



Web Voucher FAQs

Purpose

Use this quick reference to answer frequently asked questions about Web Voucher.

Web Voucher Frequently Asked Questions

1. Is there a way to look up payments in Web Voucher? Is there a way to get the check number?

ANSWER: From the main menu of Web Voucher, choose "Invoice Search." Enter the vendor invoice number. The system will return one of three responses:

Response	What It Means
No matching records	AP has not processed the web voucher
Information about your web voucher but with no check number	The web voucher has been processed but not paid
Information about your web voucher with a check number	The web voucher has been processed and paid by that check number



Within the "Invoice Search" function, you can use "Invoice Search by PO" as a search parameter as well (when searching for either vendor payments or reimbursements).

2. Where can I find the Universal Expense Form?

ANSWER: All of the Web Voucher forms can be found on ABLE, and the Universal Expense Form and other travel-related forms are also at <http://www.travel.harvard.edu>.

3. How exactly does one process a cash advance settlement in Web Voucher?

ANSWER: After the traveler has returned from his or her trip, launch Web Voucher and choose "Create Reimbursement" to open a new voucher. Put the web voucher number of the original cash advance request in the business purpose field of the new voucher, and then itemize the actual expenses of the trip (including expenses that the cash advance was used for). When finished and approved, send this voucher to the Travel Office, Holyoke 373, where they will match it up with the original advance request.

- If the reimbursee spent the exact amount of his cash advance, then this new reimbursement will cancel out the cash advance and Travel will clear the account.
- If the reimbursee spent more than her cash advance, then she will be reimbursed for the difference.
- If the reimbursee spent less than his cash advance, then he should attach a check made out to Harvard University for the difference to the cover sheet (the WV Receipt Report or the Universal Form), and send the package to Travel office.

4. How can I have a reimbursement issued as a direct deposit instead of a check?

ANSWER: Direct deposit functionality for reimbursements should be available in Web Voucher sometime in June. Once this feature is up and running, all you will need to do is choose "Direct Deposit" as the reimbursee's address when selecting the reimbursee in the Supplier field. If the reimbursee has a valid email address set up in the Web Voucher system, they will have an email sent to them notifying them of the amount credited to their account and the business purpose of the reimbursement (more information on this is available in the FAD e-News index).

5. Why can't I set up a 1042S vendor over the phone?

ANSWER: The Tax Department requires that all 1042S vendors (non-U.S. citizens) have a Foreign National Information Form or a copy of the Universal Expense Reimbursement form (which contains the required foreign national information) on file prior to the vendor being set up in the system.

6. Should nonemployees be reimbursed through Web Voucher Reimbursement or through a standard Web Voucher with the NERF form?

ANSWER: All reimbursements, whether for employees or nonemployees, should now be processed by choosing "Create Reimbursement" from the Web Voucher main menu. If you are creating a reimbursement for a nonemployee, the NERF form is no longer needed. The "1042S" info that was captured on the old NERF (also found on the FNIF) is on the HUUEF. The vendor hotline will accept a HUUEF -- just as they did the NERF -- when setting up foreign individuals.

7. How do I handle credits on my AmEx bill?

ANSWER: To assign AmEx credits back to Harvard, use "Create Amex Credit" from the WV main menu. Enter the amount of the credit as a positive number and the account coding that you would like credited. Multiple credits can be processed on a single AmEx credit voucher, as long as they're all for the same card.

8. What does the error "Supplier must not be an employee" mean?

ANSWER: You have tried to enter an employee into the supplier field of a regular web voucher. Since regular web vouchers are only intended for vendor payments (and nonreimbursement payments to employees need to be tracked differently for tax purposes), the system has stopped you from submitting that voucher.

- If you are trying to reimburse an employee, you should use "Create Reimbursement" from the WV main menu
- If you are trying to pay an employee for a special service, you should use the extra compensation form so that it goes through payroll.

9. Where should I send Web Voucher forms? What records need to be stored in local files?

ANSWER: All appropriate cover sheets and receipts for Web Voucher reimbursements, AmEx payments or credits, or advance requests should be sent to the Travel Office, 373 Holyoke Center. Duplicate copies of these may be kept locally at the discretion of your local financial office.

10. What field indicates payment to AmEx, so that AmEx gets paid and not the traveler?

ANSWER: The name in the Supplier field identifies whom the check will be sent to.

11. Which fields are case sensitive?

ANSWER: The approver and cardholder fields are case sensitive and names are listed in the form of "Lastname, Firstname." The vendor field is not case sensitive. When searching the vendor field for an individual, it will be in the form of "Firstname Lastname." For a corporate vendor, it will be in the form "ABC OFFICE SUPPLIES."

12. What is my initial login?

ANSWER: Your initial login is your Harvard ID number; your initial password is the first four letters of your last name, followed by the day of the month you were born, followed by the year you were born (for example, COOK311962). The login provides access to both vendor payment and reimbursement screens in Web Voucher.

13. What does "pl/sql error" mean?

ANSWER: This error message usually appears if you enter any punctuation in the Supplier field.

14. How do I get rid of all of these extra notifications?

ANSWER: Purely informational notifications that say a voucher "...has been forwarded to" or "...has been approved" will be automatically deleted after five days. To get rid of other types of notifications, or to get rid of the above sooner than five days, click on the notification to open it and then click the "Close" button to remove it from your system

15. Do I need to save my web voucher before I copy a line?

ANSWER: Unlike the previous version of Web Voucher, this new version will automatically save your voucher when you copy lines. You do not need to take the extra step of saving your voucher.

16. How do I reassign a voucher to another approver?

ANSWER: Open the notification for that voucher and click on the "Reassign" button at the bottom of the screen. A new area will appear that lets you choose whom you want to reassign the voucher to. Click on the list of values button to open a search window, and then enter the last name of the new approver in the search field. When you find the right person, click on their name.

17. Is there a way to reprint a voucher?

ANSWER: You can reprint a voucher by choosing "Reprint Web Voucher" from the WV main menu. This will work for both vendor payments and reimbursements, but only until the voucher has been approved.

18. Can approvers print unapproved web vouchers?

ANSWER: Yes, but not after they've approved the vouchers. Prior to approval, web vouchers can be reprinted using the "Reprint Web Vouchers" option from the main menu. If an approver makes changes to a web voucher, it is recommended that they use the Netscape print option to print a copy of their approval screen before clicking on Approve.

19. Why doesn't the approval screen automatically go back to the worklist after I approve a Web Voucher reimbursement?

ANSWER: This gives the approver a chance to print the approval screen, thereby capturing any changes they may have made. The printout can then be attached to the cover sheet.

20. How do I process a credit memo?



ANSWER: Credit memos should be entered into the Web Voucher system using "Create Credit Memo" from the WV main menu.



If you have other Web Voucher questions, please call the Helpdesk at 6-2001 or send them to Accounts Payable at fad_askap@harvard.edu.



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