

AP Supplier Banking Changes FAQ

May 2023 Update of Forms:

- [3401 FR.01 Supplier Payment Setup: Wire Transfer](#)
- [3401 FR.02 Supplier Payment Setup: ACH/EFT](#)

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AP Supplier Process and Forms

1. I have already begun supplier set ups using the previous versions of the forms. Will I need to start again using the new forms? Is there a point when using the previous version of 3401.FR.01 or 3401.FR.02 will cause the supplier payment set up to be rejected?

If you have already begun a supplier set up with the previous version of the forms, you will not need to resubmit using the new forms. The earlier versions of the forms will not be rejected, and there is no time limit where using the previous versions will cause the set up to be rejected.

The new forms capture the same information as the earlier forms. The changes focused on making the completion more straightforward, reducing errors and rework. We urge you to use the new forms for any new set up to take advantage of the new layout, the checklist, and the wire reference tool.

2. Can suppliers access the wire reference tool link directly?

Yes. The link to the wire reference tool is embedded in the form you will send the supplier. Direct them to click on the link. They should then choose the continent and country where their bank is located. A form will then appear showing them the exact banking information they need to provide.

3. Isn't a 12-day turnaround a very long time when research is on hold, waiting to create a purchase order?

While it may seem like a long time, each process step must be conducted to protect the department, the University, and the supplier and ensure that the dollars will be paid correctly. Skipping any of the steps could result in payments being incorrectly applied, causing further delays.

4. When submitting a supplier change request form, which type of change should one use if the banking needs to change?

If a banking change is being requested, we ask that you attach the banking document with it. Utilize the Notes and Special Instructions part of the form to denote new banking is required.

5. When a new supplier is set up, are they automatically set up in SciQuest?

When you submit a supplier request you should receive a questionnaire asking if the supplier needs to be set up in SciQuest for purchase order (PO). However, if you don't get the questionnaire, enter that this supplier will need to be set up in SciQuest in the justification field. In addition, we need the email address or the fax number the PO needs to go to.

6. Is there an option for suppliers to fill out and save their documents via the link? Or will we need to send them PDFs of the forms?

PDFs of the forms should be sent to the supplier.

7. We have had issues with European banks and merchants refusing to supply all the information required due to privacy regulations. Are you aware of this issue?

When there are issues with European banks providing information, AP will work with Treasury to determine if we can create an exception. If all the required information is not included, it will go up to the next level for approval. Another option would be to have the supplier fax the information if hesitant to use email.

8. Is there a future where we could start and complete the process electronically through Workday so it can generate the documents?

We are researching software to accomplish this process electronically, where the department would initiate the request via the system. Then the supplier would receive a link to access the system and enter the required information.

9. If we don't need to submit these forms for paper checks, how do we get new suppliers set up?

Refer to the following resources for help with this:

- [Procurement Toolkit](#) has information about supplier set up and changes
- [Controller's office procedure](#) that outlines how to perform supplier set-ups

10. Why is a signature required from the requester?

This requirement is a protection that helps verify that the request is initiated by the department and not by someone outside the University.

11. Is it possible to send payments for individuals through Zelle?

Zelle payments are not possible since we cannot verify the Email or phone number provided belongs to the supplier we want to pay.

Missing Supplier Data and Data Discrepancies

12. How can the following supplier data issues be handled:

| Scenario | Action |
|--|---|
| The bank statement does not include the logo: | If a paper copy of the statement isn't available, the supplier should log into their bank account, take a screen shot of the account with the logo from their bank's website. |
| The bank does not have a logo. | In some cases, smaller banks may not have a logo. In this situation, note this in writing. AP will research the bank to see if they have a logo. If they do, the form will be returned. |
| The bank statement does not include the Swift or Bank Routing number | The supplier needs to make sure the routing or Swift number is on the form, however, including this information on additional documentation is not required. |

13. What is considered an out-of-date attachment, and what is the time limit?

Attachments older than six months are considered out of date. This ensures the banking information we're being provided is current.

14. Suppliers have asked for an encrypted email address to send the forms to us. Is there one I can provide them?

We are unable to provide an encrypted email. However, you can provide an [encrypted email](#) through Outlook. Contact the [ITS Help Desk](#) for assistance.

International and Domestic Banking Questions

15. What's the difference between our bank routing number and a SWIFT number?

The routing or ABA number is a unique identifier for US-based banks and is used to identify the bank involved in a financial transaction such as ACH. The SWIFT code is the unique identifier for every bank around the world. To send a wire, a SWIFT or routing number is required.

16. What if someone wants to change their account number for an ACH payment after submitting an invoice?

If the invoice has been paid it's too late to affect that payment. If the invoice has not been paid, a request to place the invoice on hold can be made by submitting a request to the FSC to place the invoice on hold. Once the supplier change has been completed, a request to take the invoice off hold needs to be made to the FSC.

17. Most banks have auto-filled wire transfer forms and all the account information required except for the bank stamp or signature. Is this acceptable to submit?

Yes, auto-filled wire transfer forms are accepted. It should be computer generated form from the bank.

18. Some international banks don't provide monthly bank statements. In that case, they usually submit a bank book that includes all relevant information. Is that acceptable?

Some countries do not use bank letters. In this case, AP would request a review from the Treasury Department to determine the acceptability of other banking documents.

19. Some international banks don't send out bank letters. What options do we have when this is the case?

A bank statement would meet our requirements.

20. Will every bank have instructions?

No. Not all banks have banking instructions.

21. How do we provide banking information? Do we need to redact account numbers?

We typically don't ask for numbers to be redacted because documentation containing complete social security or bank account numbers may be needed. It is recommended to avoid submitting sensitive information when using Supplier Invoice Request.

22. What is an early warning bank?

Early warning is a system of banks used to verify accounts and account owners electronically. This system allows us to send an electronic transaction submission to the Early Warning system to vet the bank account when there is a banking change. The system will send a notice back notifying us that the name and account number match. This saves time by eliminating the need to make calls to verify the information.