



Commonly Asked Questions / FAQ:

What does each of the “Payment Status” listings mean?

- 1) Cleared but Unaccounted: funds were electronically deposited into supplier’s bank account through Paymode
- 2) Negotiable: check has been cut and sent, but not yet cashed
- 3) Reconciled Unaccounted: supplier received and deposited a paper check
- 4) Voided: check has been voided or payment has been stopped

Who does a vendor call /contact to sign up for Paymode?

- 1) 1-877-443-6944
- 2) <https://www.paymode.com/harvarduniversity>

How do you process a Non-Employee reimbursement request?

- 1) There are instructions under “Non-Employee Reimbursement Guidance, Instructions and Forms”:
 - a. <https://travel.harvard.edu/resources>

How to search for an active supplier in the B2P system?

- 1) https://b2p.procurement.harvard.edu/files/b2p/files/b2p_supplier_search_tip_sheet.pdf

How to find invoice payment status on an invoice processed in B2P system?

- 1) https://b2p.procurement.harvard.edu/files/b2p/files/b2p_viewing_invoice_and_payment_information.pdf

How to create a standing amount based Purchase Order?

- 1) https://b2p.procurement.harvard.edu/files/b2p/files/b2p_amount_based_and_standing_order_guidance.pdf

How to process a USD or Foreign currency Wire?

- 1) https://b2p.procurement.harvard.edu/files/b2p/files/b2p_wire_request.pdf
- 2) The two specific forms included in these instructions:
 - a. https://otm.finance.harvard.edu/files/otm/files/USD_wire_fillable_form_10-2019.pdf
 - b. https://otm.finance.harvard.edu/files/otm/files/FX_wire-transfer_form_10-2019.pdf

How to create a change order on a purchase order?

- 1) https://b2p.procurement.harvard.edu/files/b2p/files/b2p_creating_a_change_order.pdf

If Vendor didn’t provide an invoice, an In Lieu of Invoice form is used:

- 1) https://b2p.procurement.harvard.edu/files/b2p/files/2021jul15_in_lieu_of_form.pdf

How do I handle an invoice that requires Special Handling?

- 1) <https://b2p.procurement.harvard.edu/faqs-0>
 - a. Under eProcurement/AP: Invoices, the following answer is provided:
 - b. There is a Special Handling section in the requisition checkout process. “Deliver to Department” is an option for departments that prefer to add an enclosure with a check (those are no longer performed by AP).

Note: We strongly urge you to consider the compliance risks of handling checks; best practice is to utilize electronic payment methods wherever possible.

How do I process credit memos in B2P?

- 1) <https://b2p.procurement.harvard.edu/faqs-0>
 - a. Under eProcurement/AP: Invoices, the following answer is provided:
 - b. If the credit is related to a PO, then email the credit to ap_customerservice@harvard.edu. Be sure the PO # is clearly noted.

If the credit is not related to a PO, email the credit to ap_customerservice@harvard.edu with special instructions on where to post this invoice to.