



# Harvard University

Strategic Procurement continues to monitor the evolving outbreak of the Coronavirus (COVID-19) and is providing the following guidance regarding Invoice and Payment processing (Accounts Payable), Expense Report processing (Concur) and CITI card usage (Corporate, Department and Purchasing cards) in order to minimize disruption to payment processes.

## Invoice Processing & Purchasing:

Effective immediately schools and Units **SHOULD NOT** mail paper invoices separately to Accounts Payable. Options and instructions are listed below:

### Payment Requests and Purchase Orders (PR & PO):

- Email [ap\\_customerservice@harvard.edu](mailto:ap_customerservice@harvard.edu) with invoice(s) attached
- Include the PO/PR number related to the invoice on the invoice (when possible), or in the email to AP with the attached invoice
- **Subject line of email must include: COVID-19 INVOICE**
- If you receive an invoice electronically forward the email with attached image as noted above
- If you receive a paper invoice, scan (or take a picture) and attach the image and send the email as noted above.
- Central AP prefers one email per invoice to avoid confusion

### CITI Cards:

- Schools and Units can use University issued cards (Purchasing, Corporate, Department) for the payment or purchase of goods
  - Request an electronic receipt for payment when possible
  - This option is only to be used for essential purchases after Monday, March 16<sup>th</sup> or for existing POs where the vendor is looking for expedited payment
  - Contact OFS AP team if you require any limit increases or require assistance with limitations on MCC code restrictions
  - Any new card requests will be mailed directly to the cardholder's home address
  - ***Using cards as an alternative payment method for suppliers may cause duplicate payments if the invoice later gets sent to Accounts Payable. Be sure to double check with the supplier that they have not already been paid through other methods, and that they will mark the invoice as "Paid" in their system to avoid payment duplication. In addition, if you created a PO and paid via a credit card, please reach out to Central AP to close out the PO.***



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## Non-Employee Reimbursements (NR):

- Email [fad\\_travelmgr@harvard.edu](mailto:fad_travelmgr@harvard.edu) and include the associated NR number
- **Subject line of email must include: COVID-19 NR**
- If you receive the backup electronically, forward in an email as noted above
- If you receive paper documentation, scan (or take a picture) and attach the backup and send via email as noted above
- For continued travel guidance: <https://travel.harvard.edu/>

## Special handling:

- **Check pick-up at 1033 will be unavailable effective 3/16/2020 until further notice, and remaining checks will be mailed**
- Going forward, checks will be mailed to recipients
- Recipients should update their mailing address if necessary (see FAQs below)
- For exceptions or to override payment terms email [ap\\_customerservice@harvard.edu](mailto:ap_customerservice@harvard.edu)

## Employee Expense Reports and CITI payments (Concur):

- No impact creating, attaching receipts, submitting, and approving expense reports
- Concur User Help desk: 866-793-4040 or 617-495-8500, option 6
- Remind faculty/staff and promote the use of the Concur mobile app
  - Instructions on how to use the Concur App , click [here](#)
  - <https://travel.harvard.edu/mobile-app> – more detail on using the Concur App
- Remember delegates can email receipts on someone's else's behalf to an employee's profile
  - University Q&A click [here](#); see question called '*as a delegate how can I send a receipt on someone's behalf*'
- SPH detailed instructions can be found under Concur Resources, Click [here](#), resource called '*Concur Instructions on How a Delegate Can Email Receipts to Another Employee*

## Payment Processing:

### Paymode

- Remind suppliers that they can enroll themselves in Paymode, which will result in ACH (electronic) payments: <https://www.paymode.com/harvarduniversity/>

### Zelle

- Promote enrollment in Zelle for individuals (in lieu of checks)
- Zelle FAQs can be found here: <https://b2p.procurement.harvard.edu/faqs-0>



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## Wire Transfer Requests:

- If required, our ability to initiate wires remotely will be limited and based on urgent need and an exception basis. As such follow the instructions below:
  - Email [OTM\\_WireTransferInquiry@harvard.edu](mailto:OTM_WireTransferInquiry@harvard.edu) with wire transfer form and associated backup, including invoice
  - **Subject line of email must include: COVID-19 WIRE/DRAFT**

*NOTE: We will provide more information as soon as possible on policy changes, criteria, approvals and process requirements. Please plan accordingly by considering alternate method of payments, making advance payments or funding projects for multiple months.*



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## FAQs

- Can I use a University-issued card to place orders instead of HCOM?
  - Yes, we strongly urge Schools and Units to place orders using University-issued cards for **goods** during this time whenever possible.
- What do I do about forms that typically require signature?
  - Email attestation is acceptable
- How do I signal to the AP/Supplier Onboarding team that a supplier's address/data needs to change as a result of the COVID-19 situation?
  - No change to current process
  - Suppliers can edit their own information via Supplier Portal self-service. Feel free to send them an Invitation to the Supplier Portal (if they have not already been invited) to edit their information as needed. Maintenance Request forms are an alternative means to submit changes for existing suppliers and can be submitted via the Supplier Portal by the department.
  - Visit <https://b2p.procurement.harvard.edu/training-0> for more information on using the Supplier Portal.
- Can I use a University-issued card to pay for an existing invoice instead of using HCOM?
  - Yes, cards may be used to pay invoices during this time. However, be sure the invoice does not also get submitted to HCOM later on as this will cause duplicate payment. You also need to work with AP on closing out the existing PO after it is paid.
- When does the new process start?
  - Effective 3/16/20
- How do we handle “Special Handling”?
  - Email [ap\\_customerservice@harvard.edu](mailto:ap_customerservice@harvard.edu)
- Can I use my personal card for payments?
  - No, you must only use Harvard University issued credit cards
- Will there be any changes to Vendor Setup?
  - No, there will be no impact to the Vendor onboarding process
- What is the turnaround time for University issued credit cards?
  - Please allow up to 5-7 days
- Can I attach multiple invoices to one email?
  - Preferred method is one invoice per email
  - If necessary, you may attach multiple invoices as long you provide the PO or PR number associated with each invoice
- What if the appropriate expense type isn't available in Concur?
  - Use ‘Other expense’ and then process a journal entry to move the expense to the appropriate code afterwards