Invoice Processing Time-Lines

Payment Services endeavors to pay all vendor invoices within the standard 30 day terms specified by the University of Alberta. Upon receipt, all vendor maintenance, invoices, claims and Payment Requests are sorted in priority sequence (i.e. oldest to newest) to ensure that payment terms and daily, weekly and monthly processing deadlines are met.

Steps to Process and Invoice or Payment

1. Vendors must first be set up or updated within the PeopleSoft Financials system before any further transactions can be created.

    - Set up and approval of a new vendor – completed within 1 day of request
    - Update to an existing vendor record (e.g. address change) – completed within 1 day of request
    - Set up and approval of vendor EFT banking information – typically completed within 3 days of request depending upon complexity of verification/authentication

2. Invoices, Non-Employee Reimbursements and Payment Requests are entered into the applicable system (i.e. SupplyNet or PeopleSoft Financials) – typically completed within 7 days of receipt by Payment Services.

    - Purchase Order invoices (entered into SupplyNet)
    - Direct Pay invoices (entered into PeopleSoft)
    - Preferred Supplier Agreement invoices (entered into PeopleSoft)
    - Payment Requests (entered into PeopleSoft)
    - Non-Employee Reimbursements (entered into PeopleSoft)

3. Payment are made to vendors and non-employees by one of three methods: cheque, electronic funds transfer (EFT), or wire transfer.

Invoice Processing or Payment Delays

The following are a few circumstances which may lead to delays in the payment of an invoice or non-employee reimbursement.

- Purchase order requires a change prior to entry of the invoice (e.g. to change a speed code)
- Incomplete vendor or invoice information (e.g. vendor's remit address is missing)
- Incomplete or incorrect invoice authorization (e.g. printed name & signature of budget owner are missing)
- Vendors not submitting invoices to the correct place or via the correct method (e.g. sending paper PO invoices instead of emailing the SupplyNet inbox)
- Non-Employee Reimbursement form is hand-written, instead of completed on-line.