Payment Request System
Fast – Convenient – Secure – Accurate
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Overview

The Payment Request system allows you to process your requests for payments electronically. This system has many benefits for the user. The system allows users to submit Non-Purchase Orders, Purchase Orders, and Contract Manager Payment Requests (PRs).

1. **Provides Centralized Access and Useful Management Tools**
   The system allows users to access all their electronic payment request transactions from one place. Furthermore, it offers tools (e.g. filters, search, current fund availability “AVL” look-up functionality etc.), which allows users to manage their payment requests efficiently.

2. **Reduces Processing Time**
   Since all transactions are processed and routed electronically, the system is not subjected to the delays inherent to a manual system. This reduces the turnaround time required to process transactions.

3. **Reduction in Human Error**
   This system reduces the need to perform manual checks (e.g. “AVL” availability) during data entry. This reduces processing errors, and this in turn, will also contribute to faster transaction turnaround times.

4. **Accessible 24/7**
   Since this is a web-based system, users can submit payment requests to the RF twenty-four hours a day. Additionally, users can obtain the status and other important information about their payment requests online at any time without having to call the RF.

**Users**
The following users have access to the Payment Request System. This manual focuses on the first two users’ groups: preparers and approvers.

**Preparers:** These users typically operate from a CUNY campus and create payment requests on behalf of approvers. They may perform the following actions within the system:

- Create a payment request
- Save a payment request
- Edit a payment request
- Submit a payment request for approval
- Recall an un-approved payment request

**Approvers:** These users also typically operate from a CUNY campus and are responsible for approving and submitting payment requests to the Research Foundation (RF) for processing. This user group comprises of P.I.s, authorized signatories, and grants officers. They may perform the following actions within the system:

- Create a payment request
- Save a payment request
- Edit a payment request that they created or that was submitted to them for approval
- Approve a payment request and submit it to the RF for approval
- Recall an un-approved payment request

**Processors:** These users are Procurement & Payables Administrators & Project Administrators who work at the RF. They are responsible for reviewing and processing payment requests that are sent to the RF by approvers at the campuses.

1. Approver(s) may edit a payment request if they have access to the project(s) used to pay that payment request.
Understanding the Workflow

The Illustration below shows how a payment request flows between different users and how its status is changed by each user’s action.

1. Preparer
   - Submitted
   - Unsubmitted

2. P.I.
   - PI Approved

3. P & P Administrator
   - P & P Approved

4. P.A.

5. RF Approved

6. Process Completed & Posted
Steps Accessing the System for an E-Payment Request

How do I get started creating a payment request?

We begin with logging in, then hover over **Electronic Tools** ❶, a drop menu will appear. Scroll down to **Payment Request** ❷ and click on the link. After clicking on the link, figure 2 on page 4 will appear.
Creating a Single Payment for a Vendor/Features

You are now on the screen (figure 2) to begin creating a single payment for a Vendor. You will see four tabs which are:

1. **Create** – This section will allow you to create a Regular or Contract Manager Payment Request.

2. **Pending** – This section will show and allow you to search all pending Payment Request by reference numbers, Vendor name, amount, and status. It also allows you to check them off and submit them to the next step. This will be covered in greater detail on page 17.

3. **Processed** – This section allows you to search by transaction number, by type, elapsed time, and time-period. This will be covered in greater detail on page 20.

4. **Reports** – This section will give you access to all Payment Request reports by date and month. You also have an option to export and save the report. This will be covered in greater detail on page 24.

Let us begin with creating a Regular Payment Request. When you hover over the tab **Create** a drop-down will appear. Choose **Create Regular Payment Request A** or click on the icon **Create Regular Payment Request B**. Once you click on it, figure 3 on page 5 will open.

**Please Note:** Tabs two through four are steps to check the payment request after it has been created and submitted. To **Create a Contract Manager Payment Request** you would click in **A, Create a Contract Manager Payment Request**, or the Blue Handshake Icon **C**.
Let us click on **Select Payee** and choose “Search for Payee” outlined in red from the drop-down menu. The **Search for Payee** box will automatically pop up on the right side. Here is where you enter the Vendor’s name. If the Vendor is not in the system, the box will inform you and a link will appear asking to **Enter New Vendor**. In our example we will choose Staples. Once you start typing the name, a list of **Vendor Names** will then drop down underneath the **Search for Payee** box. **Select the Vendor**. The numbers highlighted in blue under the Vendor names indicate the number of pages you can search for your Vendor.

**Under Select Payee** (there are 5 links you may choose)

- **Search for Payee**: This link will bring up a search bar as shown with number.
- **Favorites**: This link will bring up your saved favorites on the right side of the screen the way Search for Payee does.
- **Enter a New Vendor**: This link opens a window so you can enter a new Vendor as shown on page 7, figure 5.
- **Recently Paid**: This link will open a window on the right side with a list of Recently Paid Vendors.
  That you can select by name and Vendor ID as indicated by number.
- **Recurring Scholarship/Fellowship/Participant Payments**: This link will give the opportunity to set up recurring payment with instructions.

**Next to Select Payee** (2 links you may choose)

- **Preview**: Will allow you to view all the information in the payment request in a pop-up window with a print button.
- **Save**: This button allows you to save the payment request and return at later time to complete.
Once the Vendor is selected, their information will automatically populate on the left side ①. For individuals, you will need to enter the information indicated by the number ②. Individual’s information will not automatically populate due to security measures in place.

Next, proceed to type in the **Invoice Information** in the selected black box. Once completed, click **Next** ③.

**Please Note:** When you hover over **Change Vendor** ④ link, four choices will appear.
- **Search for Vendor:** This will allow the change Vendors with a search box.
- **Favorites:** If you frequently make payments to a specific Vendor/payee, you can add them as favorites. You will be able to locate this Vendor in the favorites link in the Select Payee drop-down menu. Once you click on Favorites, a list of **Favorites** ⑤ will appear on the right side of the screen. You can choose or delete it if no longer needed.
- **Enter New Vendor:** This will allow to start from the beginning.
- **Recently Paid:** This open a box with a list of recently paid Vendors to choose, such as, the Favorites list.
If the Vendor is not in the system, hover over **Select/Payee** (figure 5) then scroll down to **Enter New Vendor** to input the Vendor/payee’s name and remit information.

Once you click on **Enter New Vendor** it will open a window on the right side indicated by the number (figure 6).

After you have entered the new Vendor’s name and address, click on the orange **Create** button. It will automatically populate the Vendor’s information on the left side. You may then exit out of the **Enter New Vendor** window.

**Please Note:** When creating a new Vendor, if the individual is a US citizen or the entity is US based, choose the correct **Vendor/Payment Type** then populate the address fields. If you are missing information, it will be highlighted in red.

![Figure 5](image1)

![Figure 6](image2)

**Please Note:** When creating the new Vendor, if the **Vendor/Payee** is not a citizen or US Resident, then click on the box as indicated with the number (see page 8, figure 7). You will be required to provide the documents required by companies and individuals indicated by clicking on the **Information/Forms** link (see page 8, figure 7). This link will take you to the RFCUNY home page where you will hover over **Resources Tab** (see page 8, figure 8), scroll down and click **Find Documents & Forms** (see page 8, figure 8). It will open a forms page where you can scroll down and locate the forms highlighted in the black box on page 8, figure 9.

**Documents Required by Companies and Individuals**
- **For NRA/Entity:** Form W-8BEN-E
- **For Individual:** Form W-8BEN
- **For Scholarship:** RF 702 Determination of Alien Tax Status
Travel Expense Reimbursement/Scholarship/Fellowship

Once you selected the Vendor, enter the information in the Invoice Number/Payment Reference ① (figure 10). You must enter the name of the Vendor followed with date as shown in ① (figure 10). The invoice number will be located on your Vendor invoice along with amount and date. Enter the amount in Payment Amount Box ② and it will auto-populate in the Original Invoice Amount ③ when you click outside the amount box. If not, manually input the amount in ③, then click next.

For Recurring Payments, click on the Recurring Payment Box ④ (see page 10, figure 11) and upload payment schedule(s) towards the end of the process as shown on page 15, figure 17 & 18.

For Travel Expense Reimbursements and Scholarship/Fellowship please see below:

▪ Travel Expense Reimbursements there are two options.
  1. The name of the conference should be the reference. The invoice date should be the first date of travel. (example: SCTEM 1/20/19)
  2. The destination and the first date of travel should be your invoice date. (example: Washington, DC 10/31/11)

▪ Scholarship/Fellowship. The invoice reference should be the month, semester, or time-period. (example: January 2019, Spring 2019, Fall 2019 – Spring 2010)

If you have an RF issued PO (Purchase Order) number, enter the PO in the Purchase Order Other Encumbered Transaction ⑤ (see page 10, figure 11). If you inserted an incorrect PO number, a pop-up window ⑥ (see page 10, figure 12), will appear with options to Continue or Revised Payment Information. If the PO number does not exist, ⑥ out of the box. Click Next to continue.

Please Note: Please make sure the account selected is the correct account for the PO issued. If you enter letters instead of numbers in the Purchase Order Other Encumbered Transaction Box, a red error message will appear informing you of the issue ⑥ (see page 10, figure 11).
Vendor Information:

Issue Payment To:
JOHN DOE
Address:
230 west 41st street
New York, NY
10008
US.

Payment Frequency:
Recurring Payment:

Attach payment schedule and frequency before submitting transaction.

Invoice Information:
Invoice Number/Payment Reference:
Amazon 6-1-2020

Invoice/Payment Reference Date:
6/1/2020

Payment Amount:
100

Original Invoice Amount:
100

Purchase Order Or:
Other Encumbered Transaction:

Purchase Order Number:

The P.O. number that you entered is not valid. Please enter a valid number or call your P&R processor for additional assistance.

Figure 11

PO Number Checking Confirmation:

The P.O. number entered does not exist in our system.
To ensure the quickest processing time, please enter a valid P.O. number.

Do you want to continue?

Continue
Revise Payment Information

Figure 12
Project/Expense Code/Recovery Code

You will then need to select the Project ① (figure 13) by clicking on the down arrow and choosing your project. Next choose your Expense Code ② by clicking on the down arrow and choosing the expense code that is aligned with your project. The Recovery Code ③ is only for the 9th ledger accounts. Now you will need to enter the Amount ④, which is the payment request amount. Then click on Save ⑤. If you wish to cancel the payment request, click cancel next to the save button.

Please Note: After selecting the project, use the mouse to hover over the green dollar sign ⑥ the Project Funding Availability Box ⑦ will appear. This will help you to determine if there are sufficient funds to process the expense of the project. For further details about the budget, click on Project Budget and Expense Report ⑧ and a new window ⑨ will appear showing the budgets full details including expense code, account name, budget, encumbered PTD, and available direct cost.

![Figure 13](image.png)
After you click Save (see page 11, figure 13) the amount left to distribute should be zero ❶ (figure 14) which is located on the bottom left of figure 14 below. Then click Next ❷. Figure 15 on page 13 will appear.

Please Note: You can split an expense between more than one Project Account number by clicking on Add a New Charge ❸. If you have insufficient funds, a yellow warning box will pop-up indicating you have insufficient funds or a yellow warning triangle ❹ will appear after you have clicked Next ❷ (see page 11, figure 13). To preview with a choice to print the payment request summary click on Preview ❺ and a grey pop-up window will appear ❻. You can also Save ❼ this payment request and return at a future time to complete. Once it is saved, a reference number will be issued and saved in the Pending section. If you need to edit, click on the Edit Button ❽ and window ❿ figure 13 on page 11 will appear.
After you have clicked **Next** (see figure 14, page 12) the screen below will appear. If you are finished, click on **Update** and then click on **Next** (figure 15). You also have the choice to **Delete** or **Cancel** payment request located next the **Update** button in the figure below.
Payment Methods/Computerized/EFT/Foreign

If you wish to pick up the check, click on the **Hold for Pick Up Box** (figure 16) and the check will be held at the Research Foundation. The **Comments and Justification Box** needs to be used when the amount is different from the invoice submitted. Make sure you enter the details of the difference.

You then choose the **Payment Method** you have two choices: Computerized Check or Electronic Funds Transfer (EFT). Let us start with choosing a Computerized Check. Click **Next** and the **Safe Confirmation Box** will appear and click **Yes**.
Document Submission: Upload/Fax

Figure 17 will appear. The next step is to provide the supporting documents. You have two options: The first is to **Upload** and the second is to **Fax**.

**The First Option: Upload and Attaching Documents**

Go to **Attach a Document** (figure 17) and click **Upload** ①. This will open your computer for you to attach the document(s) you have saved for this expense (remember to scanned and save your expense documents prior to submitting a e-payment request) locate your document as shown in figure 18, ① then click open ② to **Upload** your document. Repeat the process until all documents for your expense are attached.

![Figure 17](image17)

**Please Note:** The name of the file cannot exceed more than 45 characters and the file size 5 MB.

![Figure 18](image18)
Once you have attached any file, a yellow banner will appear indicating your document was successful uploaded as shown below. Now click Save and the yellow banner will be replaced with a new yellow banner as shown in figure 20. Then click Submit and a Submission Confirmation Box will appear as shown in figure 21. Check off that you agree with the terms and conditions and the click Submit.

Please Note: You can view or delete the document in Document Name prior to clicking save and If you require additional RF forms from the website click on the View Downloadable Forms Link.
The Second Option: Faxing your Documents

Select Fax Cover Sheet (figure 22). When you click on the link, it will generate a printout cover sheet seen in figure 22a. Make sure to fax all the necessary receipts or invoices with the cover page to the number listed on the cover page. Now click Save (figure 22) and the yellow banner appears as shown in figure 20 page 16. Then click Submit (figure 22). After clicking Submit, a Submission Confirmation Box will appear as shown in figure 21 page 16. Check off that you agree with the terms and conditions and the click Submit as you described page 16, figure 21.

Please Note: You can view or delete the document in Document Name (see figure 19, page 16) prior to clicking save and if you require additional RF forms from the website click on the View Downloadable Forms Link. Create Copy will duplicate a copy and save it in the pending tab.
Remember in the Payment Method on back on page 14, figure 16 you had two choices: Computerized Check or Electronic Funds Transfer (EFT). We just completed how to execute Computerized Check. Now let us conduct an Electronic Funds Transfer (EFT). Remember an EFT is only for overseas Vendors. In the Create a Payment Request Screen (figure 24) choose Electronic Funds Transfer under Payment Method (figure 24). A grey pop-up window A (figure 25) will appear with instructions. If you did not fill out and save your EFT documents click on the link to take you to the RF website, where you can find the forms for EFT in the Wire Transfer & Deposits Agreements section C (figure 26). Complete the proper documents and save them to your computer. Click OK in figure 25. This will bring you back to the Create a Payment Request Screen (figure 24). Now click Save and Create a Payment Request Screen (figure 27) will appear. Click Attachments and figure 22, page 17 will appear. Then follow the same procedures as you did in the Computerized Check procedure on page 14 and 15. If you Click Next in figure 24 accidentally the Safe Confirmation Box B figure 23 will appear and click Yes and figure 22, page 17 will appear. Now you will need to click the green Upload button in the Create a Payment Request Screen (see figure 22, page 17). Then follow procedures on page 15-17.
Pending Payment Request - Features

We have completed creating a pending request, so now let us look at the second tab, Pending ① (figure 28). This screen will appear once you submitted the payment request or you can click on the pending tab when you first sign on to the e-payment system. We are viewing this from the stage where you have just created a payment request. You will close out the yellow Submission Confirmation on the upper right corner by clicking Close ①.

This screen will show you the process of your payment request(s): In the Requests Tab ③ you can choose by My Payment Requests, Other Payment Request or All Payment Requests ④. You have a Search Feature ⑤ to locate payment request by either Transaction Number, Type (this has a drop-down menu with Regular and Contract Manager payment request choices), Vendor or Status (this has a drop-down menu provides: Unsubmitted, Submitted to PI with Attachments, Submitted to RF, Submitted to PI without Attachments, and RF Approved as choices) ⑥. The Reset Button ⑦ clears search criteria. The Select Box ⑧ you check off when you are submitting those requests that are pending. After you check off the payment request you want to submit, you then click the Submit Selected ⑨ Button you have a choice to upload supporting documents or Print Selected Fax Cover Sheet(s) ⑩. When choosing Submit Selected ⑨, a Multiple Submission Confirmation pop-up window will appear asking you to agree with terms and conditions before you submit on (see page 20, figure 29). If there are any errors within the process, the system will not allow you to submit without making the corrections, (see page 20, figure 30,①) gives an example of the error notice.

Please Note: When you hover over the reference # A, it will display invoice information box with the following choices highlighted in blue: More Details, Audit Trail and Create Copy. For details see Processed Payment Request page 21. If there is a yellow triangle next to the paper clipped icon B, this indicated a problem with your payment request. When you hover over the triangle, it will display a message with the issue, name of the contact at RF and the date it was posted. When a payment requested had been approved, you will see contact information icon next to the PI Approved under status C. When you hover over it, a list of the RF staff will appear with their phone numbers and D indicates the number of pages attached to your pending payment request.

![Figure 28](image-url)
Processed Payment Request – Features

Our next Tab is the Processed tab (figure 31) allows you to search for your payment request by My Payment Request, Other Payment Request, All Payment Requests. All Payment Requests allows you to search where in the process is the payment request. Find My Payment Request By section searches by Transaction number, Type (Regular or Contract), Elapsed Time of 4, 8, 12 and 24 months and Time Period with a drop-down calendar. Once you choose your search preference (example, Past 4 months) and click on Search, then the payment request(s) will appear.

Once the payment request(s) appear, you can hover the reference number to view details and a yellow box will appear with choices. When you click on More Details, a pop-up window will appear displaying the payment request (see page 22, figure 32). You can also just click on the reference number to get to the payment request.

Clicking on Audit Trail a pop-up window will appear with details, (see page 23, figure 33). The description, user ID, username, phone number, and the date of each transaction will be noted. Create a Copy link, for create copy details see figure 34, page 23.

When you hover over the icons, an explanation appears. The dollar icon will display the Payment Date the check was issued, Check#, Amount, and Status. The dollar icon will only be displayed when payments are made. If the icon is not visible, payments have not been made.

When you hover over The Blue Icon A, a message box ICA Contact Payment will appear. When you hover over the Yellow Icon B: the message Encumbered transaction. View web Report for details will appear.
Posted Payment Request Details

After you click on More Details on page 21, figure 31, or click on the actual reference number, figure 32 will appear. This displays the payment request with options to view the Audit Trail (figure 32) and Create Copy Button . Create Copy allows you to create a new payment request for the same Vendor. There are two section that need to be filled in, the first section, is the Invoice Information (see page 23, figure 34). In the Invoice Information section, you input the amount and other areas will auto-fill the requires areas. The second section, Other Info , (see page 23, figure 34). Once completed, press Save and Continue . Create a Payment Request page will appear with a reference number and a list of features. See page 24, figure 35.

You can also view and download your attachments for your records by clicking on the View (figure 32).
Create Copy Payment Request

After you click on Save and Continue (see page 32, figure 34) a yellow Save Confirmation (figure 35) window will appear. You can choose to open and close a section by hovering and clicking on the title as shown with Vendor Information (figure 35). If you wish to expand all sections, click on Expand All (figure 35). Within each section you have applicable operating functions such as Recurring Payment (figure 35) in Vendor Information.

The system will not allow you to submit or move forward if any section is not filled out properly. A warning sign will appear, and the section will become highlighted in yellow with instructions (figure 35). The function buttons will also turn grey and be non-functional (figure 35). Once all sections are filled in properly, they will all be green and the function buttons on the bottom will turn blue and be functional (figure 35).

Please Note: When creating a copy, if the payment request is being copied has more than one project, the Payment Amount must be distributed amongst the projects in the Charges section as shown on page 23, figure 34 (figure 35). Automatic allocation in the Charges section happens only if there is only one project.
Recalling a Submitted Payment Request

Under the Pending tab 1 (figure 36) you can click on the reference number to open the Pending window or hover over the Reference Number 2 and then click on More Details 3. A pending window (figure 37) will open with all the payment request details. You then click Recall 4 (figure 37) and a yellow Recall Confirmation Box 5 (figure 38) will appear with different features 6. Click Edit 7, make any required changes and the heading task bar 8 will change where you can click Save 9. A pop-up window will appear asking you to check the box and agree (see page 16, figure 21). You then click the Submit Button 10 and the payment request moves to the next step.
Reports

The Reports tab 1 (figure 40) will allow you to search and save payment request report(s). You will need to enter two date periods From and To 2 for a report to generate. Once completed, click on the Show Report 3 and figure 41 will appear. The e-payment report 4 (figure 41) gives you details regarding your payment request with submissions, dates, reference numbers and much more. You have a choice to export the report in the following ways 5 (figure 41): XML, CSV, PDF, HTML, Excel, TIFF, and Word Document.

Please Note: This section displays all payment request(s). Any user with payment request access can view the reports.
Contract Manager Payment Request(s)

As you may recall when you first log into the e-payment request system you can choose either Create a Regular Payment Request or Create a Contract Manager Payment Request (see page 4, figure 2). We have just completed the Create a Regular Payment Request. Now we will Create a Contract Manager Payment Request. You will click on A, Create a Contract Manager Payment Request, or the Blue Handshake Icon C (see page 4, figures 2).

The Contract Manager Payment Request Section is only used when a PI submits a contract request via Contact Manger for a contract to be issued for a specific vendor/payee. Once the contract is fully executed you will see it listed below in figure 42. The PI can now see the remaining balance on any issued contract to prevent overspending on a contract when submitting a contract manager payment request(s).

Please Note:
  ▪ The contract will not appear or be listed before the performance period start date.
  ▪ The invoice must be sent after the initial date of the contract.
  ▪ All invoices must be signed by the contractor.

If you do not see your contract in this section, you can locate it in the Find Transaction (figure 42). In the Contract Type click on the dropdown menu, you can choose either All, ICA, MOU or Subaward to locate your payment request(s). Your other options are Contract Number, Vendor, Project # and Time Period.

Under All Contract Manager Payment Request the contracts are listed by Type, Contract Number, Vendor Name, Amount (this amount is the original encumbered amount of the contract), Remaining Amount (remaining balance for payment request) and Performance Period of the contract.

Now you can start creating a Contract Manager Payment Request. Locate your contract, then click on the Contract Number which will open a window (see page 28, figure 43) to start the process.
After you click on the **Contract Number** link (see page 27, figure 42) the following screen will appear (figure 43). You are now ready to start the new Contract Payment Request. In this window the **Vendors Information** is already populated. From this point you will follow the steps as shown on page 9, figure 10, and all the proceeding steps will be the same as processing a regular payment request.

If you should have any questions, please contact Procurement and Payables at the Research Foundation.