ACCOUNTS PAYABLE – FREQUENTLY ASKED QUESTIONS

PERSONAL/PROFESSIONAL SERVICES CONTRACTS (PSC)

Single-Payment PSC: The departments prepare the PSC and forward it to Suzanne Hart for review. Once Suzanne approves the PSC, a scanned copy will be emailed back to the department. The department can now enter a Banner invoice to initiate payment and send a copy of the signed PSC/invoice to Sandra Holland for payment approval.

Multiple-Payment PSC: Follow the same steps as above. When the department receives subsequent invoice for the PSC, use it to create an invoice in Banner. Attach a copy of the first page of the previously approved PSC along with the invoice to Sandra Holland for payment approval. Keep track of payments to ensure that the contract limit is notexceeded.

HOW TO PROCESS CREDIT MEMO

A credit memo from a vendor allows you to process refund for goods and services related to a specific purchase. A credit memo is created by using FAAINVE (Invoice/Credit Memo form). You need to check the Credit Memo box located in the lower right hand corner of the Invoice/Credit Memo Header screen.

CANCELLING OF INVOICES, CREDIT MEMOS AND CHECKS

Invoices and credit memos may be cancelled if they have been approved in Banner and no check or direct deposit has been issued to the vendor. Checks may be cancelled if they have not been mailed to the vendor. Please contact Lucinda Milligan at [milliganl@wou.edu](mailto:milliganl@wou.edu) if you need an invoice or check cancelled.

LOST CHECKS

If a vendor reports a lost check, Business Services will issue a replacement check after we have verified that the check has not been cashed. The vendor will need to complete a Lost Check Affidavit and submitted it to Business Services. This form is available at: <https://www.wou.edu/business/>.

The replacement check will be issued no earlier than 30 days after the original check date.

CAN I ADD ADDITIONAL TEXT AFTER THE INVOICE IS COMPLETE?

Additional text may be entered after the invoice is complete by accessing FOATEXT (General Text

Entry form). Enter INV in the Type field, the Banner invoice number in the Code field, and press

Page Down. Enter text, check the Print box for each line of text. Press SAVE.