



Invoice Payment Information

Frequently Asked Questions (FAQs)

GENERAL QUESTIONS

Q: Why is a User or Password not required?

A: By design, the database only contains data of a non-sensitive, generic nature. The data available is only meaningful to the company or individual who has the details of the original transactions to match up to information provided here. They must have the exact details of those transactions to retrieve information on this site. Required information would be hard to guess and would require guessing at least two specific values. Even a lucky guess would provide meaningless information related to the transaction. No names, addresses, tax IDs, purchase details (item descriptions, accounting or department information, purchaser, vendor, etc.), or meaningful bank account information is contained in the database.

Q: Why can't I use partial values or ranges to search?

A: Rather than having to setup individual user accounts and passwords, the system is designed to require specific combinations of information that would only be available to vendors or individuals who have authorized access to that information. Therefore, ranges or partial values are not allowed as search criteria.

INVOICE QUESTIONS

Q: How far back can an invoice status be retrieved on this website?

A: Invoices with Invoice Dates less than 5 years old can be accessed; for anything older, use the Contact link to send an email indicating the Invoice ID and vendor name in question.

Q: What if my invoice is less than 5 years old but I can't retrieve it on this website?

A: This could be due to several reasons:

1. You did not enter the correct search criteria or entered your criteria using the wrong fields. All search criteria must match exactly to the invoice (invoice ID, date, amount, etc.), so you must enter full values that match exactly. Partial values will not be found as they are not an exact match.
2. Your invoice has not yet been entered into the source system.
3. Your invoice has not been received.
4. Your invoice initiated through Emory Express (SciQuest/Jaggaer) system, but was received after the nightly extraction. It should be in the following days extract.



- Q:** My payment was made electronically by ACH. How do I determine the invoices and amounts included in the payment?
- A:** Enter the **Payment Reference Number** and either the **Payment Date** or **Payment Amount** (information provided either by your bank or via email from Emory) and click Search. All invoices making up the specified payment, along with their amounts, will be displayed.
- Q:** My payment was made electronically by ACH, but I do not have the Payment Reference Number. How do I determine the invoices and amounts included in the payment?
- A:** Enter the **Invoice ID** and either the **Invoice Date** or **Invoice Amount** and click Search. The invoice should be displayed and, if paid via ACH, will have a Payment Reference Number and Payment Date. Make note of these value, and then click RESET. Now enter the noted Payment Reference Number and Payment Date (or Payment Amount) and click Search. You should see a list of all invoices and the amount paid for each.
- Q:** I have an ACH payment containing payments for many invoices. How do I get a list of the Invoices and payment amounts contained within the payment?
- A:** Enter the **Payment Reference Number** and either the **Payment Date** or **Payment Amount** (information provided either by your bank or via email from Emory) and click Search. All invoices making up the specified payment, along with their amounts, will be displayed. Click on the [Download Results in CSV Format](#) link. The system will download the results listed. **NOTE:** When downloading in CSV format and selecting the Open option, the file will likely open in Excel (if using Microsoft Office), and leading zeros will be dropped on fields containing numbers. If you wish to retain these leading zeros (such as in the Payment Reference Field or potentially the Invoice Number field), follow these instructions:
1. Export file using the SAVE option (instead of Open)
 2. Open Excel using the Blank Workbook option
 3. From the menu, go to Data tab and select *From Text* option
 4. When prompted, select the file you previously exported
 5. The Text Import Wizard will open.
 6. In Step 1 of the Wizard, select the check box "My Data has headers" and click Next (in some versions of Excel, this may not display until Step 2).
 7. In Step 2, change the delimiter from Tab to Comma and click Next.
 8. In Step 3, select each column that has numbers with leading zeros and select the Text option for that column (instead of the default General option; this will keep the leading zeros upon import); columns with leading zeros may include Supplier ID, Invoice/ER Number, and Payment Reference Number
 9. Click Finish and then OK.
 10. File should open with the leading zeros retained.
 11. Save your file.



- Q:** My payment was made electronically by ACH. How do I determine the account that received the deposit?
- A:** If your invoice is displayed and indicates that **Payment Status = PAID** and the **Payment Method = ACH**, review the **Bank Acct Ending In** field to see the last 4 digits of the bank account to which the deposit was made.
- Q:** My invoice has a **Payment Status = P PAID** and the **Payment Method = CHK (check)**, but I don't recall receiving the check.
- A:** The check number will be displayed in the **Payment Reference Number** field. If the check has been cashed and cleared the bank, it will have a **Payment Cleared Date** populated. Payments which have cleared are **not** re-issuable. If the check has not cleared, you may use the Contact Us link on the site to request that the check be cancelled and reissued. Please ensure that you include your proper mailing address in your correspondence, as well as your business name and the invoice number in question, so that we may verify that we have the correct mailing address. Also, you may wish to provide ACH information for your company, which will enable you to receive your payments faster electronically. Complete the ACH form located at [Emory ACH Authorization](#) and attach to your Contact Us request as an attachment. Please note that ACH is Emory's preferred payment method.