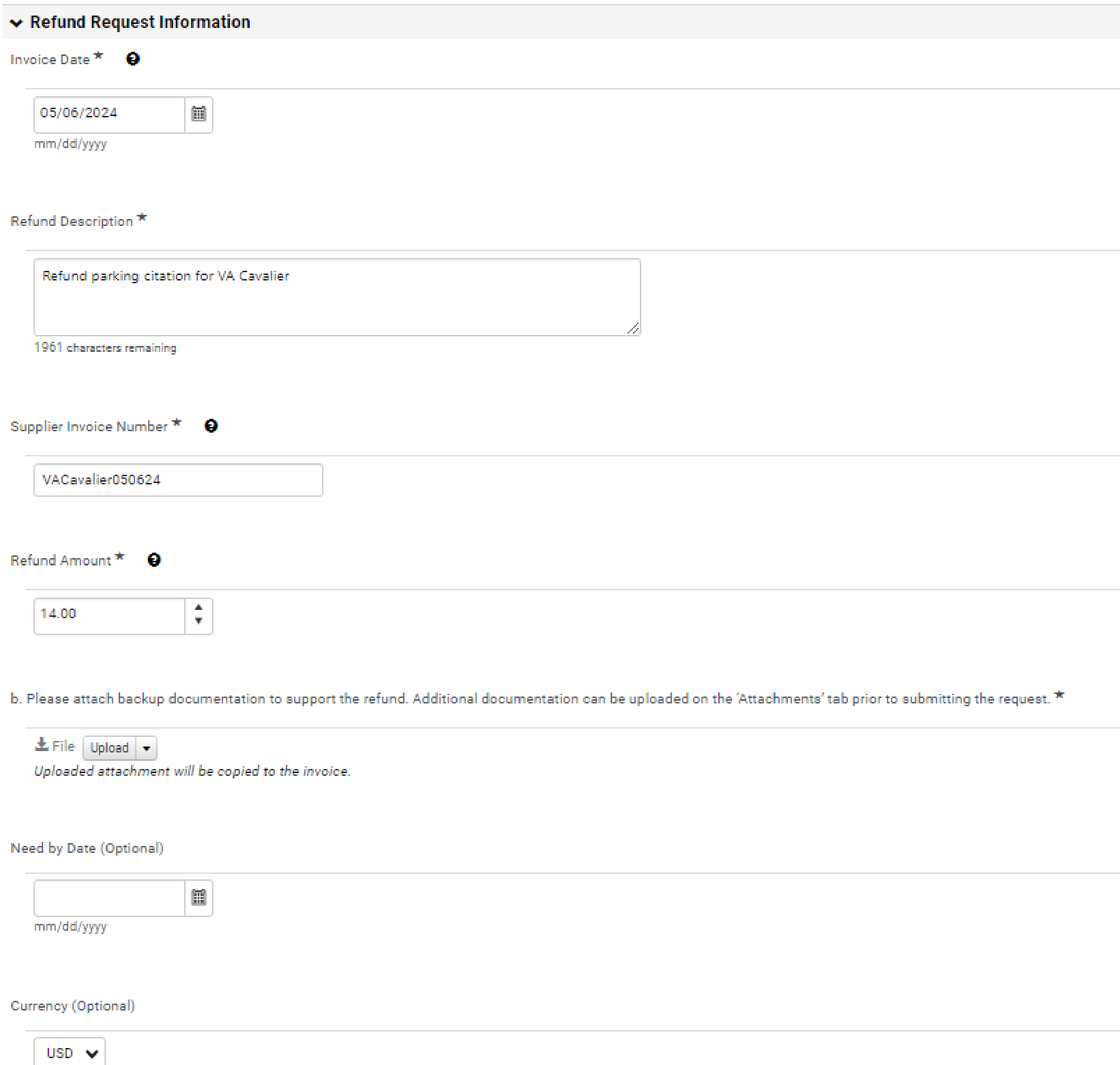
Questions

1. If an actual supplier name was entered on the previous page, select the No radio button next to "Is this a new supplier that needs to be set up?" and No to "Does this supplier need a new Remit to Address setup?" If you selected "New Supplier/Remit To Address" please refer to the New Supplier and/or New Remit To Address portion of the user guide.
2. Complete the following fields.
   a. Invoice Date: Entered as today's date. The date should be entered in mm/dd/yyyy format.
   b. Refund Description: A brief description of the purpose of the payment, the dates and times of the engagement, location of the engagement, etc.
   c. Supplier Invoice Number: Enter the supplier invoice number. If a supplier invoice is not provided enter as Last Name + First Name + MMDDYYYY. The date field should be the date the request is made. For example, VACavalier05062024. The naming convention for the invoice is important so that duplicate invoices are not processed.
   d. Amount: The dollar amount for the payment request. The amount should be entered using numeric characters with a period to separate dollars and cents.
   e. Attachment: This field is mandatory so that Accounts Payable has appropriate documentation to substantiate the disbursement. Documentation should include the supplier invoice, membership form, etc.

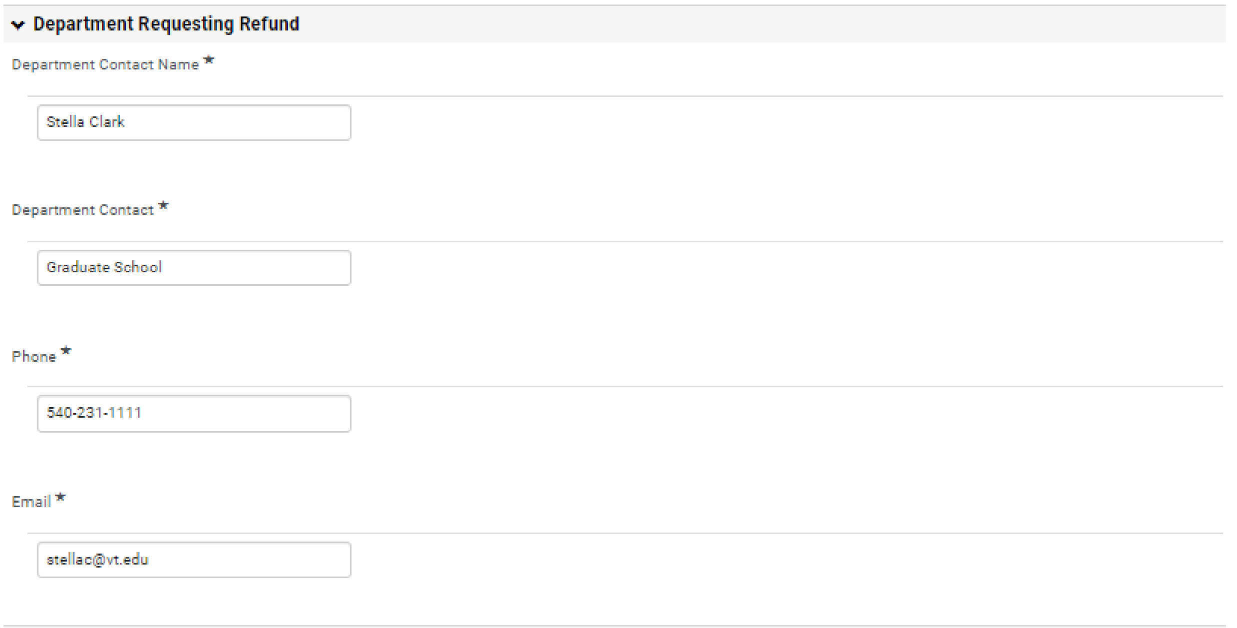
i. Select upload to open the dialog box.
ii. Enter a Title for the attachment.
iii. Select Choose File and locate the document for upload.
iv. Select Save Changes.



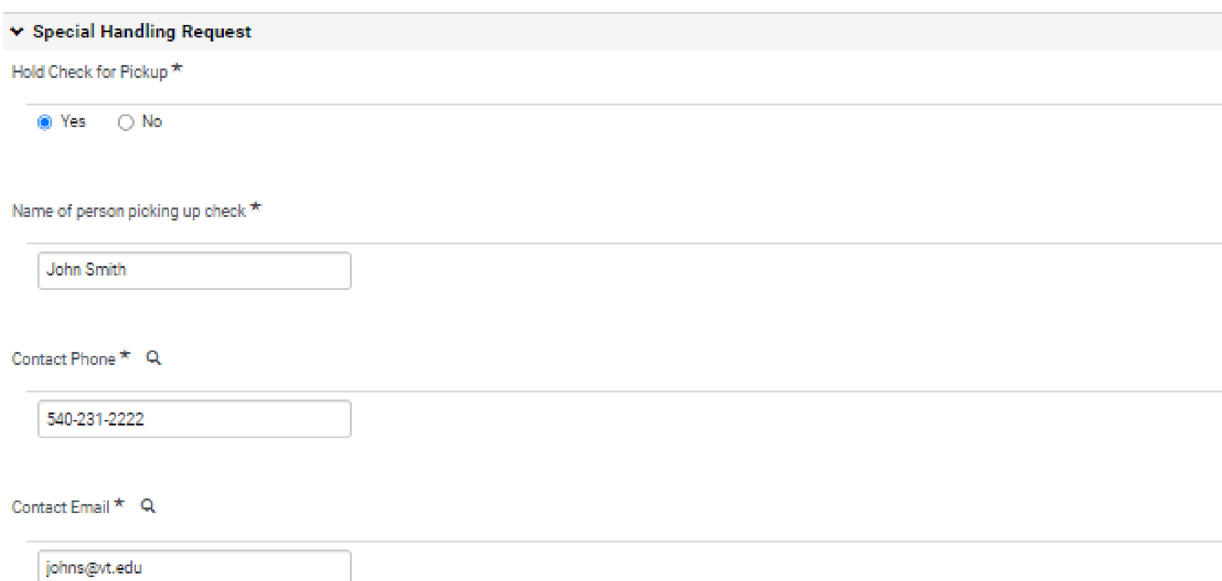
f. Need by Date: Once approved, invoices will be scheduled for payment within two business dates. This is not a mandatory field and can be left blank.
g. Currency: Field defaults to USD for United States Dollars.



3. Enter the following information related to the department entering the payment request. Accounts Payable or Procurement will reach out to this individual if there are any questions regarding the request.
    a. Department Contact Name: First and Last Name of the individual that is the departmental contact for the request
    b. Department Name: Name of the department requesting the payment
    c. Phone: Phone of the departmental contact
    d. Email: Email of the departmental contact.

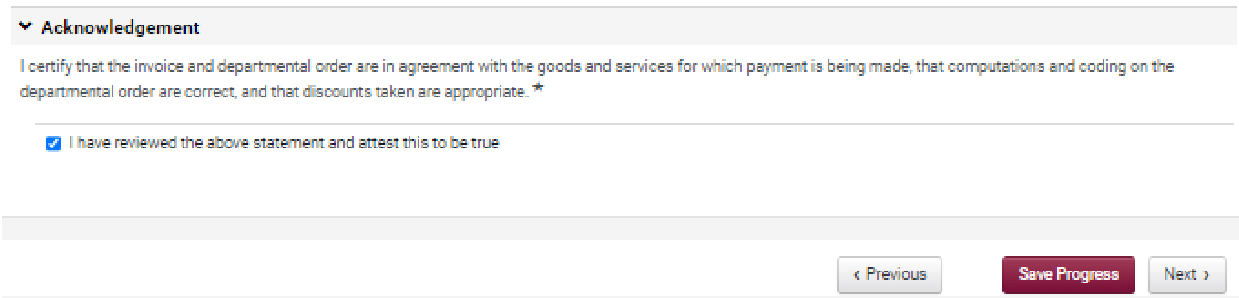


4. Enter the fields associated with special handling in the event the check needs to be picked up at the Bursar's Office.
    a. Enter the radio button for No if the payment will be mailed or processed through ACH.
    b. Enter the radio button for Yes if the department will pick up a manual check at the Bursar's Office for delivery to the individual.
        i. Name of Person picking up check
        ii. Contact Phone
        iii. Contact Email



Warning: It is important that the user follows the steps for enclosures in the Additional Information section below. The user must select “1 – Enclosure Required” in the Enclosure field to ensure the check is held for pickup. This field exports to Banner and flags the check for special handling. The Hold for Pickup radio button does not export to Banner and will not flag special handling by itself but is still required to indicate the check should be held for pickup.

5. Complete the acknowledgement by placing a check in the box next to “I have reviewed the above statement and attest this to be true.”

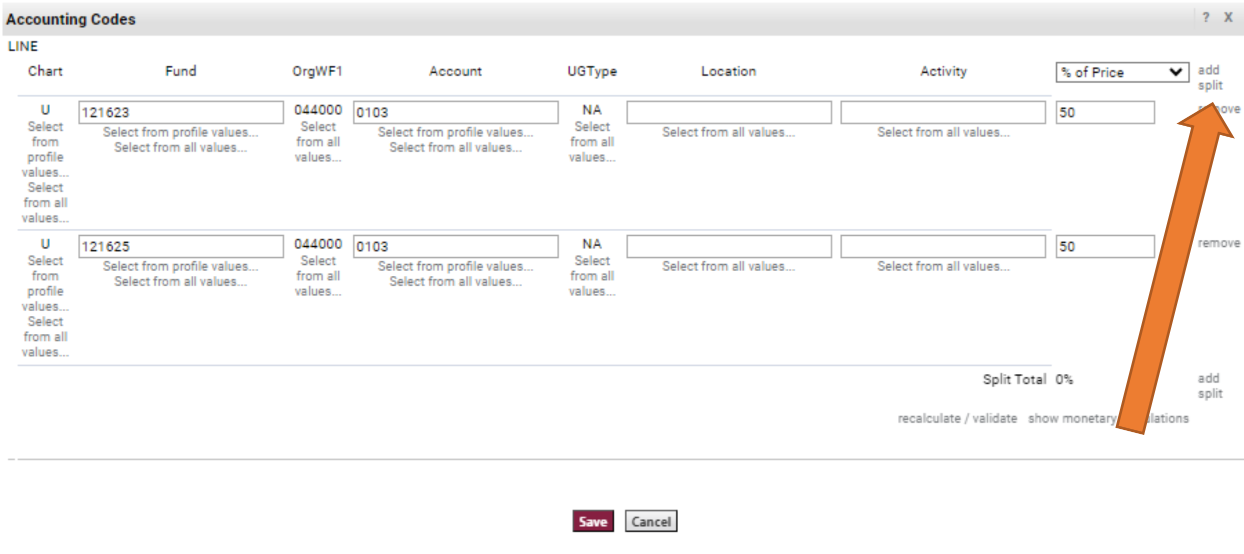


6. Select Save Progress to save your entry or select Next › to save and progress to the Codes page.

Codes

Enter the appropriate funding information for where the expense will be charged.

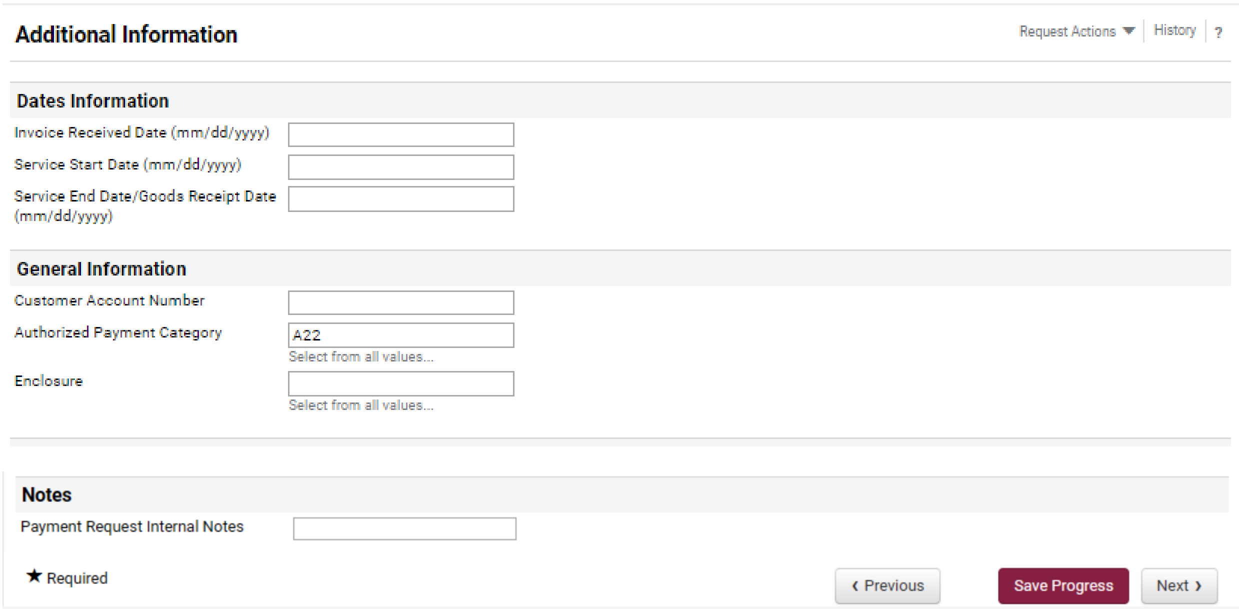
1. Select the edit button (edit) to change from the default funding. See section on [Setting Default Funding in User Profile](#).
2. After entering the accounting codes select the recalculate/validate button and then select Save Save.
    a. Multiple funding lines can be entered by selecting on the add split option and entering mulitple account strings. It is highly recommended that users select the Amount of Price option. The % of Price or % of Quantity options will likely result in failed orders due to the way that Banner and HokieMart do their rounding differently.
    b. Select the next Next › button.



Additional Information

Enter the fields on the additional information screen. All Date Fields MUST be entered in mm/dd/yyyy format. Dates not entered in this format will generate an error and result in a delay in processing.

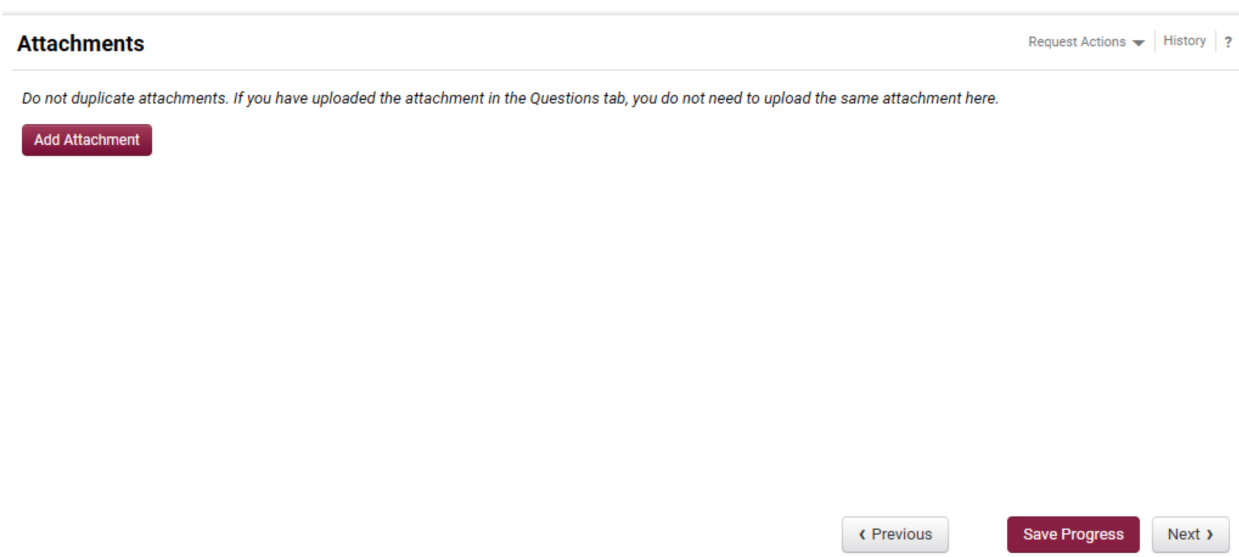
1. Invoice Received Date: This is not a mandatory field for refund form.
2. Service Start Date: This is not a mandatory field for refund form.
3. Service End Date/Goods Receipt Date: This is not a mandatory field for refund form.
4. Customer Account Number: This is not a mandatory field for refund form.
5. Authorized Payment Category: Payment category should be selected from the drop down. Please note a list of payment categories and descriptions can be found here. **This is a mandatory field.**
    a. Click"Select from all values"
    b. Select A22 – Revenue Refund
6. Enclosure: If an enclosure should be sent with the manual check click "Select from all values" and select 1-Enclosure Required.
7. Payment Request Internal Notes: This is an optional field where notes can be entered to Accounts Payable. The field is limited to 100 characters.
8. Select Save Progress to save your entry or select Next › to save and progress to the Attachments page.


Additional Information
Request Actions | History | ?
Dates Information
Invoice Received Date (mm/dd/yyyy)
Service Start Date (mm/dd/yyyy)
Service End Date/Goods Receipt Date (mm/dd/yyyy)
General Information
Customer Account Number
Authorized Payment Category A22
Select from all values...
Enclosure
Select from all values...
Notes
Payment Request Internal Notes
★ Required
‹ Previous | Save Progress | Next ›

<u>Note</u>: [Appendix B](#) provide a list of mandatory additional fields on each payment request form.

Attachments

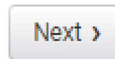
This page provides a space to upload an additional attachment as necessary. It is also a location where the enclosure documentation can be uploaded. **It is important not to duplicate attachments that were included on the Questions tab.**


Attachments
Request Actions | History | ?
Do not duplicate attachments. If you have uploaded the attachment in the Questions tab, you do not need to upload the same attachment here.
Add Attachment
‹ Previous | Save Progress | Next ›

1. Select Add Attachment 

2. Select the Upload button 

3. Enter a Title for the attachment.
4. Select Choose File to locate the document on your computer.
5. Select Save Changes.
6. Select 

to save your entry or select 

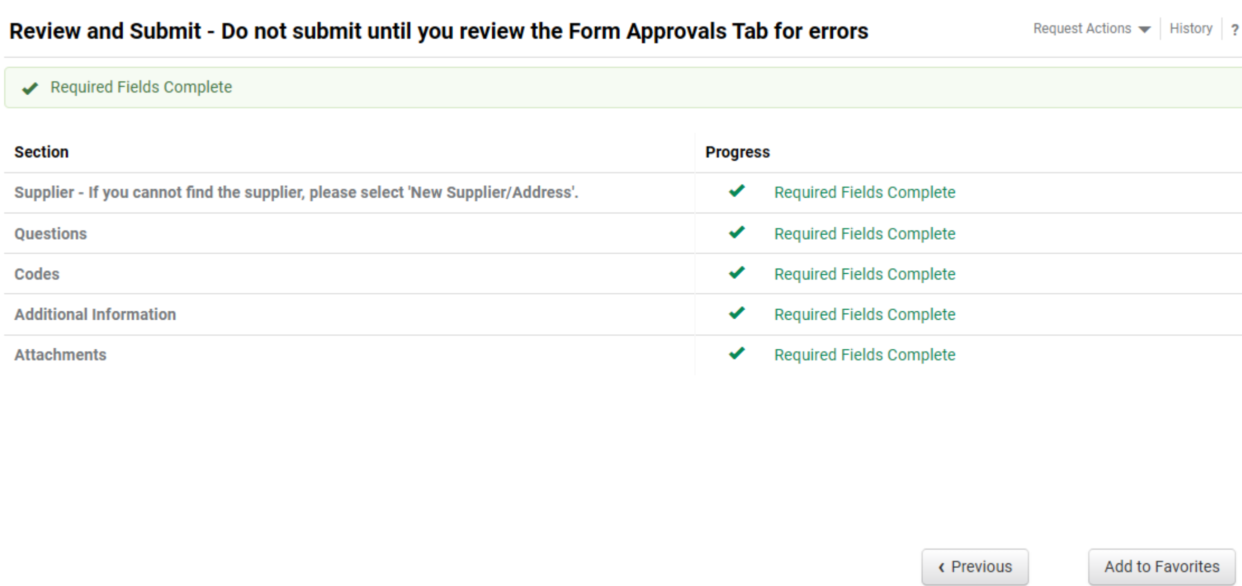
to save and progress to the Review and Submit page.

Review and Submit

The Review and Submit tab is where the document will be submitted and begin the approval routing process in workflow.

Warning: Prior to selecting the Submit button, the user should select the Form Approvals tab on the form and correct any data entry errors that exist in the Payment Request Error List. Please refer to the next section on Form Approvals of this Step-by-Step User Guide before submitting the document.

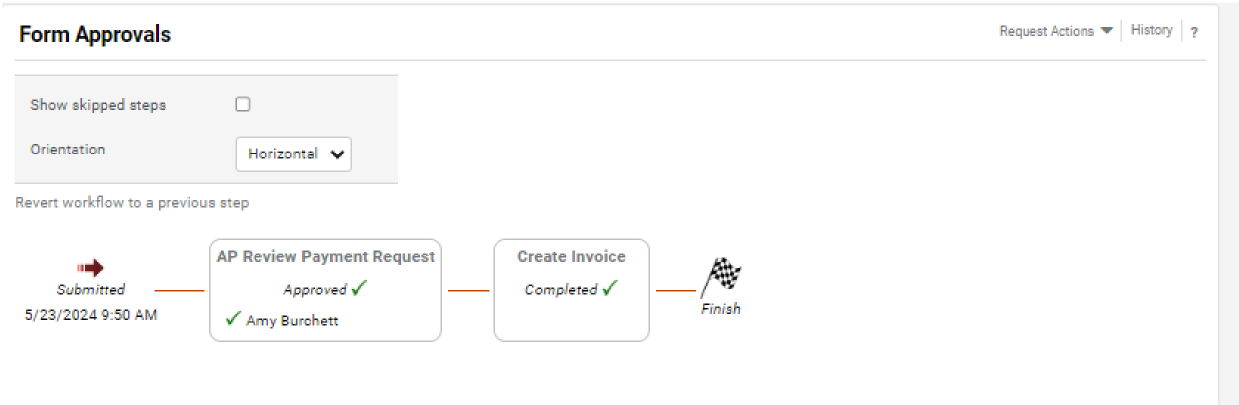
1. Once all errors are corrected, press the submit button to route the payment request form for Accounts Payable review (AP Review Payment Request).



Section	Progress
Supplier - If you cannot find the supplier, please select 'New Supplier/Address'.	Required Fields Complete
Questions	Required Fields Complete
Codes	Required Fields Complete
Additional Information	Required Fields Complete
Attachments	Required Fields Complete

2. Accounts Payable will typically review and take action on the payment request (approve, return, or reject) within three business days.

3. The workflow can be seen on the Review and Submit tab of the payment request.



4. If notifications are turned on, you will receive an email that you request has been completed once Accounts Payable approves the request. Please note that this means the invoice is routing for approval. The supplier will be paid once the invoice is approved and the due date has arrived.

RE: Form Request Workflow for Refund Request Form has been Completed

Dear Amy Burchett,

Your request for Refund Request Form has been submitted and converted to an invoice to be processed.

Please note that the invoice must still go through budget checking and all applicable approvals before it can be completed and paid. If there is insufficient budget in the assigned funds, the invoice will be routed to you to update the funding information and to approve. We kindly request that you ensure budget is available to reduce the risk of the invoice being rejected. If the invoice is is rejected a second time, a new request will have to be submitted on the Payment Request Form.

Click here to view the request in your organization's site

Thank You,

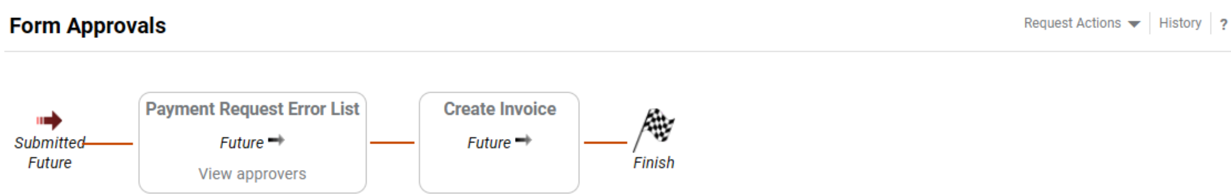
Virginia Polytechnic Institute & State University

Support Team Contact Information:

HokieMart@vt.edu

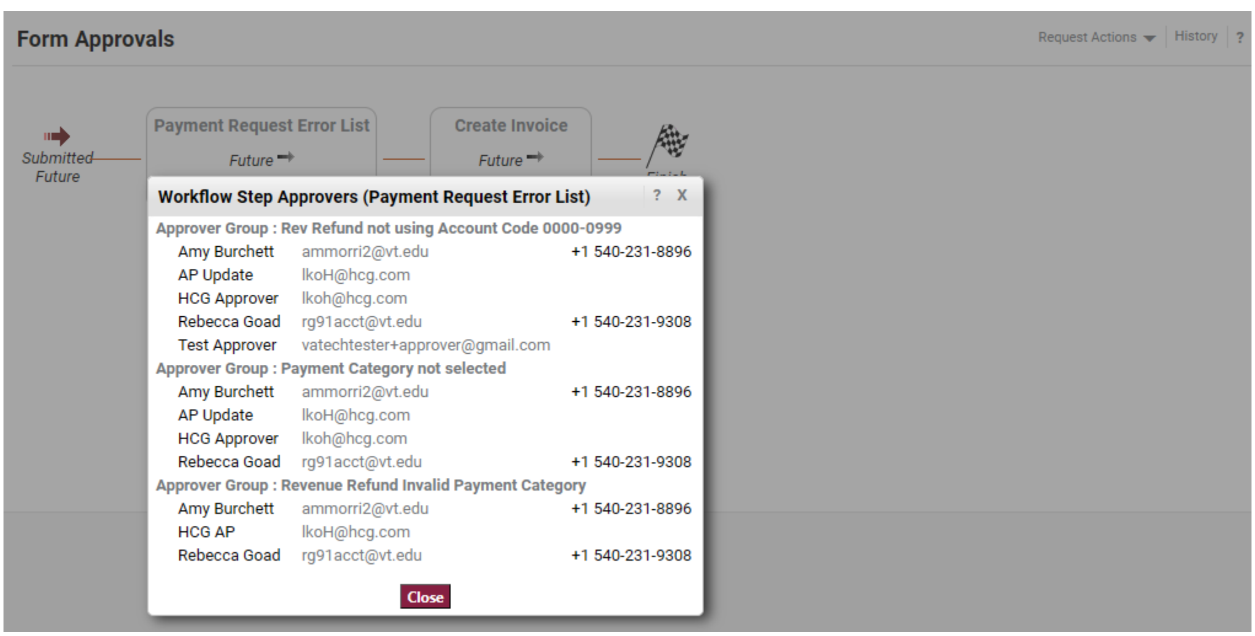
Form Approvals

This section of the form will display the workflow steps that the payment request will follow prior to an invoice being created.

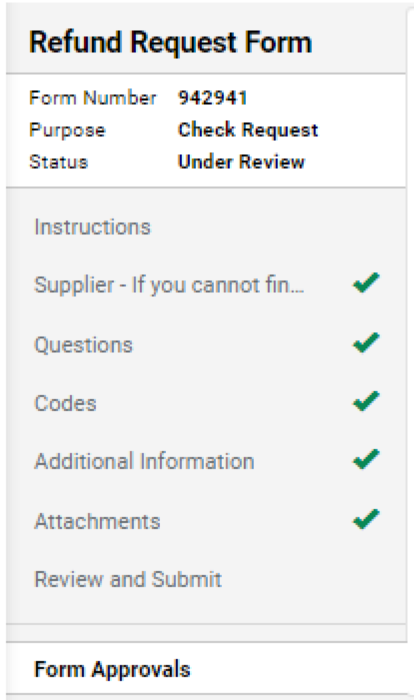


If there is a 'Payment Request Error List" step shown, then the request has errors that need to be fixed prior to submission. If these errors are not corrected, the request will route to Accounts Payable for an additional review. This may delay the payment being made to the supplier as the payment request will be returned for correction or potentially rejected.

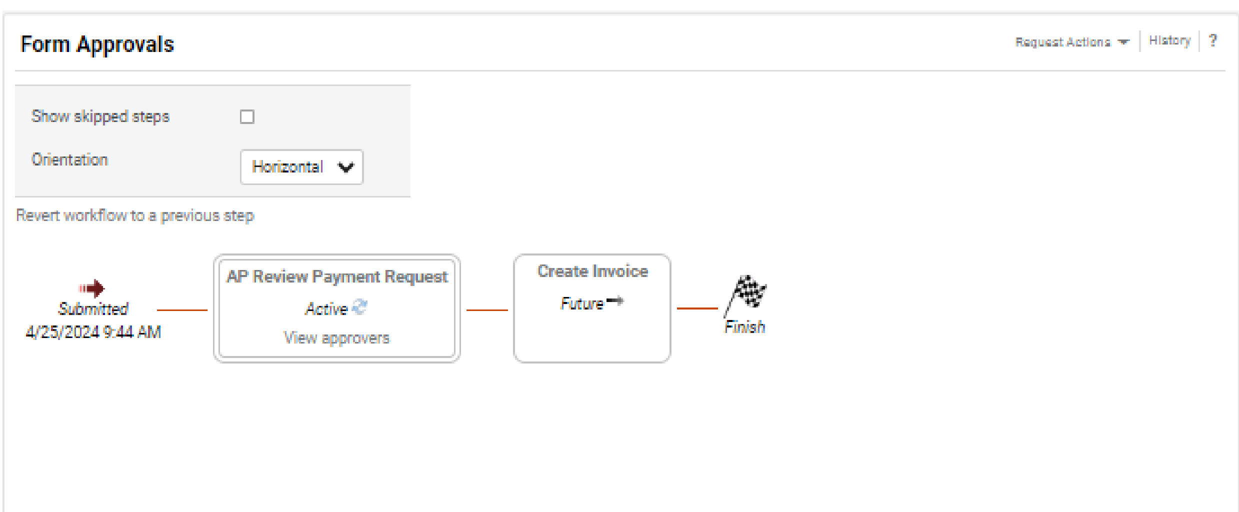
1. Click on the View Approvers link to see a list of items that need to be corrected. [Appendix C](#) contains a list of errors and documentation on how to resolve.



2. Users can click on the data entry tabs to correct the relevant information. The user will select Save Updates on each data page if information is changed. This will result in the error list being updated to remove fixed errors.



3. Toggle back and forth between the Payment Request Error List and the data tabs until all errors are resolved and the workflow step disappears.



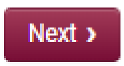
4. Return to the Review and Submit tab and select the Submit button to route the payment request for Accounts Payable review (AP Review Payment Request).

Utilities Form Step by Step

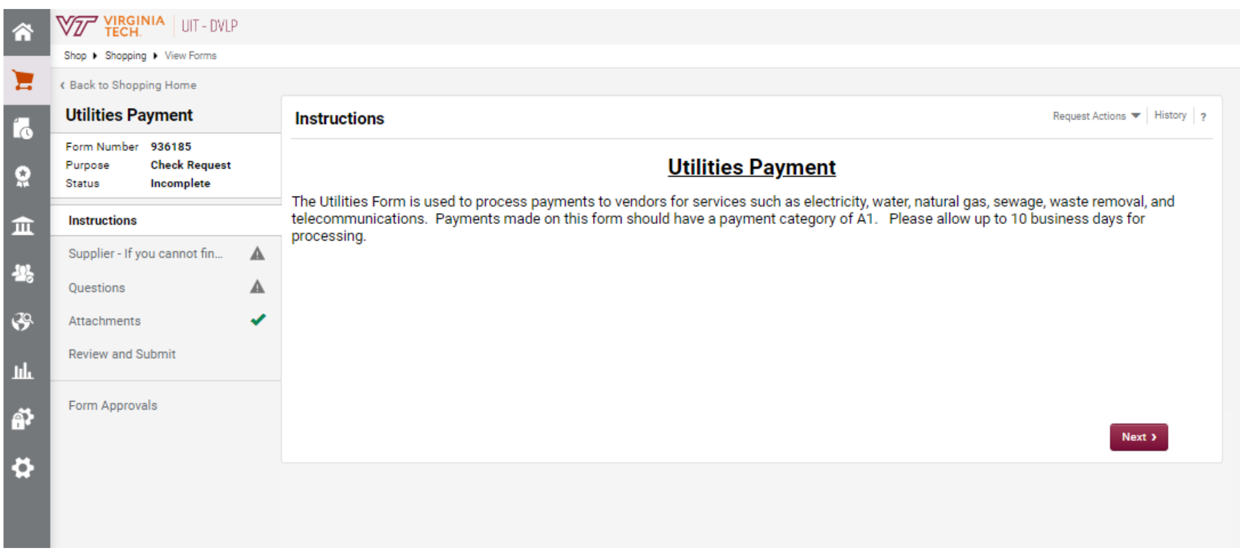
1. Select the Utilities Payment Request form tile on the HokieMart home screen.

Note: Appendix A provides information on required information for each payment request form type.

Instructions

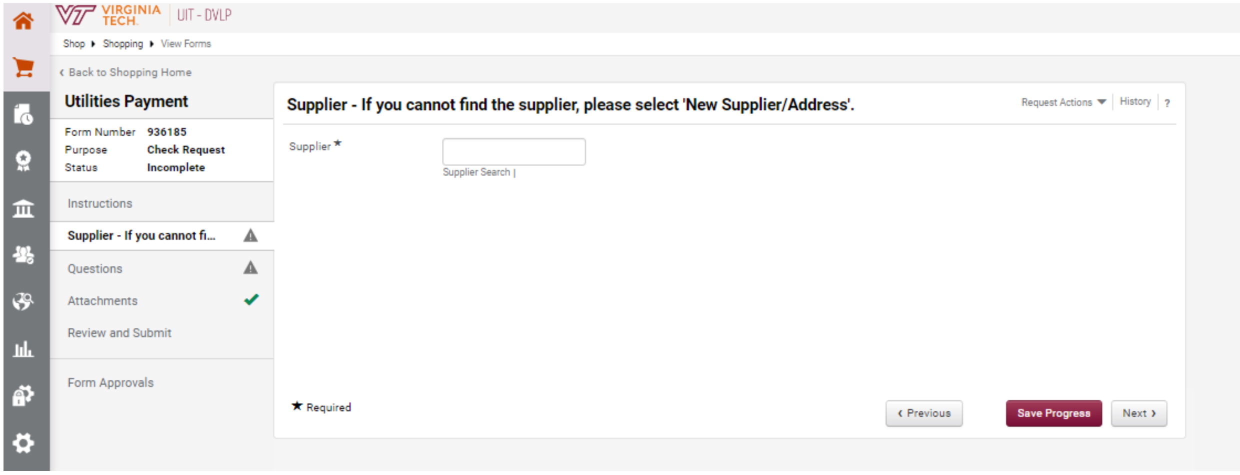
1. The first screen contains instructions relevant selecting a payment category for the transaction. This form is used for payments to suppliers for services such as electricity, water, natural gas, sewage, waste removal, and telecommunications. Payment category A1 is used on this form.
2. Click next 

to progress to the supplier information data entry screen.

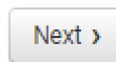


Supplier

1. Begin entering the supplier's name or select supplier search to locate the entity that should be paid. All fields with a * are mandatory fields and will need to be completed before moving to the next page of the form. See the section on New Supplier and/or New Remit To Address in this document if the required supplier or remit to address is not set up in the system.



1. Select the appropriate remit to address from the drop-down box. This remit to address should match the address provided to you by the supplier. Note: If changes are to be made to a vendor record, the New Supplier/Address supplier must be selected or the document will not route to Procurement.
2. Select 

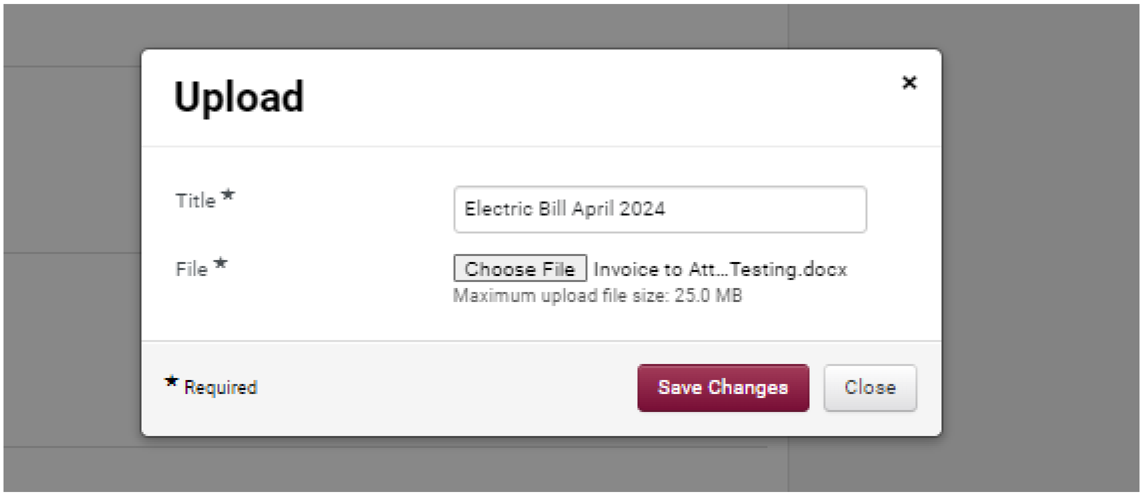
to save your entry or select 

to save and progress to the Questions Tab.

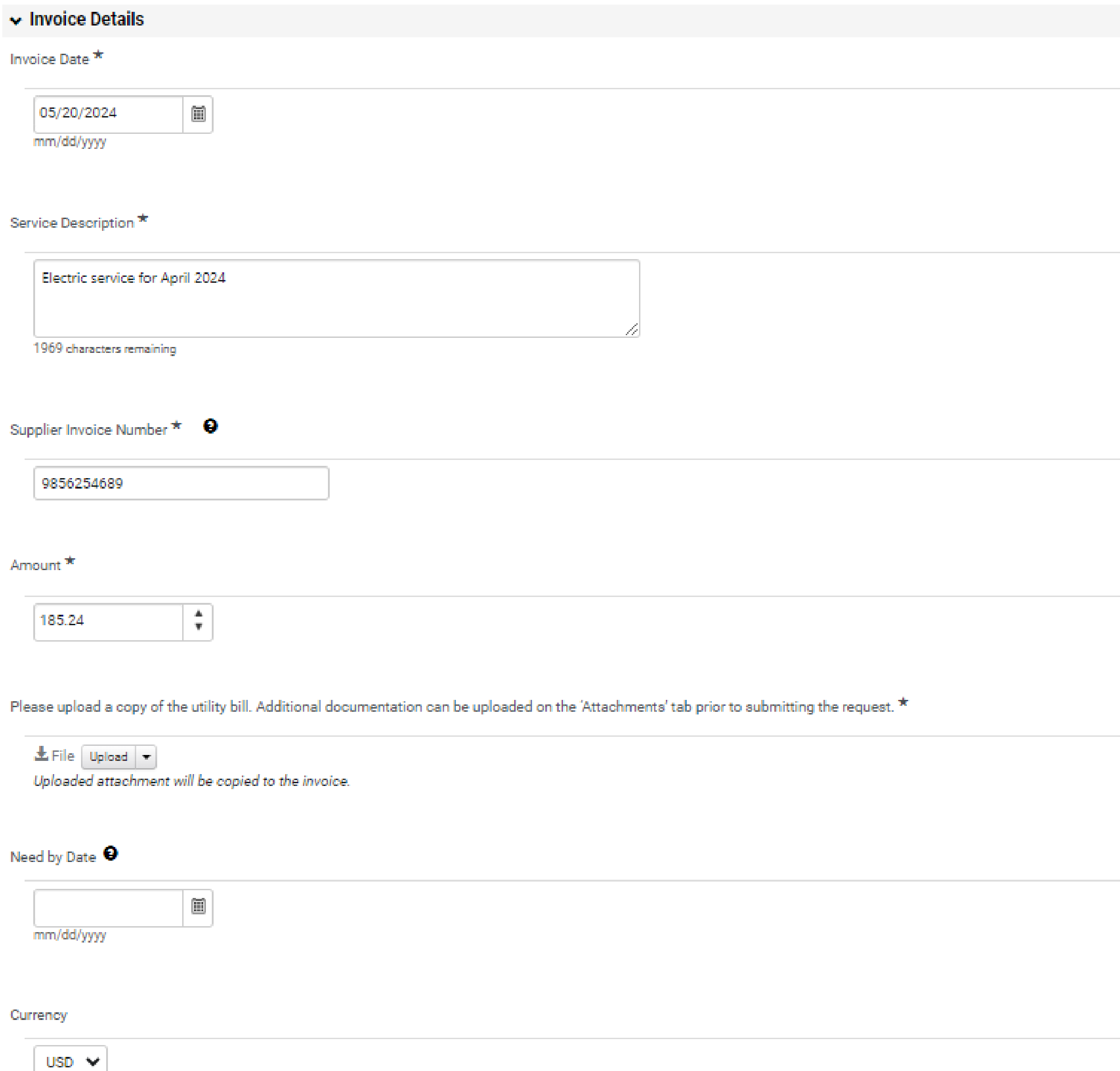
Questions

1. If an actual supplier name was entered on the previous page, select the No radio button next to "Is this a new supplier that needs to be set up?" and No to "Does this supplier need a new Remit to Address setup?" If you selected "New Supplier/Remit To Address" please refer to the New Supplier and/or New Remit To Address portion of the user guide.
2. Complete the following fields.
    a. Invoice Date: Entered as the date on the supplier invoice. The date should be entered in mm/dd/yyyy format.
    b. Service Description: A brief description of the transaction.
    c. Supplier Invoice Number: Enter the supplier invoice number. If a supplier invoice is not provided enter as Customer Account Number + Statement End Date as mmddyyy. The naming convention for the invoice is important so that duplicate invoices are not processed.
    d. Amount: The dollar amount for the payment request. The amount should be entered using numeric characters with a period to separate dollars and cents.
    e. Attachment: This field is mandatory so that Accounts Payable has appropriate documentation to substantiate the disbursement. Documentation should include the supplier invoice, membership form, etc.
        i. Select upload to open the dialog box.
        ii. Enter a Title for the attachment.
        iii. Select Choose File and locate the document for upload.

iv. Select Save Changes.



f. Need by Date: Once approved, invoices will be scheduled for payment within two business dates. This is not a mandatory field and can be left blank.
g. Currency: Field defaults to USD for United States Dollars.


Invoice Details

Invoice Date *

05/20/2024

mm/dd/yyyy

Service Description *

Electric service for April 2024

1969 characters remaining

Supplier Invoice Number *

9856254689

Amount *

185.24

Please upload a copy of the utility bill. Additional documentation can be uploaded on the 'Attachments' tab prior to submitting the request. *

File Upload

Uploaded attachment will be copied to the invoice.

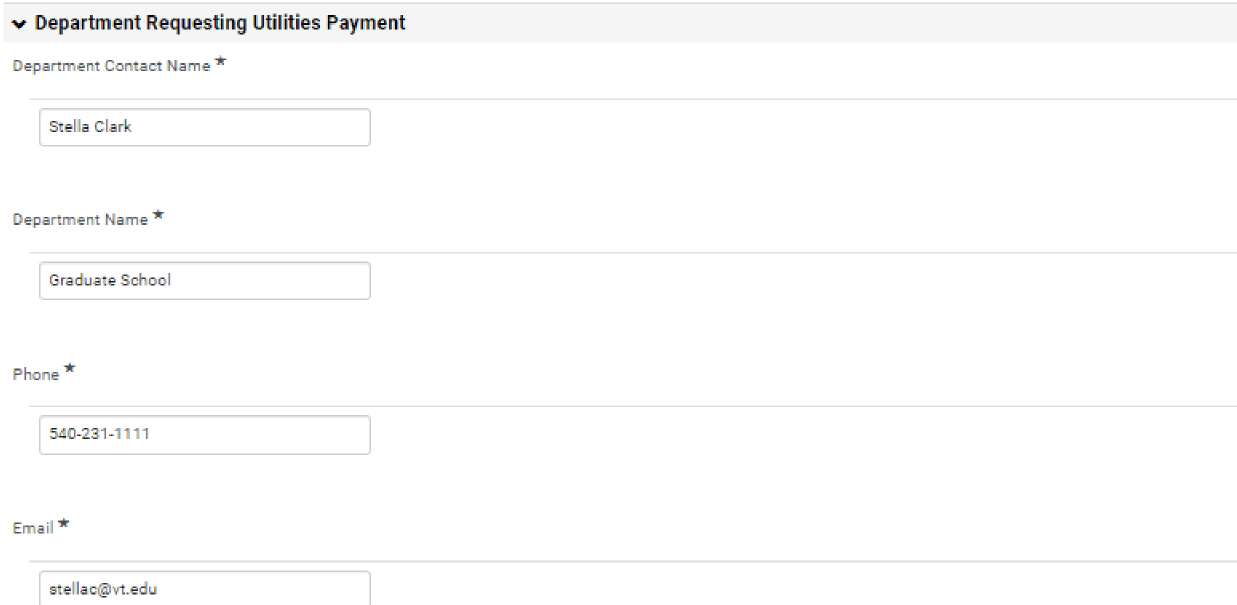
Need by Date

mm/dd/yyyy

Currency

USD

3. Enter the following information related to the department entering the payment request. Accounts Payable or Procurement will reach out to this individual if there are any questions regarding the request.
    a. Department Contact Name: First and Last Name of the individual that is the departmental contact for the request
    b. Department Name: Name of the department requesting the payment
    c. Phone: Phone of the departmental contact
    d. Email: Email of the departmental contact.



Department Requesting Utilities Payment

Department Contact Name *

Stella Clark

Department Name *

Graduate School

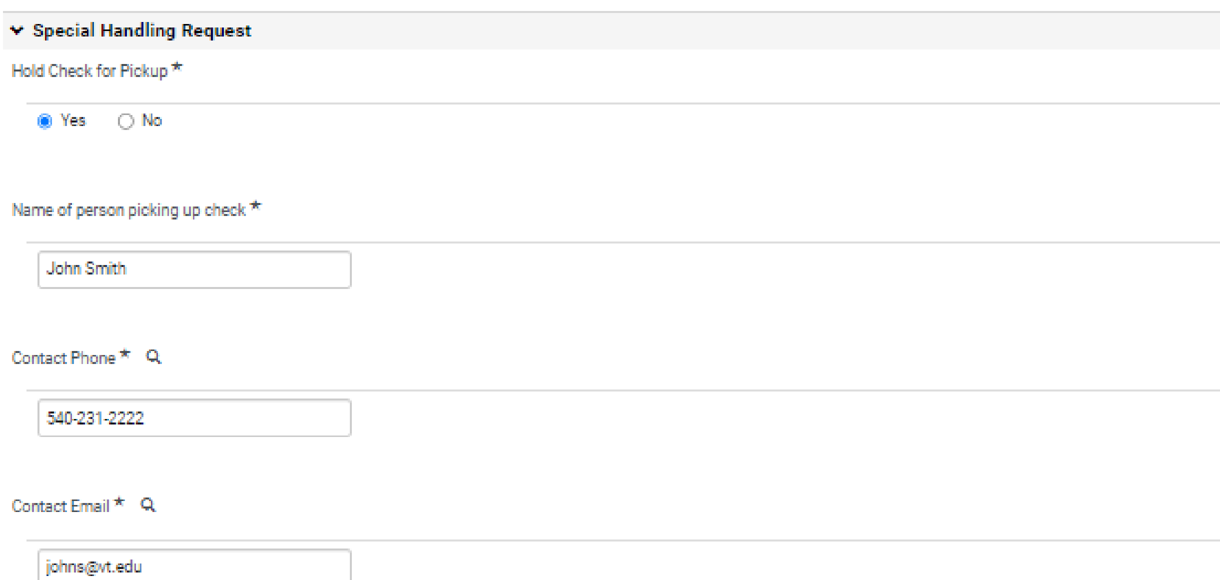
Phone *

540-231-1111

Email *

stellac@vt.edu

4. Enter the fields associated with special handling in the event the check needs to be picked up at the Bursar's Office.
    a. Enter the radio button for No if the payment will be mailed or processed through ACH.
    b. Enter the radio button for Yes if the department will pick up a manual check at the Bursar's Office for delivery to the individual.
        i. Name of Person picking up check
        ii. Contact Phone
        iii. Contact Email



Special Handling Request

Hold Check for Pickup *

(•) Yes ( ) No

Name of person picking up check *

John Smith

Contact Phone *

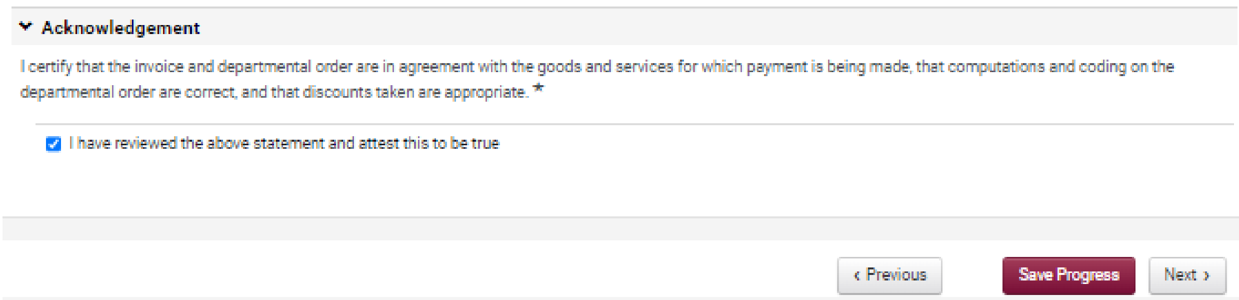
540-231-2222

Contact Email *

johns@vt.edu

Warning: It is important that the user follows the steps for enclosures in the Additional Information section below. The user must select "1 – Enclosure Required" in the Enclosure field to ensure the check is held for pickup. This field exports to Banner and flags the check for special handling. The Hold for Pickup radio button does not export to Banner and will not flag special handling by itself but is still required to indicate the check should be held for pickup.

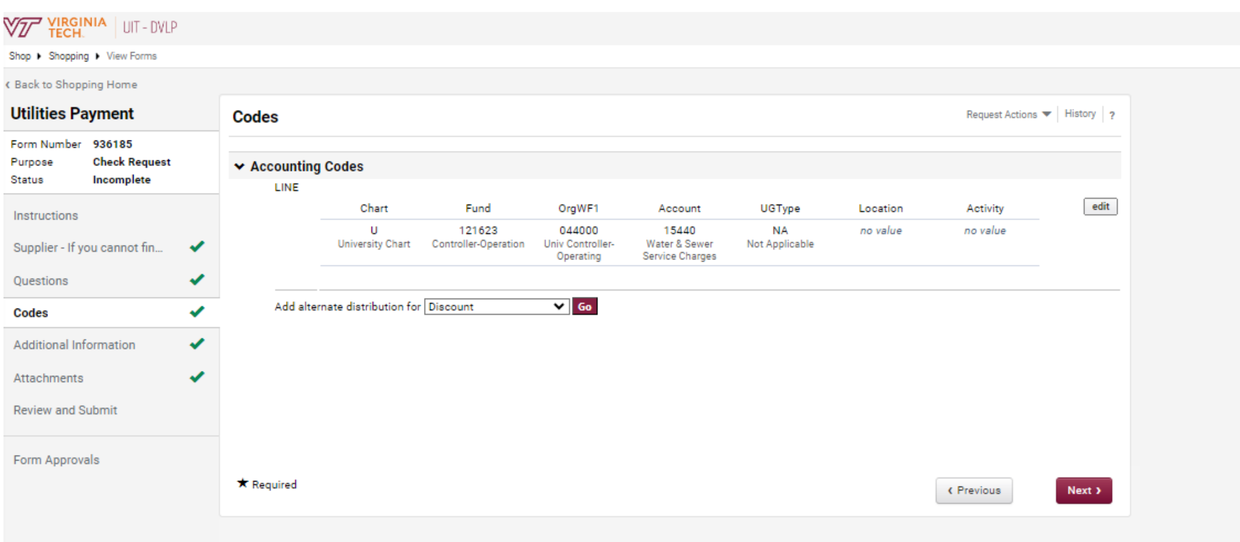
5. Complete the acknowledgement by placing a check in the box next to "I have reviewed the above statement and attest this to be true."



6. Select Save Progress to save your entry or select Next to save and progress to the Codes page.

Codes

Enter the appropriate funding information for where the expense will be charged.

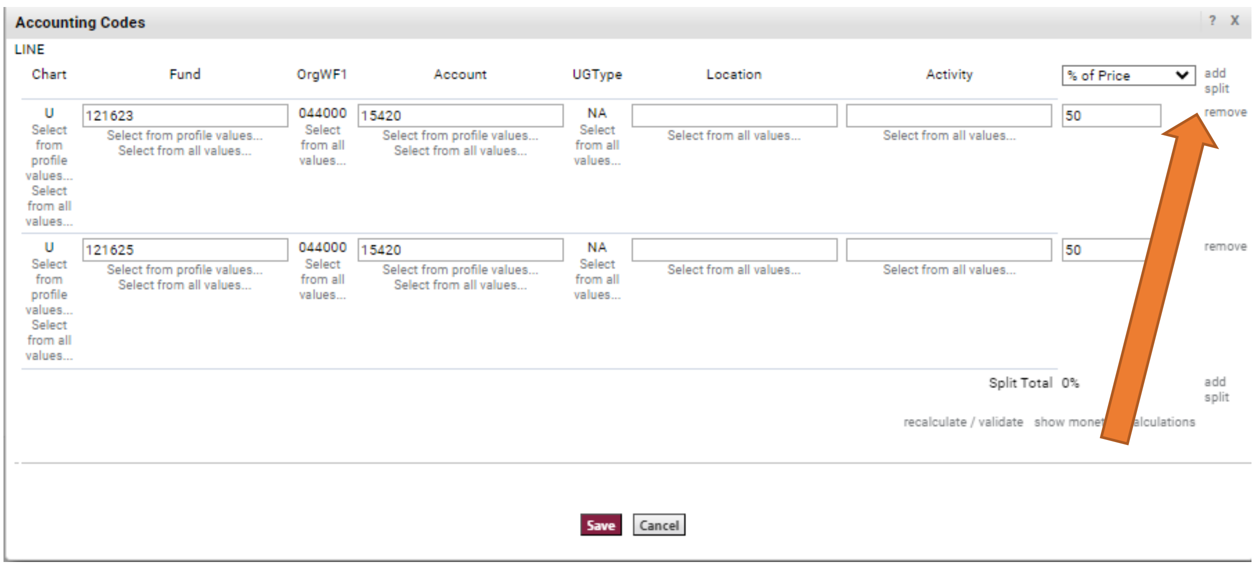


1. Select the edit button (edit) to change from the default funding. See section on Setting Default Funding in User Profile.

2. After entering the accounting codes select the recalculate/validate button and then select Save Save .

    a. Multiple funding lines can be entered by clicking on the add split option and entering mulitple account strings. It is highly recommended that users select the Amount of Price option. The % of Price or % of Quantity options will likely result in failed orders due to the way that Banner and HokieMart do their rounding differently.

    b. Select the next Next › button.



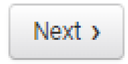
Additional Information

Enter the fields on the additional information screen. All Date Fields MUST be entered in mm/dd/yyyy format. Dates not entered in this format will generate an error and result in a delay in processing.

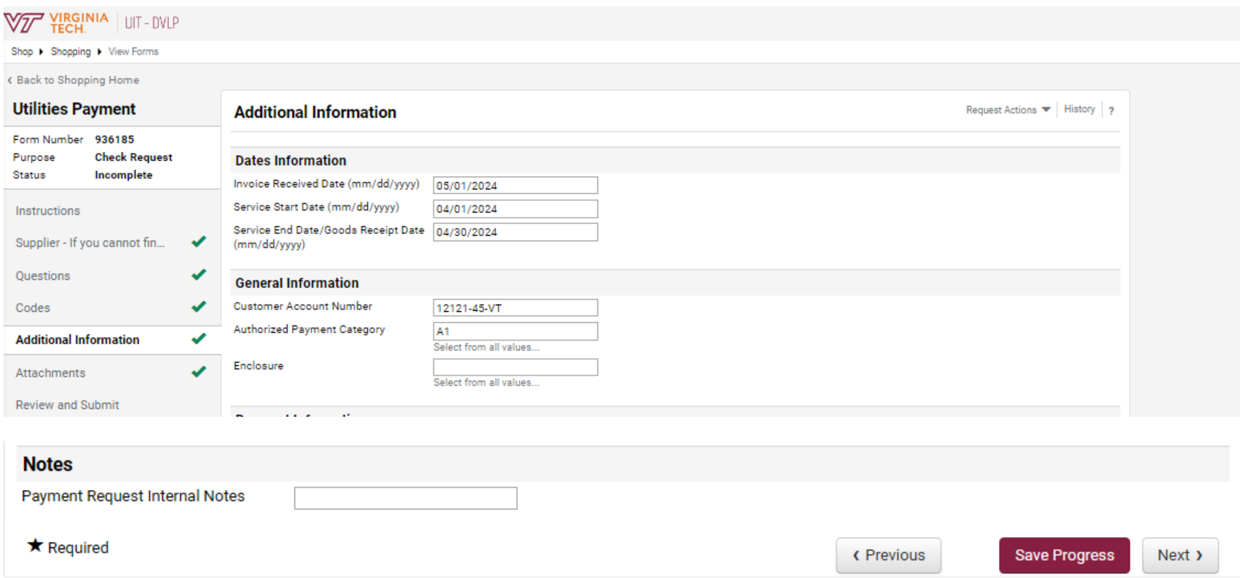
1. Invoice Received Date: This is a mandatory field for the Utility form. **This is a mandatory field.**
2. Service Start Date: The date of the service start date. **This is a mandatory field.**
3. Service End Date/Goods Receipt Date: The service end date/goods receipt date. **This is a mandatory field.**
4. Customer Account Number: This is a mandatory field for the utility form and cannot be left blank. **This is a mandatory field.**
5. Authorized Payment Category: Payment category should be selected from the drop down. Please note a list of payment categories and descriptions can be found here. **This is a mandatory field.**
    a. Click“Select from all values”

b. Select A1-Utilities.

6. Enclosure: If an enclosure should be sent with the manual check click “Select from all values” and select 1-Enclosure Required.
7. Payment Request Internal Notes: This is an optional field where notes can be entered to Accounts Payable. The field is limited to 100 characters.
8. Select 

to save your entry or select 

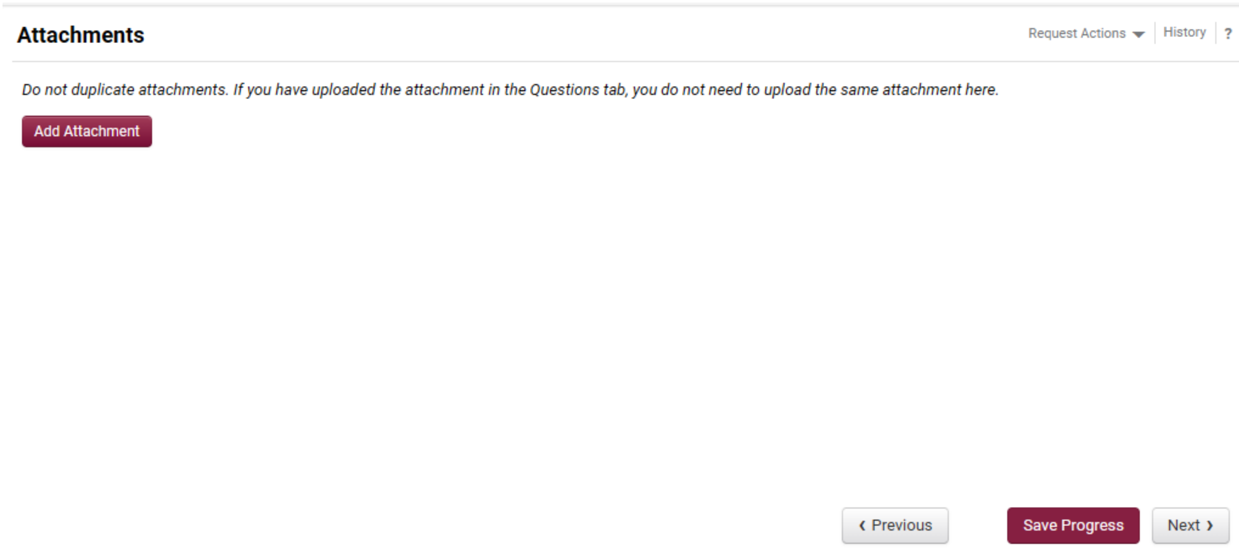
to save and progress to the Attachments page.



Note: Appendix B provide a list of mandatory additional fields on each payment request form.

Attachments

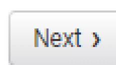
This page provides a space to upload an additional attachment as necessary. It is also a location where the enclosure documentation can be uploaded. **It is important not to duplicate attachments that were included on the Questions tab.**



1. Select Add Attachment 

2. Select the Upload button 

3. Enter a Title for the attachment.
4. Select Choose File to locate the document on your computer.
5. Select Save Changes.
6. Select 

to save your entry or select 

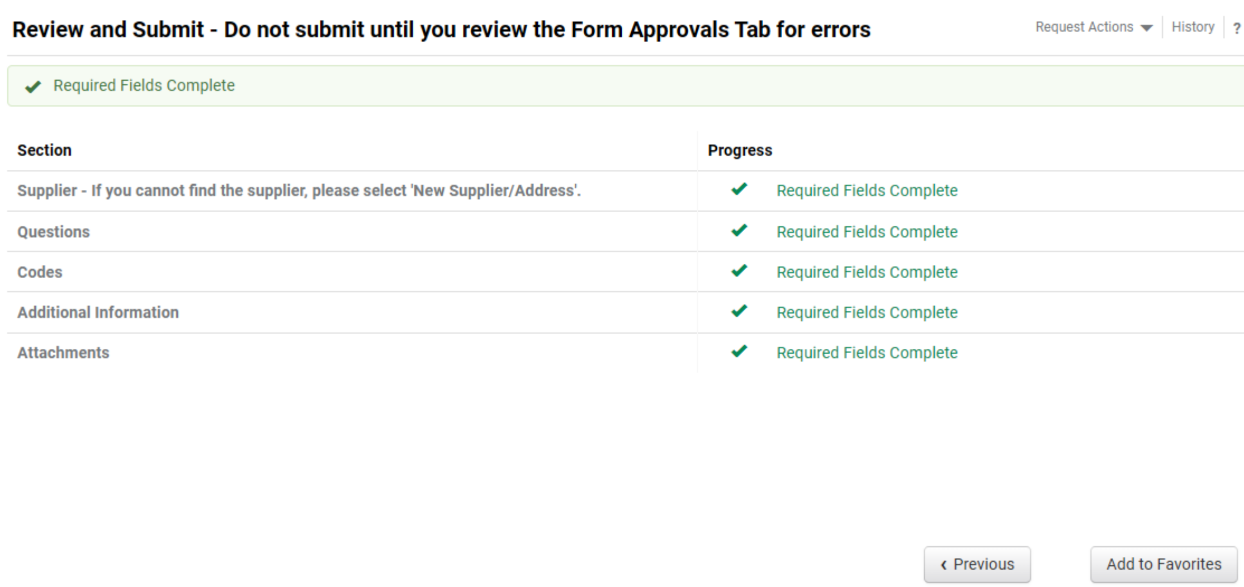
to save and progress to the Review and Submit page.

Review and Submit

The Review and Submit tab is where the document will be submitted and begin the approval routing process in workflow.

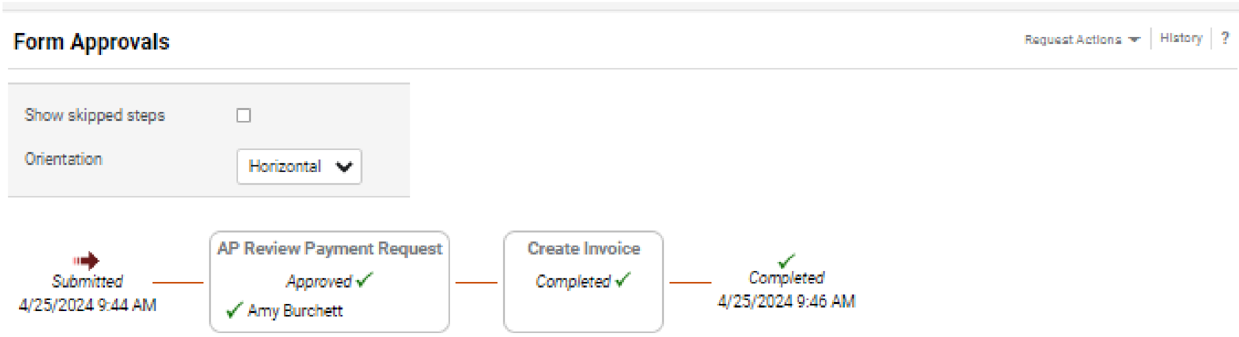
Warning: Prior to clicking the Submit button, the user should select the Form Approvals tab on the form and correct any data entry errors that exist in the Payment Request Error List. Please refer to the next section on [Form Approvals](#) of this Step-by-Step User Guide before submitting the document.

1. Once all errors are corrected, press the submit button to route the payment request form for Accounts Payable review (AP Review Payment Request).

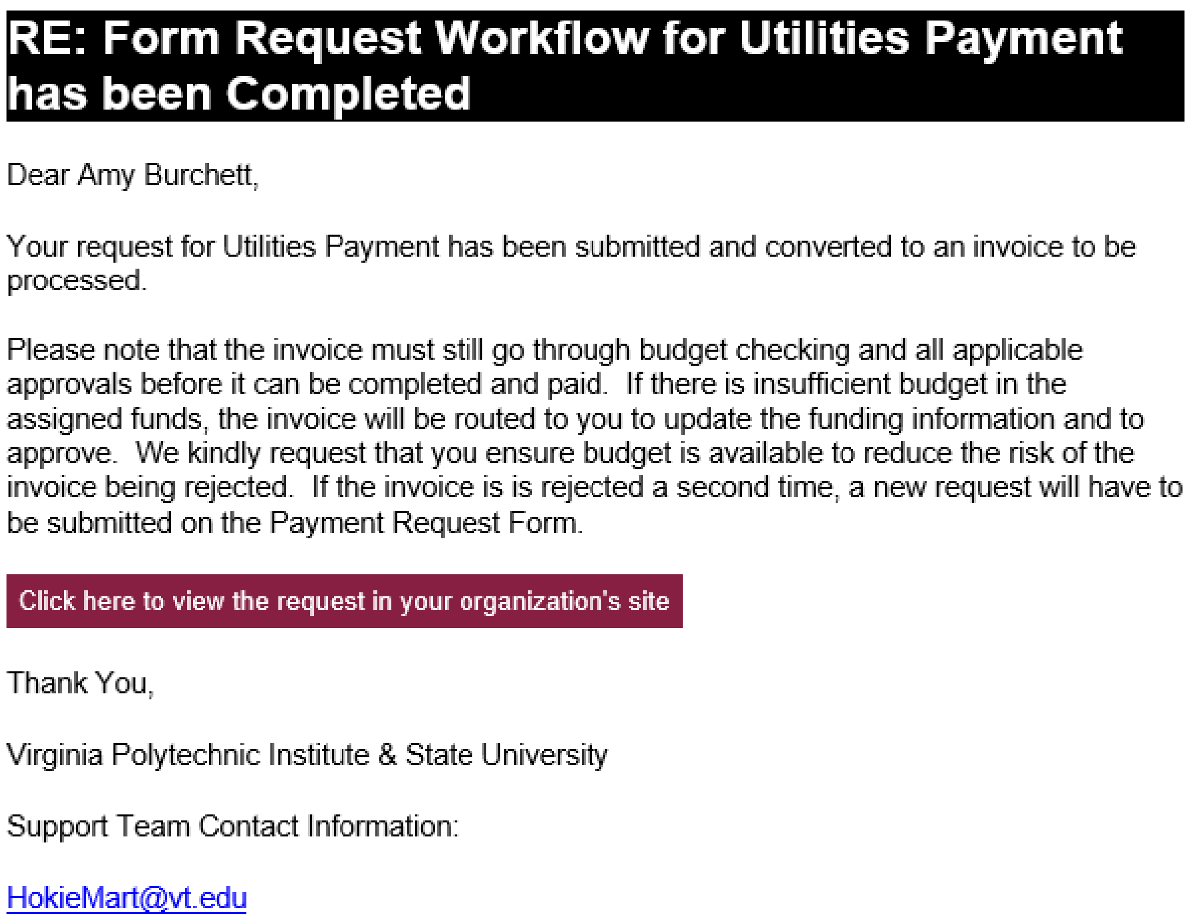


2. Accounts Payable will typically review and take action on the payment request (approve, return, or reject) within three business days.

3. The workflow can be seen on the Review and Submit tab of the payment request.



4. If notifications are turned on, you will receive an email that you request has been completed once Accounts Payable approves the request. Please note that this means the invoice is routing for approval. The supplier will be paid once the invoice is approved and the due date has arrived.



RE: Form Request Workflow for Utilities Payment has been Completed

Dear Amy Burchett,

Your request for Utilities Payment has been submitted and converted to an invoice to be processed.

Please note that the invoice must still go through budget checking and all applicable approvals before it can be completed and paid. If there is insufficient budget in the assigned funds, the invoice will be routed to you to update the funding information and to approve. We kindly request that you ensure budget is available to reduce the risk of the invoice being rejected. If the invoice is is rejected a second time, a new request will have to be submitted on the Payment Request Form.

Click here to view the request in your organization's site

Thank You,

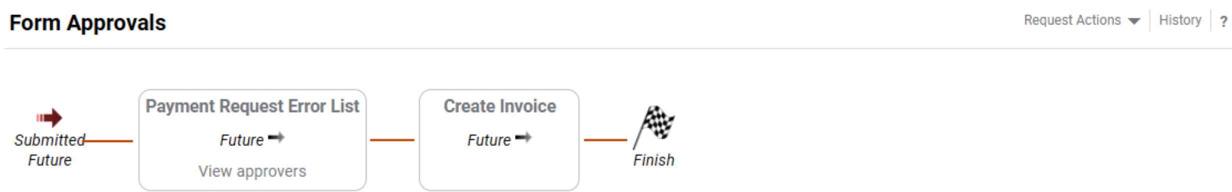
Virginia Polytechnic Institute & State University

Support Team Contact Information:

HokieMart@vt.edu

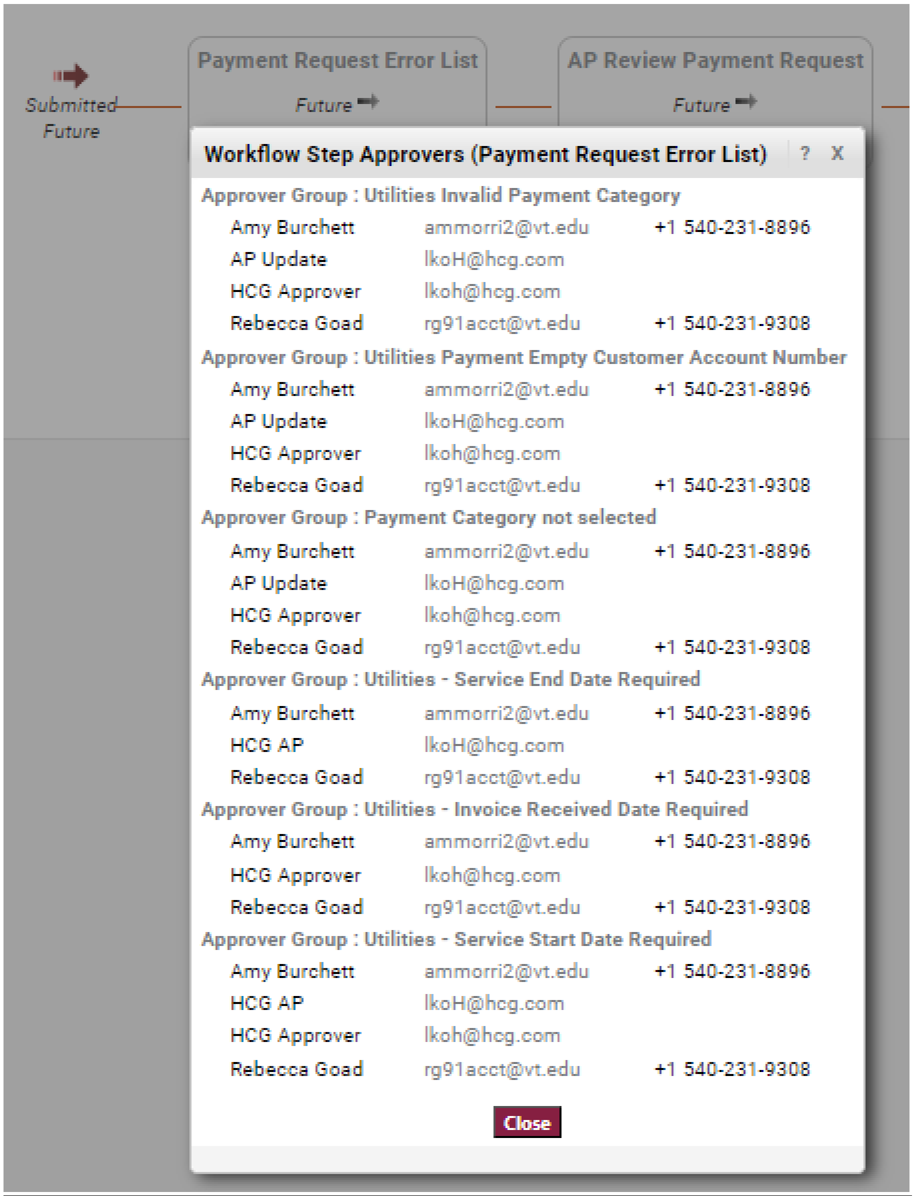
Form Approvals

This section of the form will display the workflow steps that the payment request will follow prior to an invoice being created.

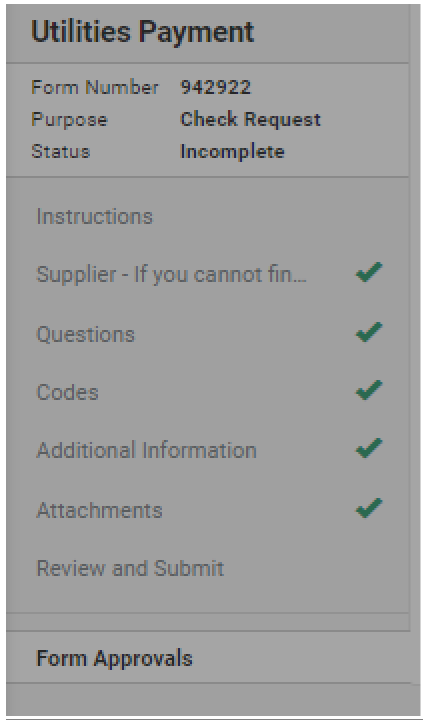


If there is a 'Payment Request Error List" step shown, then the request has errors that need to be fixed prior to submission. If these errors are not corrected, the request will route to Accounts Payable for an additional review. This may delay the payment being made to the supplier as the payment request will be returned for correction or potentially rejected.

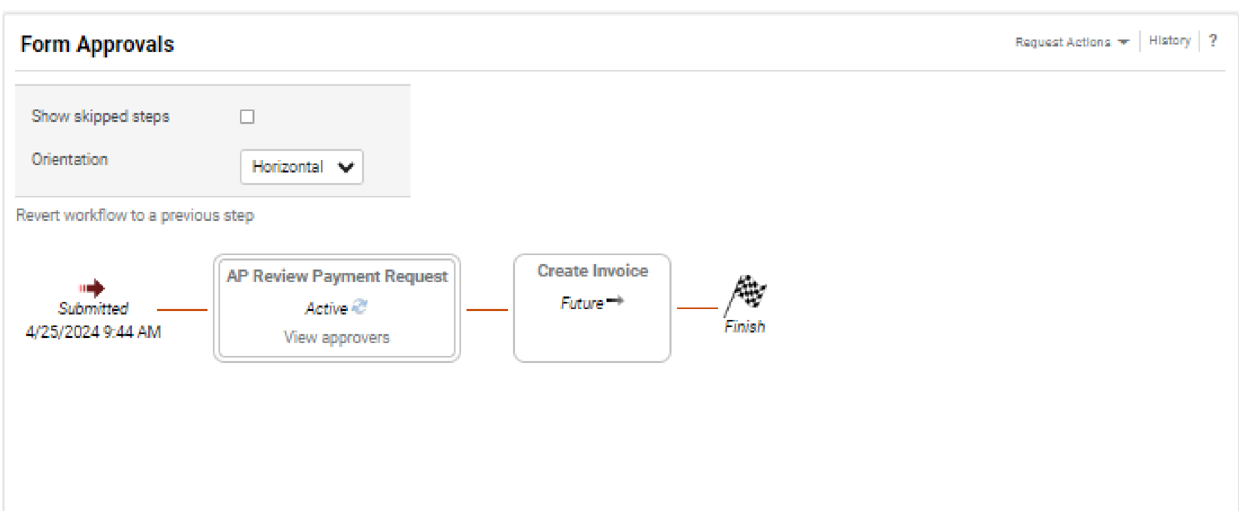
1. Click on the View Approvers link to see a list of items that need to be corrected. Appendix C contains a list of errors and documentation on how to resolve.



2. Users can click on the data entry tabs to correct the relevant information. The user will select Save Updates on each data page if information is changed. This will result in the error list being updated to remove fixed errors.



3. Toggle back and forth between the Payment Request Error List and the data tabs until all errors are resolved and the workflow step disappears.



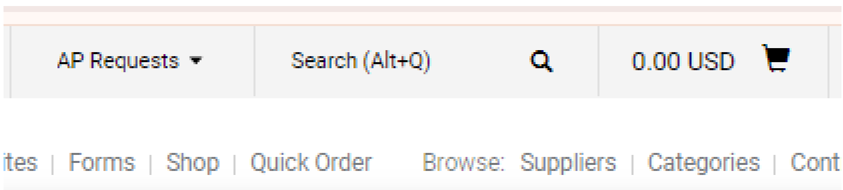
4. Return to the Review and Submit tab and select the Submit button to route the payment request for Accounts Payable review (AP Review Payment Request).

Searching for a Payment Request

There are two methods that can be used to search and retrieve a payment request form.

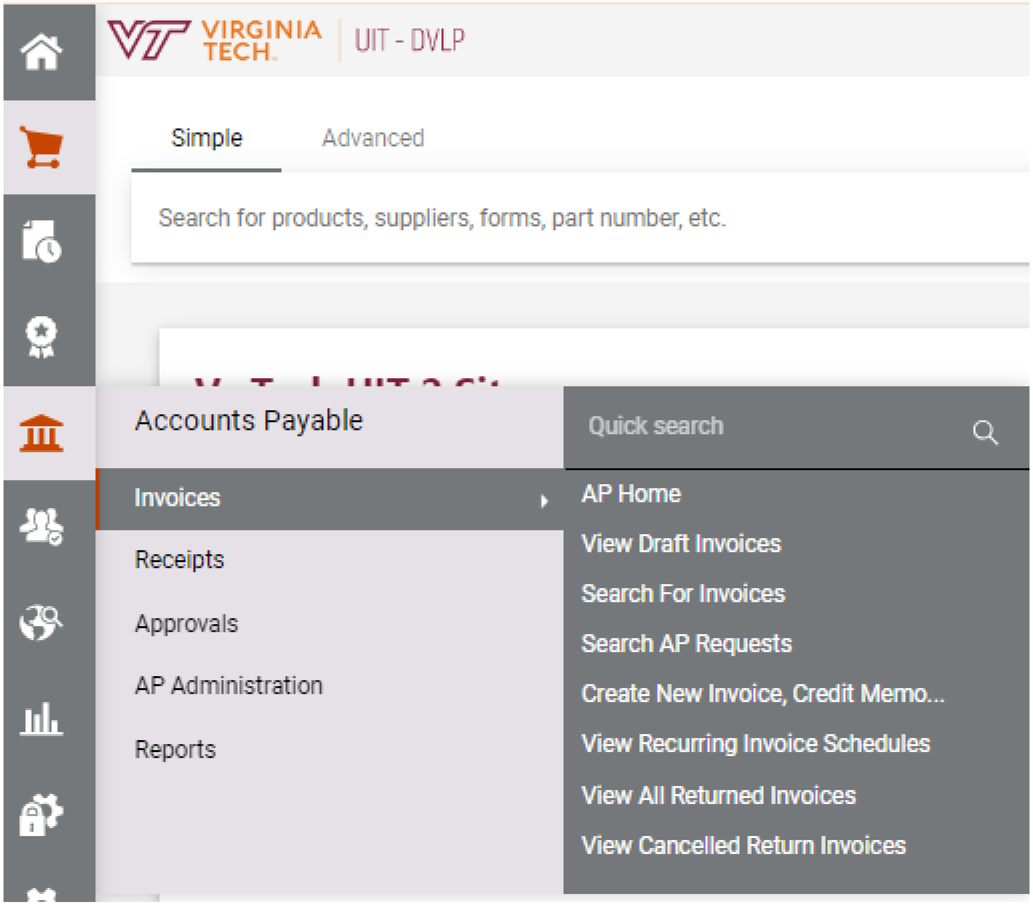
Method 1

1. On the HokieMart landing page select AP Requests and enter your form number.
2. Select the search icon  to retrieve the document.



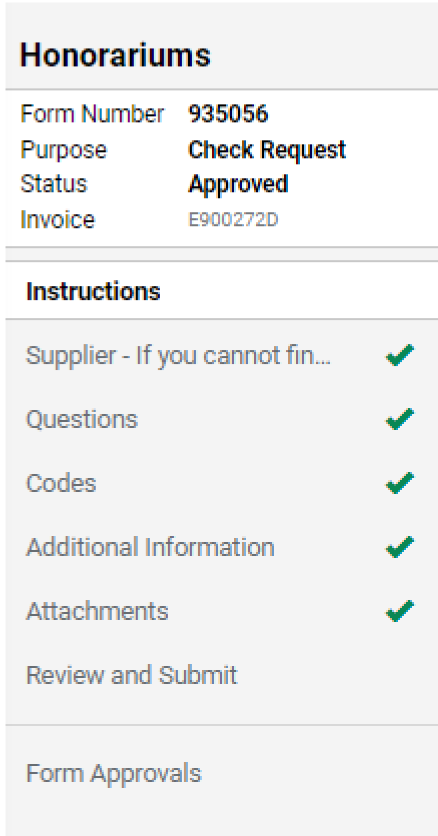
Method 2

1. Select the Accounts Payable icon  on the left-hand side and select Search AP Requests. The user will see a list of payment requests that they have been initiated. The user will not see payment requests that are initiated by others in their organization. Once the invoice is approved, the user will be able to see all e-invoices within their organization.



Invoice Generation

Once the payment form is fully approved an electronic invoice (e-invoice) is generated that routes through the same fund organization approvals as requisitions. If you retrieve the payment request form you will see the associated invoice number.



Honorariums

Form Number	935056
Purpose	Check Request
Status	Approved
Invoice	E900272D

Instructions

- Supplier - If you cannot fin...
- Questions
- Codes
- Additional Information
- Attachments
- Review and Submit

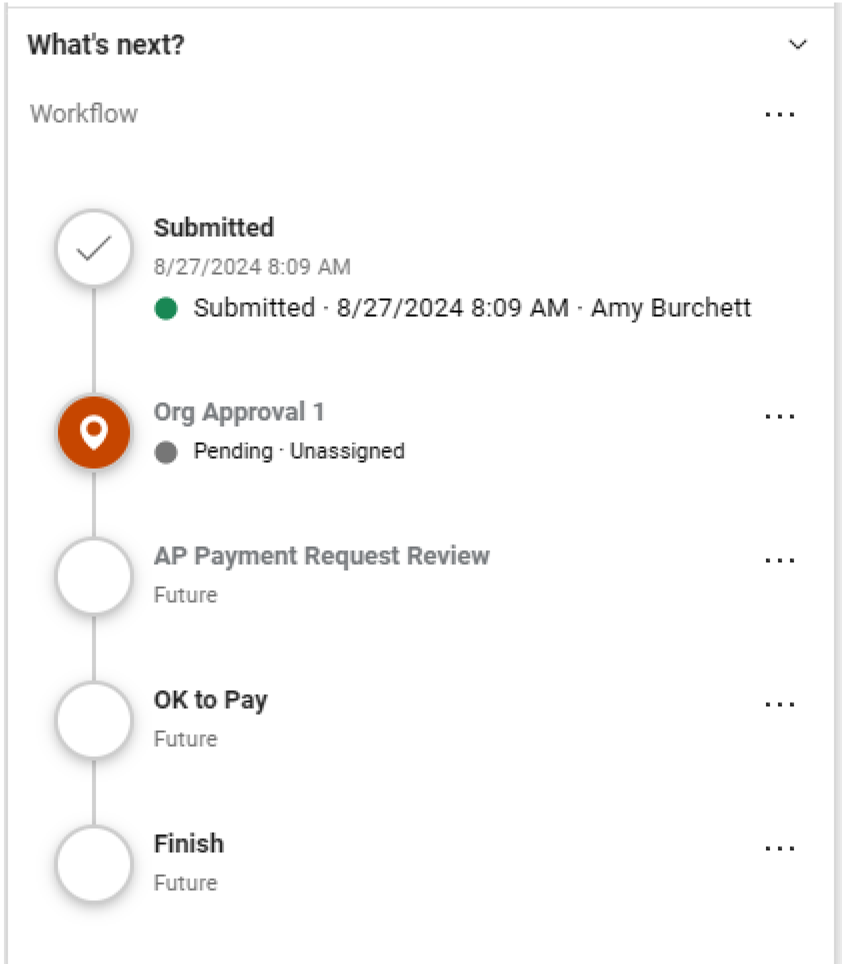
Form Approvals

1. Click on the e-invoice number to retrieve the document.
    a. The user can also select Invoices on the HokieMart landing page and enter the e-invoice number.
    b. Select the search icon  to retrieve the document.

Invoice Workflow

E-invoices generated through the payment request form process will route through appropriate fund and organization security based on workflows established for requisition processing. This may be a combination of departmental, senior management, and central review and approval. It is imperative that the requestor and approver are different individuals with appropriate authority to perform each duty to maintain a system of adequate internal controls. General Accounting in the Controller's Office will perform a review to ensure internal controls are maintained.

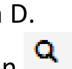
Departments will see the workflow steps on the e-invoice document in the HokieMart system. Please see the HokieMart Approver Guide for steps on electronic invoice approvals.

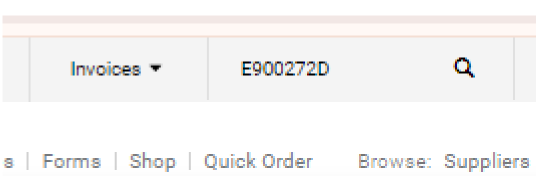


Searching for an Electronic Invoice

There are two methods that can be used to search and retrieve a payment request form.

Method 1

1. On the HokieMart landing page select Invoices and enter your invoice number that begins with an E and ends with a D.
2. Select the search icon  to retrieve the document.



Method 2

1. Select the Accounts Payable icon  on the left-hand side and select Search for Invoices. The user will see a list of invoices that they have been initiated. The user will be able to see all e-invoices within their organization and click on an invoice to view.

Invoice History

Once an e-invoice routes for approval and is completed, the document will integrate with Banner Finance. The History tab in HokieMart will show all approvals and payment information once a disbursement is made in Banner Finance.

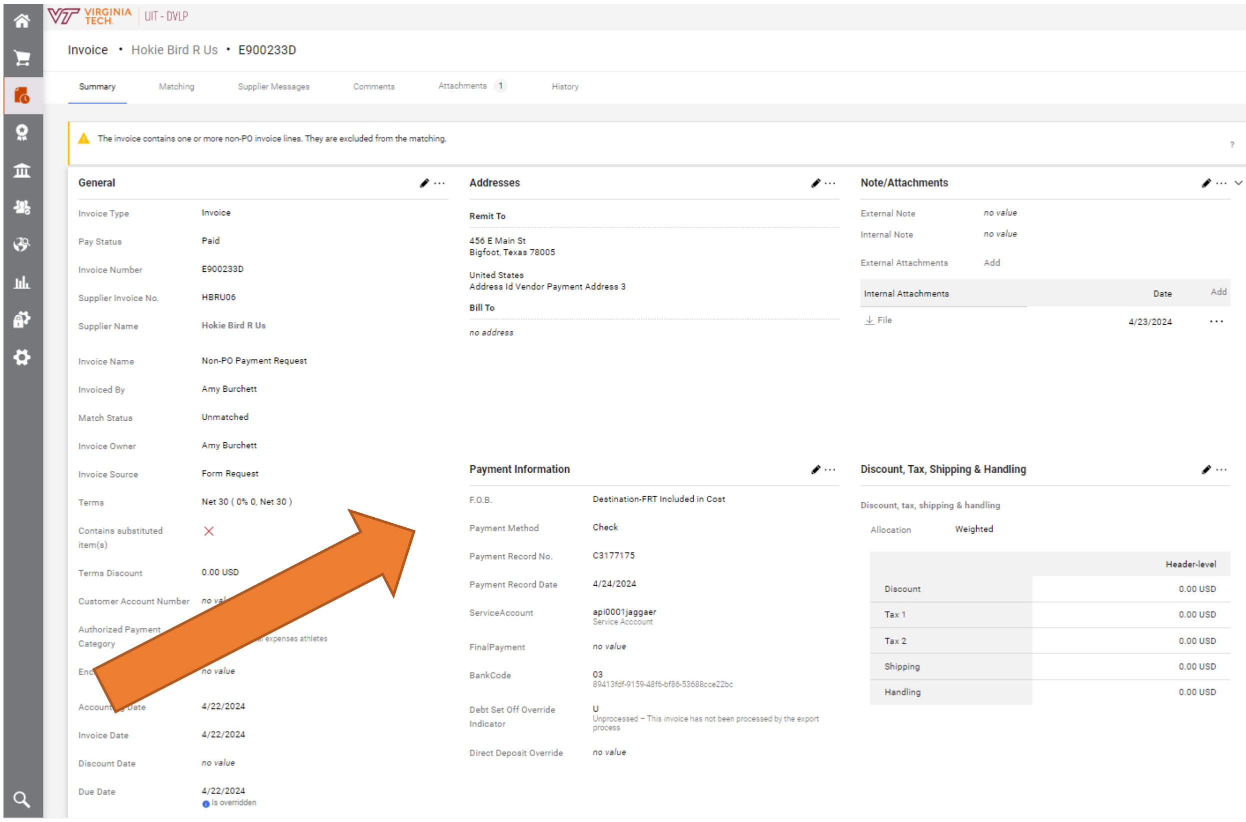
Invoice • Hokie Bird R Us • E900233D

Summary | Matching | Supplier Messages | Comments | Attachments 1 | History

Page 1 of 2 | 1-20 of 24 Results | 20 Per Page

Line No	Date/Time	User	Step(s)	Action	Field Name	From	To	Note
	4/23/2024 3:19:17 PM	System		Modified	Payment Method	Unknown	Check	
	4/23/2024 3:19:17 PM	System		Modified	Paid Date	4/23/2024	4/24/2024	
	4/23/2024 3:19:17 PM	System		Modified	Payment Record Date	*empty*	4/24/2024	
	4/23/2024 3:19:17 PM	System		Modified	Payment Record No.	*empty*	C3177175	
	4/23/2024 3:19:17 PM	System		Modified	Pay Status	Payable	Paid	
	4/23/2024 3:19:17 PM	System		Modified	Paid Date	*empty*	4/23/2024	
	4/23/2024 11:25:05 AM	System		Invoice sent via external system				InvoiceExport: The invoice has been successfully sent to ERP
	4/23/2024 11:25:05 AM	System		Modified	Sent To ERP	false	true	
	4/23/2024 11:23:59 AM	System		Invoice Approvals Completed				
	4/23/2024 11:23:59 AM	System	OK to Pay	OK to Pay				
	4/23/2024 11:23:59 AM	System		Modified	Pay Status	In Process	Payable	
	4/23/2024 11:23:59 AM	System		Invoice queued to be sent via external system				InvoiceExport: Invoice queued to be sent via external system
	4/23/2024 11:23:48 AM	System	Final Invoice Validation	Message transmission to external system successful.				InvoiceValidation
	4/23/2024 11:23:47 AM	System	Final Invoice Validation	Invoice budget check passed				Invoice E900233D
Line 1	4/23/2024 11:23:47 AM	System	Final Invoice Validation	Invoice line budget check passed				Invoice E900233D, Invoice has been validated by Banner
	4/23/2024	Amy Burchett	AP Payment Request Review	Invoice Approved				

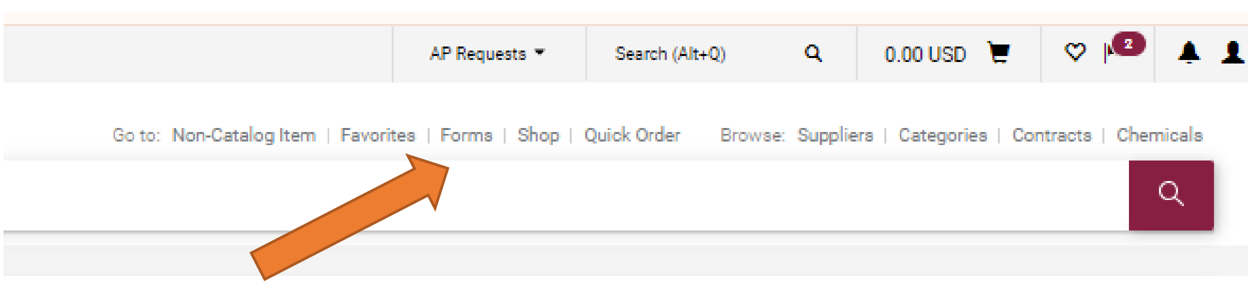
The payment information is also visible on the e-invoice in HokieMart.



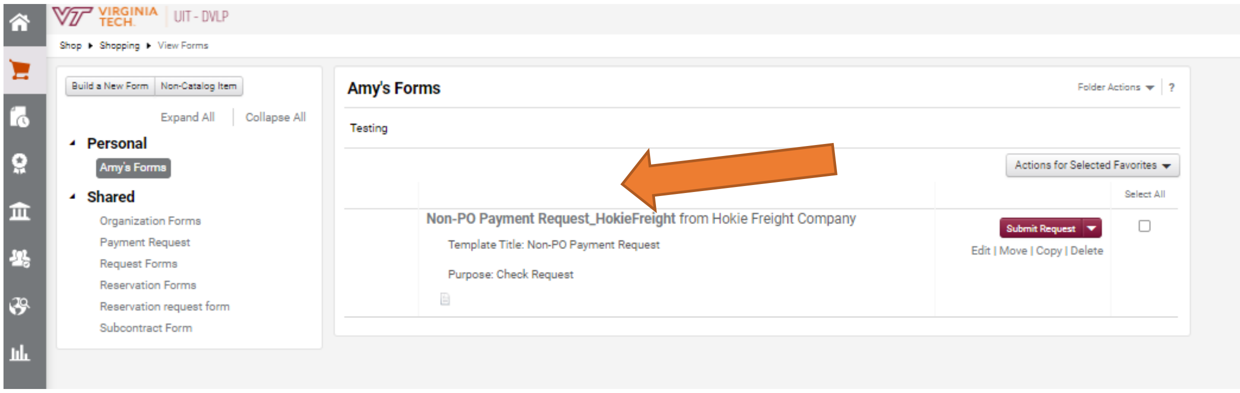
Favorites

After entering a payment request it is possible to save the form as a Favorite. This will allow the user to save the entered values for streamlined data processing on future requests. These can be accomplished by following one of two ways.

Items saved as a favorite can be retrieved from the HokieMart main page under Forms.

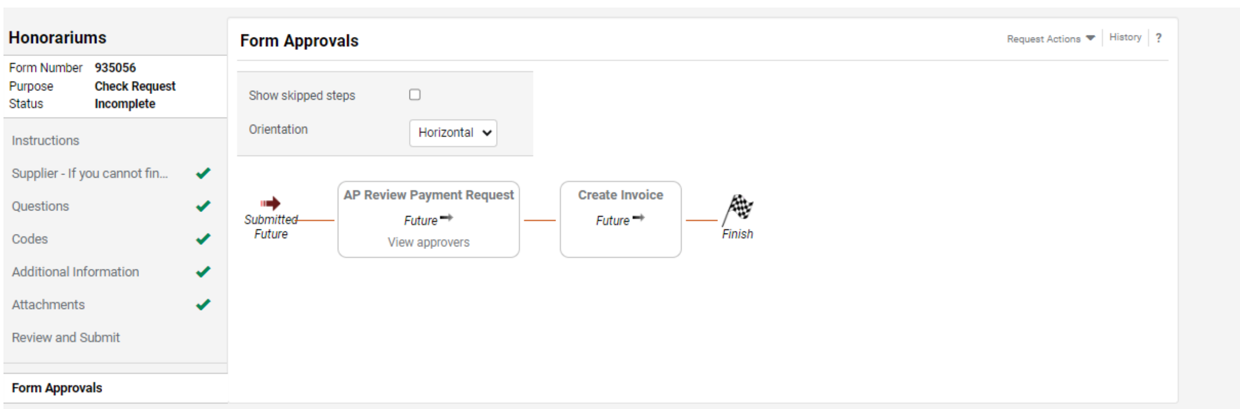


The user can then click on the title of the form and begin updating the form. Once complete, the new form can be reviewed and submitted.

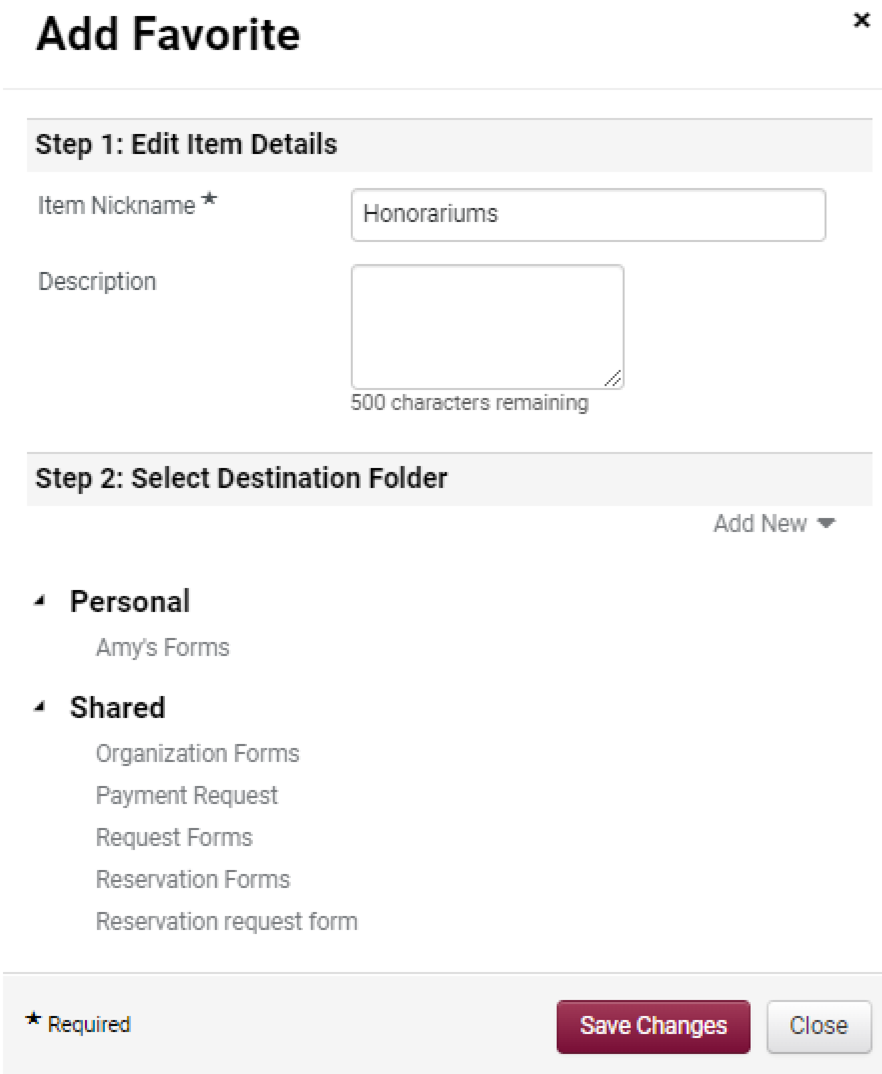


Method 1

1. On any page of the form click on Request Actions and select Add to Favorites.



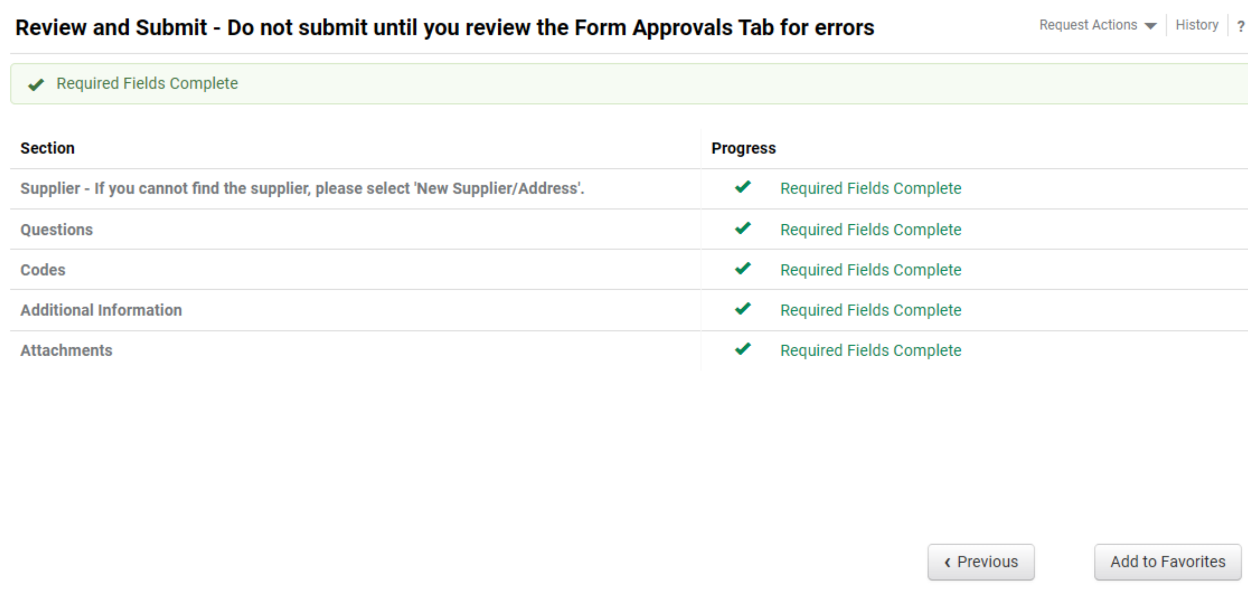
2. Enter a title in the Item Nickname field. This will identify the form template that you are saving for future use.
3. Enter a description as desired to provide context for how the template can be used.



4. Select a destination folder to save the favorite. You can select as a personal folder or a shared folder by clicking on the desired folder.
    a. If a new folder needs to be set up, you can click on Add New and select either Top level personal folder or Top Level shared folder.
    b. Enter a name and optional description for the folder.
    c. Select Save Changes.

Method 2

1. Prior to submitting the payment request form on the Review and Submit tab, select the Add to Favorites button.



2. Enter a title in the Item Nickname field. This will identify the form template that you are saving for future use.
3. Enter a description as desired to provide context for how the template can be used.
4. Select a destination folder to save the favorite. You can select as a personal folder or a shared folder by clicking on the desired folder.
    a. If a new folder needs to be set up, you can click on Add New and select either Top level personal folder or Top Level shared folder.
    b. Enter a name and optional description for the folder.
    c. Select Save Changes.

Payment Request Forms Actions

Returning

If there is an error with the payment request form it may be returned to the requestor by an approver. The requestor will receive an email notification that the form has been returned and will provide guidance on how to proceed.

RE: New Form Request Returned for Utilities Payment

Dear Amy Burchett,

Your request was returned by: Burchett, Amy

The reason for the return was: Please fix the errors in the payment error list. Please reach out to acctpay@vt.edu with questions.

To modify this request, click the link below:

Click here to view the request in your organization's site

If you have any questions with regards to this request, please contact the assignee who returned the request or your SelectSite Support Team.

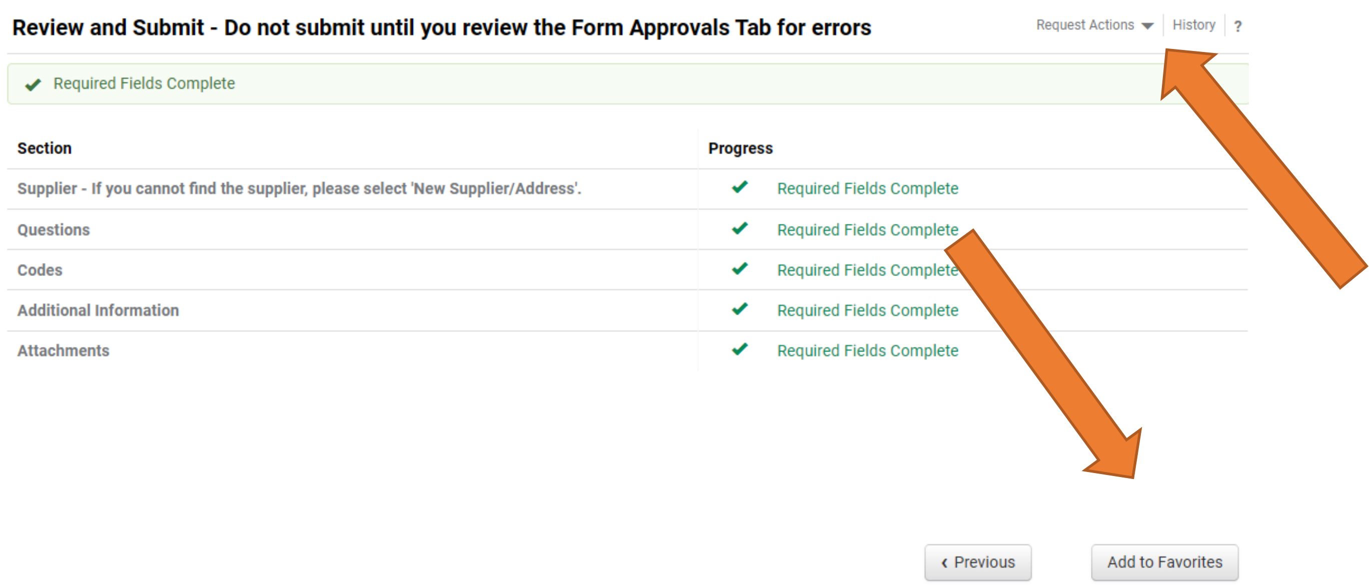
Thank You,

Virginia Polytechnic Institute & State University

Support Team Contact Information:

HokieMart@vt.edu

The requestor can click on the shaded area that says “Click here to view the request in your organization’s site”. This will link to the form in the HokieMart that needs to be corrected. **Note**: As a result of Virginia Tech Authentication Services, the user should be logged into HokieMart before clicking on the link to access the document. Once corrections are made the requestor will click **Submit** on the Review and Submit tab.



The user can also click on the History link to see the comments that have been added by an approver. These comments are the same that appear in the email sent to the requestor.

Non-Sufficient Funds

If the non-sufficient funds error is received the document will automatically be returned to the requestor. The user will have one attempt to update the funding and resubmit through the approval process. If the funds are still in NSF status, the document will be rejected and the user would have to enter a new form.

Rejecting

If the information on the payment request form makes the transaction unallowable, the payment request form will be rejected. The requestor will receive an email notification that the form has been rejected. The reason for the rejection must be viewed in the History tab on the payment request form. This information will not be contained in the email sent to the requestor.

RE: Form Request Workflow for Utilities Payment has been Rejected

Dear Amy Burchett,

Your request for Utilities Payment has been rejected.

The reject reason will display on the 'History' page following the link below.

Click here to view the request in your organization's site

Thank You,

Virginia Polytechnic Institute & State University

Support Team Contact Information:

HokieMart@vt.edu

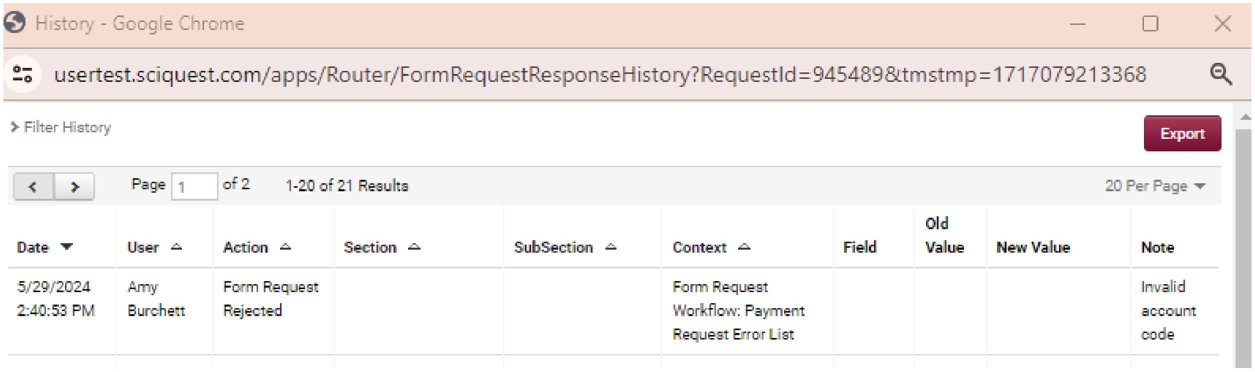
Review and Submit - Do not submit until you review the Form Approvals Tab for errors

Request Actions | History | ?

✔ Required Fields Complete

Section	Progress
Supplier - If you cannot find the supplier, please select 'New Supplier/Address'.	✔ Required Fields Complete
Questions	✔ Required Fields Complete
Codes	✔ Required Fields Complete
Additional Information	✔ Required Fields Complete
Attachments	✔ Required Fields Complete

‹ Previous | Add to Favorites



History - Google Chrome

usertest.sciquest.com/apps/Router/FormRequestResponseHistory?RequestId=945489&tmstmp=1717079213368

> Filter History

Export

Page 1 of 2 1-20 of 21 Results 20 Per Page

Date	User	Action	Section	SubSection	Context	Field	Old Value	New Value	Note
5/29/2024 2:40:53 PM	Amy Burchett	Form Request Rejected			Form Request Workflow: Payment Request Error List				Invalid account code

Appendix A: Payment Forms Rules

Form Name	Payment Category	Account Code	Required Information
Honorarium	A19	14130	Honorariums cannot be paid to a VT employee or student.
			IRS W-9/W-8 submitted to drop box
			Independent Contractor Form
			Invitation Letter or Agenda
			Justification
Non-PO			Supplier invoice or documentation of expense (i.e. membership form)
Revenue Refund	A22	0001 - 9999	Documentation to support refund amount
Utilities	A1		Supplier invoice

Appendix B: Payment Forms Additional Mandatory Fields

Field Name	Honorarium	Non-PO	Revenue Refund	Utilities
Invoice Received Date		X		X
Service Start Date	X	X		X
Service End Date / Goods Receipt Date	X	X		X
Customer Account Number				X
Authorized Payment Category	X	X	X	X

Appendix C: Payment Request Error List

Form Name	Workflow Rule	Rule Description	Payment Category
All	Payment Category not selected	Payment category left blank on the form	All
Honorarium	Honorarium – Service End/Goods Received Date Required	User did not enter the service end/goods received date	
Honorarium	Honorarium – Service Start Date Required	User did not enter the service start date	
Honorarium	Honorarium Zero Amount	Payment amount zero or left blank	
Honorarium	Honoraria Invalid Payment Category	User entered a honorarium payment with the wrong payment category	Not equal to A19
Honorariums	Honorarium not using Account 14130	User entered incorrect account code on form	
Honorariums, Utilities, Non-PO	Revenue Refund Code Used for Non-Revenue Refund Form	User entered a revenue refund account code on the incorrect form	
Non-PO	Non-PO Payment – Zero Dollar	Payment amount zero or left blank	
Non-PO	Non-PO – Invoice Received Date Required	User did not enter the invoice received date	
Non-PO	Non-PO – Service End/Goods Receipt Date Required	User did not enter the service end/goods received date	
Non-PO	Utilities and Honoraria Payment Category is not allowed on Non-PO Form	User entered an honorarium payment of a utility payment on the incorrect form	A1 or A19
Non-PO	Shipping, Parcel Services and Postage (A2) limited to > $200k	Subject to a limit of $200k	A2
Non-PO	Business Related Events/Conference Planning (A11) limited to > $200k	Subject to a limit of $200k	A11
Non-PO	Athletics Medical Expense (D1) Expense> $20k	Subject to a limit of $20k	D1
Non-PO	Outbound Freight purchases limited to > $200k	Subject to a limit of $200k	C1
Non-PO	Consulting for Academic and Research (E2) limited to > $50k	Subject to a limit of $50k	E2

Non-PO	Group Domestic Travel (E10) limited to > $200k	Subject to a limit of $200k	E10
Non-PO	Advertising (E3) purchases limited to > $200k	Subject to a limit of $200k	E3
Non-PO	Subscription purchases (E5) limited to > $200k	Subject to a limit of $200k	E5
Non-PO	Academic Testing (E8) purchases limited to > $200k	Subject to a limit of $200k	E8
Non-PO	Artifacts, art and exhibit fees (E9) limited to > $200k	Subject to a limit of $200k	E9
Non-PO	Research Project Participants (Subjects)	Subject to a limit of $500	E11
Revenue Refund	Rev Refund not using account code 0000-0999	User did not use the correct account code on form	
Revenue Refund	Revenue Refund-Zero Amount	Payment amount zero or left blank	
Revenue Refund	Revenue Refund Invalid Payment Category	User entered a revenue refund with the wrong payment category	Not equal to A22
Utilities	Utilities – Invoice Received Date Required	User did not enter the invoice received date	
Utilities	Utilities – Service End/Goods Received Date Required	User did not enter the service end/goods received date	
Utilities	Utilities – Service Start Date	User did not enter the service start date	
Utilities	Utilities – Zero Dollar	Payment amount zero or left blank	
Utilities	Utilities Payment Empty Customer Account Number	Customer account number field left blank	
Utilities	Utilities Invalid Payment Category	User entered a utility payment with the wrong payment category	Not equal to A1
Utilities	Utilities Payment – Invalid Account Code	Account code not in the allowable list	Must be 12160, 12170, 12171, 12180, 12182, 12971, 13220, 13223, 15420, 15421, 15430, or 15440