

# Accounts Payable FAQ

Please review this list of frequently asked questions prior to contacting the Accounts Payable Department.

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## Information for Vendors

### Invoice Questions

#### **Q: Where do I send the invoice?**

- A. All invoices must be sent directly to the BILLING ADDRESS specified on the Purchase order. We request that invoices be submitted electronically to the Accounts Payable Department at [acctpay@gmu.edu](mailto:acctpay@gmu.edu).
- B. Invoices attached to eVA or sent to the ordering contact must also be sent to the Accounts Payable department at [acctpay@gmu.edu](mailto:acctpay@gmu.edu) for payment processing.

#### **Q: What items are required BEFORE an invoice can be processed?**

- A. Goods or services must have been received AND the invoice (printed on company letterhead) must list:
  - The purchase order number (starts with EP or E)
  - GMU as the party to be billed
  - The vendor supplied invoice number
  - The date of service and/or shipment
  - Remit to payment address
  - A description of the goods or services provided
  - Total amount billed

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**Q: Will I be notified if an invoice is missing the required information?**

A. Yes, an Accounts Payable technician will contact you via email within three business days if your invoice is missing any necessary information.

**Q: I am unable to send an invoice through email. How can I send it to Accounts Payable?**

A. Paper invoices may be sent to:  
George Mason University  
Attention: Accounts Payable  
4400 University Drive MS 3C1  
Fairfax, VA 22030

**Q: Can an Accounts Payable technician log-in to my payment portal to retrieve an invoice or other communication?**

A. Regretfully, due to the risk of malicious links and general security concerns, invoices and communications must be sent directly to [acctpay@gmu.edu](mailto:acctpay@gmu.edu) in order to be processed.

**Q: Can you confirm the invoice has been received?**

A. When an invoice is submitted electronically to [acctpay@gmu.edu](mailto:acctpay@gmu.edu) you will receive an automated message confirming the invoice was received. We do not provide additional confirmation unless the invoice is rejected due to incomplete information.

**Q: Can Accounts Payable accept batch invoices electronically?**

A. Yes! The AP department can accept batch invoices in a variety of formats. Please email [acctpay@gmu.edu](mailto:acctpay@gmu.edu) for additional details

**Q: How soon will my invoice be processed?**

A. Mason follows the Prompt Pay guidelines issued by the Commonwealth of Virginia which stipulates that payment is issued 30 days after the invoice is received or services are completed, whichever is later. Vendors that elect to receive a paper check will have their payment mailed 60 days after the invoice is received or the services are completed, whichever is later

**Q: Is there any way for an invoice to be processed sooner?**

A. Yes! Vendors may enroll in our Virtual Payables program which enables vendors to receive payment 20 days after invoice/service receipt. Interchange Fees apply. Learn more at <https://fiscal.gmu.edu/electronic-disbursements/>.

**Q: Is there a proper invoice example I can view?**

A. Yes! Click here to view a [Sample Invoice](#).

**Q: What are my payment options?**

- A. The university adopts several electronic methods of issuing payment to vendors and suppliers. The electronic methods replace the traditional paper check process and will provide the vendor with quicker access to payments for goods and services. Additional information and how to enroll are available at [Electronic Disbursements](#).
- Preferred payment option** – Purchasing Card (Immediate payment) Mason departments can use PCard to pay directly to vendors if the transaction is less than \$5,000.
  - Bank of America’s Virtual Payables Credit Card (Net 20). Vendor participating in Virtual Payables will receive net 20-day payment term. Please note that your standard merchant credit card processing fees will

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apply to these payments.

- c. Bank of America's Paymode-X (Net 30). Enroll to the Paymode-X program to receive electronic payments.
- d. EDI (Electronic Data Interchange - Net 30). Sole proprietors and individuals may choose to enroll in the Commonwealth of Virginia's EDI Program for electronic disbursements.
- e. Paper Check (Net 60). The university strongly encourages vendors to elect one of the other electronic payment methods listed above.

## **Q. How do I check the status of my invoice?**

A. Vendors/Students/Employees can access to The Payment Inquiry Portal to obtain invoice and payment status information. Click [here](#) to access to the Payment Inquiry Portal

## Purchase Order & Payment Questions

### **Q: How do I know if the purchase order I received is legitimate?**

A. Vendors should always confirm that large orders for goods or services and shipments to non-GMU locations are verified with your known contact at the university. Click here to view a [Sample Purchase Order](#).

### **Q: I received a document that has a PR# listed, can you make payment from that?**

A. No. PR stands for "purchase requisition", which is an internal request for a purchase that has yet to be approved. If you receive a PR# document, you should inform the customer that you will only accept a completed and approved purchase order that begins with an EP# or E#. Mason is not liable for payment if an order is fulfilled with a PR#.

### **Q: I received a document that has a PCO# listed, can you make payment from that?**

A. No. PCO stands for "payment card order," which means that a payment was already processed using a university credit card (P-Card). If you have questions about a credit card payment please contact the person that placed the order with you.

### **Q: When will I receive payment?**

A. We encourage vendors to receive payment electronically by enrolling in Paymode, a no fee service offered by Bank of America. [Click here for more information](#). Vendors that enroll in Paymode will have their payment issued 30 days after the invoice is received or services are completed, whichever is later. Vendors that elect to receive a paper check will have their payment mailed 60 days after the invoice is received or the services are completed, whichever is later. Check payments are then mailed to the vendors remit to address.

### **Q: How can I receive payment sooner?**

A. Vendors may receive payment 20 days after invoice/service receipt by enrolling in our Virtual Payables program. Interchange Fees apply for this service. [Click here for more information](#).

### **Q: How can I check the status of my payment?**

A. Payments status is available in Mason's payment inquiry portal 24 hours a day, seven days a week: [Click here to access Payment Inquiry Portal](#). Click on "Mason Vendor" and enter the required information to search.

### **Q: I'm having trouble logging into the Payment Inquiry Portal what should I do?**

A. Instructions for logging in and searching for payments are available at <https://468002.invoiceinfo.com/includes/468002/How To Use This Page.pdf>.

## General Vendor Questions

### **Q: I noticed that my payment was reduced and said "VA Debt- Set-Off." Why did the Commonwealth**

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## **of Virginia take money out of my payment?**

- A. The Comptroller's Debt Setoff (CDS) program, also known as the Vendor Setoff program, is authorized by the Code of Virginia, Sections 2.2-4800 through 2.2- 4808. CDS provides the Commonwealth with a method for the collection of past due accounts receivables owed to the State primarily by businesses and individuals acting in a business capacity. Under the CDS program, a payment made by George Mason University to a vendor may be intercepted, in full or in part, to satisfy the debt owed the Commonwealth. The Commonwealth will not release the specific details to us on why part or all of our payment to you was withheld. Please contact the Virginia Department of Accounts at [CDS@doa.virginia.gov](mailto:CDS@doa.virginia.gov) or 804-367-8031.

## **Q: Can I invoice Mason again for the payment difference that was deducted the Comptroller's Debt Setoff (CDS)?**

- A. No. Once the Commonwealth has intercepted a payment it is considered paid in full and cannot be re-invoiced to Mason.

## **Q: How can I change my vendor remit to address?**

- A. Vendors must submit a new [Commonwealth of Virginia W-9](#) in order to make any changes to the vendor profile. Completed W-9s may be emailed to [papadmin@gmu.edu](mailto:papadmin@gmu.edu).

## **Q: Can I submit the Federal W-9 instead of the Commonwealth W-9?**

- A. No. The Commonwealth of Virginia requires Mason to utilize their version of the [W-9](#).

## **Q: Where can I send credit memos or statements?**

- A. Credit memos, statements, invoices and general correspondence may be sent to [acctpay@gmu.edu](mailto:acctpay@gmu.edu).

## **Q: Does Mason provide credit references?**

- A. Yes! Please email [acctpay@gmu.edu](mailto:acctpay@gmu.edu) for this request.

## Information for Employees

### Reimbursements to Mason Employees and Students

#### **Q: How do I get reimbursed for business expenses?**

- A. There are limited circumstances in which a personal payment (cash, credit/debit card) is the appropriate method to conduct university business. Most purchases must be made through eVA and/or with a Mason P-Card. Occasionally, employees may incur non-regular or emergency expenses and request reimbursements. Instructions for reimbursing an employee for a business expense through the Mason Finance Gateway are available at <https://fiscal.gmu.edu/mason-finance-gateway/>.

#### **Q: Why was my reimbursement taxed?**

- A. All reimbursement requests (travel, food, beverage, or other expense) must be submitted within 60 days of trip or event completion. Reimbursements submitted after 60 days will be subject to taxation per IRS guidelines.

#### **Q: Can I be reimbursed for Virginia sales tax?**

- A. In general, purchases made by Mason (eVA/P-Card), are exempt from sales tax in Virginia. If an employee pays using personal funds, the transaction may not be tax exempt. In most cases, Mason will not reimburse for sales tax. Employees should make business purchases using eVA and/or P-Card in order to avoid incurring sales tax. Some exceptions, such as tax on prepared food and lodging, may be reimbursed. Please utilize the [Sales and Use Tax Guide](#).

#### **Q: Can I be reimbursed for tax incurred on a purchase made outside of Virginia.**

- A. Yes. In most cases, Mason's tax-exempt status only applies to purchases made in Virginia.

#### **Q: How do I prove to vendors that Mason is tax exempt?**

- A. You may provide the vendor with a copy of [Mason's tax-exempt certificate](#).

#### **Q: How can I make payment to a Mason student?**

- A. There are several types of payments that may be made to Mason students. Please utilize the [Payment to Students Guide](#) and [Payment to Students Flowchart](#) to determine the appropriate payment type and method. Please contact [acctpay@gmu.edu](mailto:acctpay@gmu.edu) with any additional questions.

#### **Q: How do I sign up for Accounts Payable Direct Deposit?**

- A. Employees may sign up for Accounts Payable direct deposit through Patriot Web. Please follow the instructions for [Employee Direct Deposit](#). Current students may sign up for direct deposit by completing the [Student Direct Deposit Authorization](#) through Student Accounts.

#### **Q: Can I pick up a check payment?**

- A. Checks are typically mailed to the employee/students permanent address in Patriot Web. Occasionally, employee/students may be permitted to pick up their reimbursement check. Requests for special pick up must be noted on the payment request. Checks may only be picked up when scheduled in advance with Accounts Payable.

#### **Q: How do I update my address in Patriot Web to receive my check payment?**

- A. All address changes must be made in Patriot Web. Employees and students should follow the instructions outlined on the [Address Change in Patriot Web](#) guide. Accounts Payable is unable to make address changes for employees or students. Address updates are reflected within 24 hours.

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## Q: How do I stop payment on a check?

A. Please visit [Inquire about a Stop Payment](#) for more information.

## Q: How can I check the status of my payment?

A. Payments status is available in Mason's payment inquiry portal 24 hours a day, seven days a week: [Click here to access Payment Inquiry Portal](#). Click on "Employee/Student" and enter the required information to search.

## Q: I'm having trouble logging into the Payment Inquiry Portal what should I do?

B. Instructions for logging in and searching for payments are available at [https://468002.invoiceinfo.com/includes/468002/How To Use This Page.pdf](https://468002.invoiceinfo.com/includes/468002/How_To_Use_This_Page.pdf).

## Payments to Non-Mason Individuals and Vendors

### Q: How do I make a payment to an international vendor?

A. Most payments to international vendors can be processed via credit card. In some instances, a wire transfer may be required. To request a wire transfer, please follow the instructions outlined on the [International Wire Transfer](#) web page. The Accounts Payable department must receive the request for a wire transfer at least 10 days in advance of the transfer date.

### Q: Can I request that a vendor pick up a check payment?

A. All checks will be mailed to the vendor's remit to address, as stated on their W-9. Occasionally, an exception may be approved for a legitimate business reason. Requests for special pick up must be noted on the payment request. Checks may only be picked up when scheduled in advance with Accounts Payable.

### Q: How can a vendor change their address with Accounts Payable?

A. Vendors must submit a new [Commonwealth of Virginia W-9](#) in order to make any changes to the vendor profile. Completed W-9s may be emailed to [papadmin@gmu.edu](mailto:papadmin@gmu.edu).

### Q: Can I provide an honorarium to someone?

A. An honorarium is a one-time payment for a special, non-recurring activity or event for which a fee is not legally or traditionally required. There is no contract, the fee is not set or negotiated by the recipient, and the honorarium may not be paid to a third party (corporation, business or partnership). If payment is negotiated and agreed upon, it is considered a contractual agreement and should be processed as a payment for services or a speaker fee, not an honorarium. Additional details can be found here: <https://fiscal.gmu.edu/wp-content/uploads/2017/10/Honorarium-Payment-Guide.pdf>.

### Q: Can I reimburse a candidate or guest speaker for their travel expenses?

A. Yes. Student, candidate, and other non-employee reimbursements are processed through the Mason Finance Gateway. All payees must have a G number in order to receive reimbursement. To create a G number for new payees, please scan the [Substitute W-9 form](#) in a PDF format and email it to [papadmin@gmu.edu](mailto:papadmin@gmu.edu). Instructions for processing non-employee reimbursements are available on the [Student and Non-employee Reimbursement Guide](#).

### Q: Can I hire and pay an individual for services using my P-Card, through Paypal or on a Square swipe device?

A. No. Payments to an individual for services must be processed through Accounts Payable. Please review the [Pay an Individual](#) web page for additional information and instructions.

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Who do I Contact for...

Questions and assistance with -	Contact	Web Resources
<b>eVA</b>	<a href="mailto:evaadmin@gmu.edu">evaadmin@gmu.edu</a>	<a href="#">eVA web page</a>
<b>P-Card</b>	<a href="mailto:pcardadm@gmu.edu">pcardadm@gmu.edu</a>	<a href="#">P-Card web page</a>
<b>Business Travel</b>	<a href="mailto:travel@gmu.edu">travel@gmu.edu</a>	<a href="#">Travel web page</a>
<b>Petty Cash</b>	<a href="mailto:acctpay@gmu.edu">acctpay@gmu.edu</a>	<a href="#">Request petty cash web page</a>
<b>Research Subject Payments</b>	<a href="mailto:acctpay@gmu.edu">acctpay@gmu.edu</a>	<a href="#">Research Subject Payment Guide</a> <a href="#">Gift Cards for Research Subjects</a>
<b>Food and Beverage Purchases</b>	<a href="mailto:acctpay@gmu.edu">acctpay@gmu.edu</a>	<a href="#">Food and Beverage Overview</a>