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RE: Accounts Payable Guidance Regarding the Coronavirus Disease (COVID-19)

Date: March 13, 2020

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:

Schools and Units should use University issued cards for the payment and/or purchase of goods whenever possible. If University cards are not an option, scan and attach invoices electronically (see below). **DO NOT** mail the paper invoices separately to Accounts Payable. Follow the instructions below:

- **CITI Cards:**
 - ***We strongly urge Schools and Units to use University issued cards (Purchasing, Corporate, Department) for the payment or purchase of goods whenever possible.***
 - Request an electronic receipt when possible
 - For additional guidance or assistance with credit limits please contact your local card administrator: <https://cardservices.harvard.edu/resources-cardholders>
 - 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 it has not already been paid through other methods and that they will mark the invoice as "Paid" in their system to avoid payment duplication.***
- **Payment Requests and Purchase Orders (PR & PO):**
 - Email ap_customerservice@harvard.edu with invoice(s) attached
 - Include the PO/PR number related to the invoice
 - Subject line must indicate:
 - 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.
- **Non-Employee Reimbursements (NR):**
 - Email fad_travelmgr@harvard.edu
 - Make sure you include the associated NR number
 - Subject line must indicate:
 - COVID-19 NR
 - If you receive the backup electronically, forward the email as noted above.



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- 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

Employee Expense Reports (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 and promote the use of the Concur mobile app
 - <https://travel.harvard.edu/mobile-app>

Payment Processing:

- **Paymode**
 - Remind suppliers that they can enroll themselves for Paymode which will result in ACH (electronic) payments
 - <https://www.paymode.com/harvarduniversity/>
- **Zelle**
 - Promote enrollment for individuals (in lieu of checks)
 - Zelle FAQ's can be found here: <https://b2p.procurement.harvard.edu/faqs-0>
- **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 with wire transfer form and associated backup, including invoice
 - Subject line must indicate: 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 can 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.
- When does the new process start?
 - Effective 3/16/20
- **How** do we handle “Special Handling”?
 - Email 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 days
- Can I attach multiple invoices to one email?
 - Yes, as long you provide the PO or PR number associated with each invoice
 - Preferred method is one invoice per email
- 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