

FAQ's for TeamWorks Virtual Payables

Q: What is Virtual Payables?

A: An AP card solution that enables state agencies to convert certain payments to electronic card payments with minimal changes to internal AP processes. DOAS and SAO have implemented Virtual Payables as the payment method for Statewide Contract Vendors.

Q: Which Vendors are participating in Virtual Payables?

A: DOAS has amended the Statewide Contract vendor's agreements to require participation in the program. Beginning October 2017, DOAS and SAO will be working to convert the payment method for Statewide Contract Vendors to Virtual Payables in phases. DOAS has worked with Bank of America to enroll the Statewide Contract Vendors in the program and is providing the vendors with training on how to receive payments via Virtual Payables. For more information, Vendor FAQs and the vendors training webinar visit the Virtual Payables Page on the DOAS website. <http://doas.ga.gov/state-purchasing/virtual-payables>.

Q: Which Vendors are currently receiving payments via Virtual Payables?

A: The following vendors are part of the initial implementation and receiving payments via Virtual Payables: DG Investment, GC&E Systems Group, GT Distributors, Motorola Solutions, OFS Brands, Visual Systems Group, Gulf State Distributers. Others will be added in the future.

Q: What does an agency need to do in TeamWorks to pay the statewide contract vendors participating in virtual payables? (See below if your agency has a separate agency contract with the same vendor.)

A: For Statewide Contract vendors participating in Virtual Payables, the Payment Method in TeamWorks automatically defaults to Virtual Payables. Enter the voucher as usual, ensuring that the payment terms are Net30 and the location is 000999.

Q: What if my agency has an agency contract with one of the participating vendors that is separate from the statewide contract with different payment terms and/or discounts?

A. To change the payment method for agency contracts, change the net terms and location fields on the voucher to pay the vendor based on your agency contract terms.

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Q: How does an agency know when a voucher has been funded?

*A: A voucher has been funded when the funding file is sent to the bank, the payment tab will show **BOA (Vendor 0000216623, Location VIR_PAY)** as the "remit to" vendor.*

Q: How will a vendor receive payment?

A: Once the payment is funded/processed, the vendor receives an email remittance indicating the payment is available. The vendor will login to a secure BOA site and "pick-up" payment electronically from the bank's system. If the vendor does not take the payment, they are sent two emails reminding them to pick-up their payment.

Q: How will an agency know if the vendor has received its payment?

*A: Once the payment is funded/processed based on the Net terms, the payment tab on the Voucher will show **BOA (Vendor 0000216623, Location VIR_PAY)** as the "remit to" Vendor and the vendor will receive an email remittance notice within 24-48 hours of the due date. Additionally, two reminders will be sent to the vendor should a payment not be taken within five days of the initial email and five days after the second reminder.*

Q: What if a vendor says the payment has not yet been received?

A: The vendor will receive an email remittance along with two reminders to pick-up payment. If a vendor indicates that they have not received their payment, ask the vendor if the email remittance notification was received and if payment has been picked up. If the vendor has not received an email remittance or has issues processing the payment email virtualpayables@sao.ga.gov and ask SAO to research your payment.

Q: The 'remit to' Vendor on my voucher has changed from the original vendor to Bank of America.

A: This is correct. Once you process a payment to a vendor using the Virtual Payables, the vendor receives their payment (on credit) from Bank of America and the 'remit to' vendor on the voucher changes to Bank of America. At the end of the billing cycle, SAO receives a reconciliation file from Bank of America and schedules the payment from the agency to Bank of America.

Q: When does the cash leave an agency's checking account?

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A: *Because payment is made to the vendors on virtual payments cards, there is not a cash transaction at the time of vendor payment. The cash transaction occurs when the agency pays BOA. SAO automatically updates the schedule due date when the billing cycle ends. The scheduled due date is set to 20 days after the statement close date which is typically the 27th day of the previous month. For more information on the Virtual Payment Lifecycle reference the slide deck on the SAO website under Virtual payables.*

Q: Is an agency able to reconcile daily? Or monthly?

A: *Agencies will be able to reconcile the vouchers paid using the Virtual Payables payment method monthly. The monthly billing cycle closes on the 27th of the month and the reconciliation file is loaded into TeamWorks two to three working days later. Once the file is loaded into TeamWorks, the vouchers are taken off hold and the scheduled due date is updated. To reconcile the vouchers paid using the Virtual Payables payment method, run the query OAP096_VIRTUAL_PAYABLES query within three working days of the 27th. Remember if a vendor did NOT pick-up the payment, the voucher will remain on hold. Payment will not be due to Bank of America until the completion of the monthly billing cycle during which the vendor processed their payment.*

Q: Which queries will be most helpful?

A: *The OAP096_VIRTUAL_PAYABLES query will give all the information related to funded/processed payments. Approximately three (3) days after the statement closes on the 27th of the month, the query is updated with the settlement date and the settlement amount (only if vendors have picked up their payments). The settlement date is generally one to two days after the vendor "picks-up" payment. The settlement amount should be equal to the voucher amount. The current OAP005 query can also be run to get voucher information.*

Q: How does an agency cancel a voucher that is incorrect, or that the agency did not intend to pay?

A: *If a change occurs before the funding file stage (i.e., before the Payments page has BOA Vendor 0000216623, Loc VIR_PAY as the "remit to" vendor), the agency can adjust the voucher. If the funding file has been sent to the bank, the agency should complete the DocuSign form on SAO's website requiring you to attach a screen shot of the payment cancellation from TeamWorks. The form*

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will route to the Virtual Payables mailbox for processing. You will receive a confirmation email when your request has been completed.

Q: What if an agency has an existing open purchase order (PO)? How about one that is partially paid prior to this change or one funded from a prior year?

A: *TeamWorks will auto-populate the payment fields for the PO to be paid using the Virtual Payables payment method for the Statewide Contract vendors participating in the Virtual Payables program. Please refer to the slide deck on SAO's website for information. An agency should not change payment terms, remit to, etc. Direct all questions to the SAO Helpdesk.*

Q: How will agencies know when new vendors are added?

A: *During the pilot phase we will update the slide deck on SAO's website and send a message to our CFO email list, but once the program is fully implemented an agency will know by the switch to BOA in the "remit to" in PeopleSoft.*

Q: What if my agency is using bond funds (GSFIC) with reimbursement timeline restrictions to pay one of the VP vendors?

A: *The project team is working on this concern during the pilot phase.*

Q: What if my agency is using federal funds with reimbursement timeline restrictions to pay the VP vendor?

A: *The project team is working on this concern during the pilot phase. Contact SAO if you need immediate assistance.*