Overview

You may need to research whether an Invoice/Purchase Order has been paid or where it is in the payment process. There are two ways to research payment status in HCOM:

- **Transaction Summary Report** – you know the HCOM PO Number
- **Requisition Search** – you know the vendor name, req #, PO #, preparer or req description

Search for a Payment Status via Transaction Summary Report

**Log into HCOM:**
1. http://vpf-web.harvard.edu/applications
2. Click ➡️ Personal Homepage
3. Click ➡️
4. Login with HUID & PIN
5. Click + sign next to ➡️ HCOM Procurement Home Page
6. Click ➡️

**To start, access the HCOM Reports page:**
1. From the HCOM Homepage, click the ➡️ Reporting tab
2. Select the **Transaction Summary report** from the report selection. Note that the page defaults to the Purchase Order Summary report
3. Enter the PO number
4. Click ➡️ Generate Report

**Help Contacts:**
- For technical issues, contact the HU IT Help Desk: uis_helpdesk@harvard.edu or x6-2001
- For customer service issues, contact University Financial Services AP Main Customer Service: hcom_ufs@harvard.edu or x5-8500, option 2
Search for Payment Status via Requisition Search

The Search process for a Requisition or a Purchase Order are relatively the same:

1. Click on the Requisitions tab.
2. Click the Search button beneath the tab to access the Requisitions Search screen.
3. Search by any and/or all applicable criteria.
4. Once you’ve entered your Search criteria, click the Go button.
5. The Search Results appear in the Requisitions Search screen.

Search Criteria Definitions:

- **Requisition Created By**: This will default to your name.
- **Requisition Created**: Select the appropriate time period
- **Requisition Number**: Enter the Requisition Number.
- **Order Number**: Enter the Purchase Order Number.
- **Requester**: Type in the last name of the Requester or search for a Requester by clicking on the Flashlight icon.
- **Requisition Status**: Select a specific status or leave All Statuses
- **Requisition Description**: You can search by the Requisition Description field found at time of checkout:
- **Supplier**: You can search by Supplier name by clicking on the Flashlight icon and searching for the supplier in the University Accounts Payable Vendor database.

Select the Requisition link or Description link to access the line items associated with the Requisition.

<table>
<thead>
<tr>
<th>Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Line Description</td>
<td>1 HCOM Performance Metrics - Various Contractors (Feb 2011 - Apr 2011) - $2,050 Total</td>
</tr>
<tr>
<td>Requistion ID</td>
<td>03-Feb-2011 07:00 AM</td>
</tr>
<tr>
<td>Requistion Create</td>
<td>03-Feb-2011 07:00 AM</td>
</tr>
<tr>
<td>Requistion Create</td>
<td>03-Feb-2011 07:00 AM</td>
</tr>
</tbody>
</table>

Click the Detail button for all information regarding this Requisition including payment status.

No results found.

<table>
<thead>
<tr>
<th>Shipment Details</th>
<th>Shipment</th>
<th>Shipment Date</th>
<th>Expected Receipt Date</th>
<th>Freight Carrier</th>
<th>Tracking Number</th>
<th>Track Shipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receipt Details</td>
<td>Receipt</td>
<td>Transaction Date</td>
<td>Received Date</td>
<td>Received By</td>
<td>Received by Phone</td>
<td>Items Released</td>
</tr>
<tr>
<td>Invoice Details</td>
<td>Invoice</td>
<td>Description</td>
<td>Payment Status</td>
<td>Creation Date</td>
<td>On Hold Status</td>
<td>Invoice Amount</td>
</tr>
<tr>
<td>Payment Details</td>
<td>Payment</td>
<td>Status</td>
<td>Payment Date</td>
<td>Payment Amount Cleared Date</td>
<td>Payment Method</td>
<td>Bank</td>
</tr>
</tbody>
</table>

- **TIP**: Invoice amounts shown may include items other than the requested item.
- **TIP**: Payment amounts shown may include items other than the requested item.
# Understanding the Payment Section

The payment section is where you can review the details of checks and ACH payments processed against a requisition.

### Payment columns:

- **Payment**: This is the check number or ACH payment number
- **Status**:
  - **Negotiable** – check has been cut, but not cashed
  - **Reconciled Unaccounted** – supplier received and deposited a paper check
  - **Cleared but Unaccounted** – funds were electronically deposited into supplier’s bank account through Paymode
  - **Voided** – check has been voided or payment stopped

- **Payment Date**: Check date
- **Payment Amount**: Amount of check. This amount may be greater than invoices presented by you. During the check run process, we consolidate all payments for a single vendor into one check. So the check your invoice is paid on may also include payments for other departments within the University.
- **Cleared Date**: Date payment cleared Harvard’s bank. This is usually a few days after the supplier cashed the check.
- **Payment Method**:
  - **Check** – supplier was paid with a paper check or through paymode
- **Bank**:
  - **Harvard Checking** – supplier received a paper check
  - **ACH** – funds were electronically transferred

### What if the payment section is blank, but the supplier tells me they have invoiced Harvard?

1. Check the Invoice section directly above the payment section. If there is no invoice data, then UFS has not received the invoice. You should request the vendor send an invoice copy to you, AP PO Box or ap_customerservice@harvard.edu

2. If there is invoice data, review the On Hold Status column. If the word “Held” appears it means the invoice is on hold for a pricing, receiving or quantity issue. You will need to work with AP to get the hold resolved.

3. If there is invoice data and it is not on hold, the check is likely scheduled for an upcoming check run. Most vendors are paid net 30. In the invoice section you can compare the “create date” which is the date UFS processed the invoice against the “due date” which is the date we must pay by. Checks are cut every Tuesday and Thursday unless there is a University holiday.

### What if there is data in the payment section, but the supplier tells me they have not received payment?

1. If the payment date is fairly recent, status is “negotiable” and the Bank is “Harvard Checking”, it is likely a check is in the mail.

2. If the payment date is >30 days old and the status is “negotiable” you should consider placing a stop payment on the check by filling out the check inquiry request form on ABLE http://able.harvard.edu/forms/able_forms.shtml/