

Dynamic Forms Payment Request Questions and Answers

- **What should I do if I have a payment request that requires 2 separate approvers?**
 - If you have a payment request that is going to require 2 different approvers for the FOAP, you will need to use 2 separate payment requests in Dynamic Forms.
- **How to verify if a vendor is in Banner?**
 - You can use the 'Who/What' function on your My Missouri State page. If you do not have access to that function, please contact Computer Services at informationsecurity@MissouriState.edu for that access.
- **What should I do if we are paying someone who is a new vendor?**
 - If you have a new vendor that is a business or an individual from whom we are purchasing supplies, please have them complete a Vendor's Registration Form or a W-9 (if they will not do the Vendor's Registration Form).
 - If you have a new vendor that is an individual providing a service, they will need to fill out an Independent Contractor Form.
- **Who can use the new Dynamic Forms to prepare payment requests for submission?**
 - Only someone with Originator Access to a Fund-Org.
- **What should I do if I need more FOAPAL lines than are provided on the form?**
 - Please put the information in a list and attach with all other back up. Just make sure that you have included the FOAPAL and amount in the list.
 - At the top of the form where it requires a Fund and an Account number, please type 'SEE' in the Fund Field and 'ATTACHED' in the Account field. This will let the accountant, budget officer and Accounts Payable know where to find the appropriate information for the payment request.
- **How do I handle the payment request if it is returned to me from Financial Services?**
 - If you receive an email stating that the payment request is being returned, it will state why it is returned. Please use the link in the email to access the form and make appropriate corrections listed in the email. Once all corrections are made, please resubmit just as before.
 - DO NOT REPLY TO THE EMAIL THAT YOU RECEIVED. This email will not reply to the accountant or budget officer who returned the payment request.
 - If you have any questions regarding the email and why the payment request was returned, please email or call your accountant or budget officer.

- **What should I do if my department approver says that they did not receive the email notification for the payment request I submitted?**
 - Two reasons that your department approver did not get the email:
 - Email has gone to the junk email box. Your department approver will need to Go to Junk folder and locate the email, and right click the email, select Junk => Never Block Sender. Then move this email back into Inbox. Once this action is complete, future emails from dynamic forms will always go to Inbox.
 - You might have typed the incorrect email for your department approver. Please go to Pending/Draft Forms and locate that payment request, then click Action=>Manager Co-Signers, it will open a window. From there click Actions =>Edit Cosigner to correct the email address and re-send. If the email was typed correctly, but the department approver has accidentally deleted the email, initiator can use the option of re-send email, which will send department approver another email.
- **How do I find out the status of my payment request?**
 - Go to Work Resource tab and click 'Submit a Payment Request.' Follow the "My Forms" dropdown box to check the status of current or past payment requests. You can also click Pending / Draft Forms or Forms History under the 'Complete This Form' button.
 - If you are looking for a current form, select "Pending/Draft Forms." This will bring up a list.
 - If the status of a form is "Pending", it is in another person's queue for processing. Click HTML or PDF to check the who has signed it and therefore who is left to sign it.
 - If the status of the form is "Incomplete", it is in your queue for processing. Click Action => Complete Form to complete your request.
 - If the status of the form is "Draft", it is in your queue for processing. Click Action => Complete Form to complete your request.
 - If an item is not in the list that comes up in "Pending/Draft Forms" then it has been processed through Dynamic Forms and will be entered into Banner within a few days. This item should show in your Forms History.
 - Depending on the status, request forms can be in either Pending / Draft Forms or Forms History. All request forms needing signatures are stored in the Pending / Draft Forms queue; all signed/approved request forms stay in Forms History waiting to be entered into Banner by Accounts Payable. All payment requests

will need four signatures: Initiator and Department (Budget) approver from the bottom of the page, and two signatures from **Financial Services & Accounts Payable Office Use Only** box.

- **How can I search for a payment request?**
 - Go to Work Resource tab and click 'Submit a Payment Request.' Follow the "My Forms" dropdown box to check the status of current or past payment requests.
 - Click Pending / Draft Forms or Forms History, a list of request forms opens up, in the search box at the top, you can type anything that you actually entered in the payment request (for example: vendor name, invoice number, amount or even M#).
 - When the search is complete, you can click on the PDF or HTML link to the right and see who has actually signed off on the payment request form. This will let you know where it is in the process.

If you have a question that you did not find above, please contact the accountant or budget officer for your cost center. Also, you can let them know if you think that question should be added to the list above. Our goal is to make this as user friendly as possible.