Administrator/Liaison Frequently Asked Questions (FAQ)

Billing External Organizations

Q: How do I bill an external organization?

A: The *Generating Invoices & Collections* process, on the Financial Services website, provides guidance for billing external organizations.

Q: How do I cancel an invoice?

A: Once the online billing invoices are created, they can't be changed. To cancel an invoice, a credit invoice must be created to offset the original amount, and a new invoice with the correct information must be created. Reference the university online billing manual to generate a credit in the billing system.

Q: How do I change the amount on an invoice?

A: Once the online billing invoices are created, they can't be changed. A credit invoice must be made to offset the original amount, and a new invoice with the correct information must be created.Reference the university online billing manual to generate a credit in the billing system.

Q: How do I apply a received check to an invoice?

A: The university Accounts Receivable office should receive all checks processed through online billing. If the department receives an online invoice check, it should be sent to Accounts Receivable (Admin Services II building; Campus Box 7205) so they can process the deposit.

College Funding Support

Q: When are F&A funds transferred to the department/unit?

A: The timing of annual F&A fund distributions depend upon the timing of the university's allocation to the college. Funds are generally transferred by the Research Office in August or September, but may be delayed if the university allocation is delayed. When permitted, F&A funding carried forward from the prior fiscal year is transferred in July or August.

Q: When are funds for college commitments transferred to the department/unit?

A: College state-funded commitments are satisfied with transfers in the first quarter of the fiscal year. College ETF commitments are satisfied with transfers immediately following the university's allocation to the college, usually during the fall semester. The funding of all college commitments are reflected on unit spending plans as pending transfers on the budget tab, and included in balance projections on the summary tab.

Q: Does the college contribute to SHRA new hires and salary increases?

A: Not generally; each unit has a continuing budget and unit leaders are expected to make salary decisions based on funding within their unit. A unit leader can request significant additional funding using the Funding Support Request Form, but most of the recurring funds in the college remain in the units, not in college reserves.

Gift, Grant, or Contract?

Q: What is the difference between a gift, a grant and a contract?

A: A *gift* is a voluntary donation of money or assets given without expecting anything in return. Gifts are often provided to support a particular cause, program or project, but they can also be unrestricted, allowing the organization flexibility in how to use the funds. Liaisons should work with the CHASS Development Office prior to seeking or receiving gifts.

A *grant* is financial support given for a specific project, purpose or area of work. Grants often come with a statement of work, which outlines the goals, timeline and activities that the receiving organization must follow to fulfill the terms of the grant. Grants are vital for funding specific initiatives, like research or program development. However, they come with specific expectations and reporting requirements. Employees should work with the Research Office prior to seeking or receiving grants.

A *contract* is a formal, legally binding agreement in which an organization agrees to complete specific work or deliverables outlined in a written document. In contrast to gifts or grants, contracts are strictly managed and have little to no flexibility. Employees are not authorized to sign contracts, including clickwraps (electronic agreements to site or vendor terms and agreements). Liaisons should review the Contract Process, available within the Purchasing resources on the OFS website, and work with their OFS accountant for contract review and processing.

Q: Where can I find information on the contracts/agreements process?

A: The college's *Contract Policy* is on the Financial Services website, within the Resources for Administrators and Liaisons section, within the Purchasing resources.

Independent Contractor or Employee?

Q: Where can I find the Independent Contractor/Employee Checklist?

A: On the Financial Service's website, within the Purchasing section. Our university Procurement Office has also shared this checklist to assist the campus in determining if a person should be classified as an employee or an independent contractor and provided it on their website.

Q: What is the process for hiring an Independent Contractor?

A: A contract must be established to hire an independent contractor. On the [Financial Service's website](), within the Resources for Administrators and Liaisons section, within the Purchasing resources, the *Contract Process* details the process for forming a contractual agreement with an independent contractor.

Interdepartmental Transactions (IDT)

Q. Who initiates the processing of an IDT?

A: When transferring a shared non-salary expense to another non-CHASS unit, the unit that paid for the expense and desires the funding support initiates the IDT.

Within CHASS, the unit liaison initiates the process by completing an IDT request form. The unit liaison also initiates approval of IDTs from other units by sending their OFS accountant an approval email.

Q. Who approves on-campus proposals for services (ex. Rave, bookstore, etc.)?

A: The person with spending authority (or their designee) for the funding supporting the expense.

Journal Vouchers (JV)

Q. Who initiates the processing of the JV?

A: The unit liaison initiates the processing of journal vouchers to transfer non-salary expenses to alternate funding projects or account codes by entering a JV in the financial system (if he/she has access) or forwarding a journal voucher form to their assigned OFS accountant (if he/she does not have system entry access). If the JV is needed to correct an OFS error, an OFS accountant will enter the transaction in the financial system and notify the liaison of the pending correction.

Mobile Communication Device (MCD) Allowance

Q. Can I receive a Mobile Communication Device (MCD) stipend?

A: No. The College of Humanities and Social Sciences only permits mobile device allowances for Development Office staff. Members of the Development Office should work with their supervisor to explore eligibility.

Office Maintenance

Q: Is there a policy on faculty/staff hanging items on the wall?

A: The university Facilities Office manages maintenance of campus spaces and the college works with that unit to maintain the aesthetics of our spaces. A state regulation provides specific guidelines for external signage on external spaces, and items mounted in common spaces (such as along highways) require university approval. Employees should work with their unit leader to discuss available options for their interior office spaces. Large or heavy items may require professional mounting by the campus carpentry shop, with installation costs billed to the unit requesting the service.

Q: Is there a policy on faculty/staff painting offices?

A: The university Facilities Office manages maintenance of campus spaces and the college works with that unit to maintain the aesthetics of our spaces. Offices are state property and should not be significantly altered without consultation with the Facilities Office. Employees should work with their unit leader to discuss available options.

Payments to Employees

Q: Employee ID is different from Supplier ID. How can I find the supplier ID?

A: In the MyPack Portal, access Employee Self Service and the Financial System, Financial Nav, Supplier Center, check supplier type, enter the pertinent information in the employee search, and click search.

Q: I do not have a supplier ID number? What should I do?

A: Check to see if the vendor is in the vendor system. If they are not, you will need to add the vendor to the vendor system using Payment Works. Reference the Financial Voucher Request Process (page 1).

Q: When is leave payout made when an employee leaves the university or changes to a non-leave earning position?

A: Human Resource Services manages employee separations. Leave payments should be received the following month following the employee's separation or contract change.

Q: Can you pay non-salary compensation to employees from state appropriated funds?

A: No. All non-salary compensation has to be paid from non-state appropriated funds. See Employee Payments under Processes and Forms.

Q: Can an employee receive an honorarium for work unrelated to their normal duties?

A: No, employees cannot receive an honorarium. Any additional compensation should be processed through Human Resources.

Payments to Non-Employee Visitors (Honoraria)

Q: What is the process to make a payment to a Non-employee visitor?

A: Employees and students are not eligible to receive honoraria payments. An honorarium is a monetary token of appreciation in lieu of payment for services. The department determines the appropriate amount to pay an individual that performs a service for your department. This amount shall cover any expenses incurred by the visitor. The visitor does not invoice the department. A copy of the email or letter of invitation, which includes the honoraria amount and specifies the expected service, and the event announcement/flyer should be uploaded when the voucher is entered.

Payments to International Visitors

Q: What is the process to make a payment to a Foreign National?

A: There are restrictions related to issuing payments to foreign nationals. A reference chart has been created to help guide decision making.

Purchasing

Q: How do I request a new PCard for name change?

A: Access the PCard Center and select Replace Card from the dropdown options; do not select to inactivate your current card. In the drop down menu, select 25-Name Change as your reason, and include your updated name in the comment field.

Q. What is an eStore?

A. An eStore is an electronic market used to offer goods and services. An eStore may allow owners to more easily manage and grow events, conferences, and miscellaneous sales via the internet, by accepting credit card payments online. As a public institution, we cannot compete with the private sector in the pursuit of profits; there are many regulations related to how we offer goods and services. Employees should work with their unit leader to discuss ideas and plans.

Q: How can I find a vendor's supplier ID number?

A: Access the financial system Supplier Center, check supplier type, enter the pertinent information in the search field, and click search. Check to see if the vendor is in the vendor system. If they are not, you will need to add the vendor to the vendor system using Payment Works. Reference the Financial Voucher Request Process (page 1).

Q: What is the policy on picking up checks for a presenter prior to an event?

A: During the voucher entry stage, the payment handling field is used to indicate a desire to pick up a check instead of the normal electronic fund transfer method. Normal processing will be assumed unless you indicate the check will be picked up at the University Accounts Payable Office by selecting *Pay Terms of "NOW" and Payment Handling of "PU"*. Requesting to pick-up a check should be reserved for non US delivery addresses and/or for checks to be presented at an event. Provide a contact name and email address if you desire to pick-up the check and allow 14 days for processing.

Q: How can ETF funds be used?

A: These funds can support specialized instructional supplies and services, information technology, and other equipment and services that are important to maintaining the academic experience for our students, but are not covered by appropriated funds. These funds can also embrace emerging opportunities that differentiate the learning experience beyond what tuition provides.

Q: Where can I find a list of unallowable state-funded purchases?

A: A comprehensive list of unallowable purchases is not available. Refer to the state spending guidelines, pages 5, 6, and 16. Employees should work with their finance liaison when considering making purchases as there are many nuances to state spending regulations.

Q: Can state funds be used to pay for U. S. Citizenship and Immigration Services (USCIS) fees?

A: According to the state spending guidelines (page 18), "Payment of USCIS fees is allowable if the fees are for paperwork required of the employer and not the employee. Allowable fees include payment for the I-129, the I-140, and the I-907. Payment for processing forms (for example, I-485, I-765, and I-539) required of the prospective employees are not allowable."

Q: Can state funds be used to pay for the expediting fee of H1B processing for new faculty hires?

A: According to the state spending guidelines (page 18), "Payment of USCIS fees is allowable if the fees are for paperwork required of the employer and not the employee. Allowable fees include payment for the I-129, the I-140, and the I-907. Payment for processing forms (for example, I-485, I-765, and I-539) required of the prospective employees are not allowable. The expediting fee for an H1B Visa may be paid from state funds if the salary source is state funds."

Q: Can I purchase promotional items on state funds?

A: Possibly; explore our guidance on *Purchasing Promotional Items*

Q: How do I purchase office furniture?

A: Contact Justin Daves, Director of Information Technology and Operations

Q: How do I cancel a purchase order encumbrance?

A: Access the financial system; select the Financials Quick Nav tile; from the menu that appears on the left, select Purchase Orders; additional options appear; select PO Change Request; in the Requested Changes section, select Close PO and briefly justify your request in the Comments box.

Q: How do I adjust a purchase order?

A: Access the financial system; select the Financials Quick Nav tile; from the menu that appears on the left, select Purchase Orders; additional options appear; select PO Change Request; in the Requested Changes section, select the change desired and briefly justify your request in the Comments box.

Q: What is the process for Waiver of competitive bidding?

A: Under certain conditions, if approved by Procurement Services, certain goods and services may be purchased without competitive bidding. A memo provided by the requester (select this link to view the memo template or this link to make an editable copy of the template) must be based on one of the reasons listed below, which are contained in the NC Administrative Code and based on your funding source.

Q: Why should I use Marketplace if other vendors outside Marketplace are less expensive?

A: Although a specific item may be more expensive through Marketplace, Marketplace suppliers provide the university with significant pricing discounts across their product offerings. Additionally, due to the expedited payment process established for Marketplace, suppliers and the university experience reduced administrative costs related to order and payment processing. Therefore, it is a university policy that all supply purchases below $2,500 are made via the MarketPlace or paid for with a PCard; reimbursement may not be permitted.

Q: How do I cancel a Marketplace order encumbrance?

A: With Marketplace Assistance in the subject line, email help@ncsu.edu requesting the change. Your email should provide the order number and confirm all order transactions have been completed.

Q: What is the policy on purchasing software or computer equipment?

A: Employees should work with their finance liaison when considering making purchases and, if necessary, CHASS IT. Only approved software should be installed on university computers. University policy requires we shop the Marketplace first. Working with CHASS IT ensures the items purchased can be maintained and supported by our IT team.

Q: What is the process to purchase Online, Historical or Used Goods?

A: Although the college has established best practices for purchasing online, historical, or used goods, employees should work with their finance liaison when considering making purchases.

Purchasing/Serving Alcoholic Beverages

As a state institution, the university has strict guidelines regarding serving and purchasing alcoholic beverages, which include requirements for additional levels of pre-approval. *SPECIAL NOTE: Alcohol cannot be purchased and stored prior to an event or after an event.* For events on NC State property, additional pre-approval requirements are: 1) Approval to serve alcohol, and 2) Approval to purchase alcohol, if any source of university funds are being used. For events outside of NC State property, additional pre-approval requirements are: 1) Approval to purchase alcohol, if any source of university funds are being used.

> *Q: What source of funds must be used for alcohol purchases?*
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> A: Discretionary funds must be used. State-appropriated or Federal funds may not be used to purchase alcohol.

Q: When should the Request Permission to Serve Alcohol form be submitted?

A: The completed form should be submitted to the Dean's Office at least three weeks prior to the event, as the form requires signature from the Dean or Provost. Employees should work with their finance liaison when considering making purchases. Reference: NC State Alcohol Regulation 04.20.01

Q: When should the Request Permission to Purchase Alcohol form be submitted?

A: Pre-approval to purchase alcoholic beverages is a separate approval process for which you should use the *Authorization for Alcohol Purchase* form. The individual responsible for the event should be familiar with the university's alcohol regulation and policy. The completed form should be submitted to the Dean's Office at least three weeks prior to the event, as the form requires signature from the Dean or Provost.

If you pay for alcohol as part of a meal (perhaps for a university guest) for which you did not gain prior approval, you may not be reimbursed for the expense. However, if extenuating circumstances prevented you from receiving approval prior to your purchase, you can attempt to get the Dean's approval prior to submitting receipts or reimbursement requests. Alcoholic beverages at meals or events, served as part of entertainment expenses, must be limited to meetings with university guests or other external individuals. Employees should work with their finance liaison when considering making purchases. Reference: NC State Alcohol Regulation 04.20.01

Relocation Allowances

Q. Can moving or relocation allowance for new employees be paid from state funds?

A: No, moving allowance or relocation allowance must be paid from discretionary or foundation funds. Reference the Spending guidelines, page 10, “When authorized, and in accordance with POL 05.15.03, moving allowances for new employees must be paid from discretionary or foundation funds. Guidance related to process and requirements is available in the Relocation Allowance page of the Controller’s Office website.”

Scholarships

Q: Can I use state funds to provide a student scholarship?

A: Only legislatively approved and budgeted scholarship programs may be paid from state funds. (Spending Guidelines, page 20)

System Access Requests (SAR)

Q: Who initiates SAR in Financial Services for department liaisons?

A: Each department/unit has an assigned Financial Services accountant as their primary contact for assistance. The unit’s assigned accountant will initiate SARs for access changes.

Travel

Q: Who qualifies for a cash advance for travel?

A: Travel Advances issued from non-state funds, are available to permanent and temporary employees, visitors, and students when a university PCard cannot be used and one of the following conditions exists: • Trip exceeds 30 days; • Trip is for out-of-country travel; • A visitor, student, or volunteer whose documented travel needs exceed $50; and/or Group / team travel. Please note: It is not a general college practice to request a cash advance for non-employees due to the cosigner repayment requirement. Travel advances are subject to all University travel policies. The college has no responsibility for this process; the process is included in the university travel manual (page 13).

Q: When should a Travel Authorization (TA) be submitted for travel?

A: The TA should be submitted a minimum of 2 weeks in advance of travel. Reference the university travel manual (page 21).

Q: *How far in advance can you purchase airline tickets for domestic or international travel?*

A: Airline tickets can be purchased with an approved Travel Authorization. The timing of the purchase is determined by the department approving the travel.

Q: What is the preferred company we use for calculating conversion rates for international travel?

A: Oanda is a frequently used currency conversion resource. Travelers should submit currency conversion documentation with their travel reimbursement request.

Year-End - Affects state funded projects only

Q: How are eStore receipts processed at year-end?

A: The college processes the final transfer of eStore revenue in May. Revenue received from mid-May through June 30th, will be transferred in July of the next fiscal year. Additional information is included in the *Establishing a New E-store* process on the Financial Services website.

Q: How can I process a payment on state funds after the college deadline, if an emergency occurs?

A: Contact your Financial Services accountant. He/she will provide you with guidance.

Q: Will June PCard purchases be posted this fiscal year?

A: When PCard purchases post to our system is determined by when the vendor transmits the charges. Therefore, June charges after the college closing date may be posted in this fiscal year or the next fiscal year. All receipts should be provided immediately as all transmitted charges must be reconciled immediately.

Q: When will vouchers, purchase orders, and travel processed after the college deadline be posted?

A: The college deadline provides the college with processing time to meet university year-end deadlines. Transactions processed after the college deadline will most likely be posted in the next fiscal year and be funded by the unit's budget in that year.

Q: If a transaction is processed after the college deadline, but is on the unit's spending plan for this year, will this year's funding cover the transaction?

A: No. Transactions not processed by the college deadline will need to be funded from the next fiscal year's budget.

Q: What is the policy on prepaying expenses for state-funded travel that starts prior to June 30th but ends after June 30th, thereby involving two fiscal years?

A: A traveler may pay for allowable travel expenses prior to the travel dates (prepaid expenses). There is no time constraint on prepaying travel expenses **<u>except</u>** when travel begins prior to June 30th and ends after June 30th, thereby crossing from one fiscal-year into another. If the domestic travel is crossing fiscal years, the travel must be completed by July 31st for expenses to be **prepaid**. If the international travel is crossing fiscal years, the travel must be completed by Aug 31st for expenses to be **prepaid**. The following chart may be helpful:

When is the Event Registration Due?	Domestic/Int'l/Both	Event Date	When can it be Paid?
Due current fiscal year, 06/30 or prior	Both	Any	Current Fiscal Year
Early Bird discount if paid by 06/30	Both	Any	Current Fiscal Year
Due next fiscal year, on or after 07/01	Domestic	07/01-07/31	Current Fiscal Year
Due next fiscal year, on or after 07/01	Domestic	08/01 and after	Next Fiscal Year
Due next fiscal year, on or after 07/01	Int'l	07/01-08/31	Current Fiscal Year
Due next fiscal year, on or after 07/01	Int'l	09/01 and after	Next Fiscal Year

Reimbursement of prepaid expenses may always be included on a Travel Reimbursement Request submitted <u>after travel has been completed</u>.