Q&A List

Payment Academy - Payments on Paper Forms 5.14.20

Q: So if I click the dropdown on the PA form and don't see a description that fits what I'm doing -- that means I can't use the PA form?

A: The PA form can only be used to authorize payment for specific items. Before you open the PA form on the PSC website, review the allowable uses of the form (and the documentation required in each case) in the PSC Procedural Statement: Payment Voucher / Authorization. If none of the options match what you're trying to accomplish, contact FinPro Help for guidance on the appropriate payment mechanism.

Q: Can we look up PAs for students also?

A: Yes, you can use the Finance System to look up PA forms for students and other non-employees, as well as for employees. To learn how to do this, watch the FIN How-to: Looking Up PAs and NRIs video, featured on the Payment Resource Center website.

Q: Is there a way to see a PDF of the check that went out for a payment?

A: Copies of checks are available after they have been reconciled. Please send requests to mai.ngo@cu.edu or contact FinPro Help Desk.

Q: What kind of access in the Finance System do you need in order to look up PAs and NRIs?

A: To look up PAs and NRIs in the Finance System, you need Inquiry access -- or any type of update access (like Journal Entry) because Inquiry automatically comes with any update access. To see requirements for obtaining that access, see the Access & Training Requirements webpage.

Q: With working remotely we are unable to get signatures for the PA form. What is the best way to get these completed and sent for payment without being able to have the departmental signatures?

A: **The Payables team says that the following are acceptable:**

- Using digital signatures on forms
- Transmitting digitally or manually signed forms via fax (note that all faxes to the PSC are routed to email)
- Transmitting digitally or manually signed forms via email
- Signing and transmitting forms via Docusign
- Obtaining signature (approval) via email and forwarding the approval email with the form to signify that the form has been approved (if multiple signatures are required, try to obtain them in a single email chain as opposed to having to attach multiple emails)

Payables discourages:

- Physical mail (campus/US/etc.), since this results in delayed processing

Q: How long does it usually take for the SSP to be processed and payment sent?

A: The Payables team usually processes invoices, including paper forms, within 10 business days of receipt. Once an SSP invoice has been processed, payment should be issued within one day.

Q: If the study subjects are being paid by gift card, do we need to complete a gift card form?

A: Yes, if you're paying a study subject by gift card, you need to follow the PSC Procedural Statement: Gift Cards (GC), including submitting the Gift Card Authorization Request (GC) form to your campus controller's (finance) office for approval.

Q: Is there a minimum amount of payment to study subject before, before requesting W9?

A: If your department is using a Study Subject Payment form to pay a study subject for the first time, you must attach a W9 with the SSP form. If the study subject receives $600 or more in a calendar year, the Payables team will issue a 1099.

Q: If I code the study subject payment as a travel reimbursement, will it be taxed?

A: No. That's why it's important to use the appropriate account codes when completing the SSP form.

Q:When would we use an Additional Payment form instead of these forms?

A: You use an Additional Pay form to add a bonus, moving/relocation reimbursement, or incentive pay to an employee's wages.

Q: I just handle the study subject payments. I don't run or reconcile financial reports. Should I be talking to our department finance manager to see if she needs me to change the SSP form descriptions I use?

A: Communication is always a great idea when there are different individuals in a department performing various functions. Have a conversation with your department financial manager who is doing the reconciliation to see just how well they're able to reconcile the financial detail based on the descriptions you're already using. What we've given you today is a suggestion - you may have your own ways of setting up these descriptions. This could be a great opportunity to see how you can get even more meaningful information onto your financial reports.

Q: Is the SSP payment a different option instead of using petty cash? Most of our faculty members use a petty cash to pay study subjects and this form might be a better option.

A: There are several procedures that set forth the options and restrictions related to paying study subject payments, including: PSC Procedural Statement Study Subject Payments, PSC Procedural Statement Gift Cards, and PSC Procedural Statement Petty Cash and Change Funds.For additional questions on petty cash, contact the appropriate campus email address: pettycash@colorado.edu, acctfund@uccs.edu, PCGC@ucdenver.edu, or Kris.Truesdale@cu.edu.

Q: If you are using Gift Cards, must you have a gift card program established?

A: Most purchases of gift cards require the Gift Card Authorization Request form. Purchases of gift cards associated with recognition may required the establishment of a gift card program. For details, see the PSC Procedural Statement Gift Cards and the PSC Procedural Statement Recognition and Training.

Q: I would like to know the pros and cons (for example, documentation required, volume of requests, reporting) of using petty cash payments (for study subjects) vs. the SSP forms.

A: There are several procedures that set forth the options and restrictions related to paying study subject payments, including: PSC Procedural Statement Study Subject Payments, PSC Procedural Statement Gift Cards, and PSC Procedural Statement Petty Cash and Change Funds.
For study subject payments via SSP form, you'll need to submit a completed SSP form and attach a W9 if it is the first time your department is paying that individual.
For detailed information on study subject payments via petty cash, contact the appropriate campus email address: pettycash@colorado.edu, acctfund@uccs.edu, PCGC@ucdenver.edu, or Kris.Truesdale@cu.edu.

Q: If you are paying study subjects through a petty cash fund, do you still have to maintain W9 forms for all
For detailed information on study subject payments via petty cash, contact the appropriate campus email address: pettycash@colorado.edu, acctfund@uccs.edu, PCGC@ucdenver.edu, or Kris.Truesdale@cu.edu.

Q: How do you look if the check has been cashed?

A: *If you don't know the check number* - You'll need to look it up. You can do this following the how-to guide for the payment type in the Payment Resource Center. Those procedures will walk you through looking up the check details.

If you already know the check number - You can look up check details in the Finance system using these procedures - Viewing Check Details.

Q: Is the best way to confirm that a payment hasn't been cashed to look it up in the finance system or to check in with the Fin Pro Help Desk?

A: Either option works! You can follow the directions linked on the Payment Resource Center to see if the check shows as unreconciled (not cashed) in the Finance System. If you'd like help looking up the status of a check or if you have questions, FinProHelp is happy to assist.

Q: So if -- in addition to submitting a WA form to cancel the original check -- I have to submit a new NRI form because the dollar amount changed, should I re-use the original invoice number or create a new invoice number?

A: If you're submitting a new NRI form (or a new PA form or new SSP form), use a new, unique invoice number. The Payables team cannot process duplicate invoice numbers to the same payee.

Q:Is it possible to get access to the system for clinical trial payments so we are able to check the status without having to bother the help desk?

A: You can run the m-Fin Financial Detail II report in CU-Data to look up the status of clinical trial (study subject) payments. Because all study subject payments are treated as confidential, you cannot look them up directly in the Finance System yourself -- you'll need to contact FinProHelp instead.

Q: What is the university policy on sending Social Security Numbers on forms via email?

A: For security reasons, fax or mail are the preferred methods for submitting forms with Social Security Numbers on them. If you are contacting FinProHelp about the status of a payment and your inquiry includes SSNs, then you should make the inquiry by phone as opposed to by email or chat.

Q: I love the videos! Do more of them!

A: We're happy to hear you like them! We recently created 7 new videos about the various payment lookups. You can find other how-to videos on our PSC Training and OUC Training pages. If you have suggestions for new videos, you can send those suggestions to kristina.mendez@cu.edu.