

Invoice Payment Status Information in PantherExpress:

Invoice payment information is loaded into the PantherExpress system daily. You are able to find payment information going back to January 2017 in PantherExpress which includes the check number and payment date. This enables departments with the ability to provide on demand payment date and check numbers to their suppliers when needed.

Invoice Payment Statuses:

There are four possible payment statuses in PantherExpress. End users are able to view the payment status on their invoices:

- **In Process:** Invoice is currently being reviewed by Payment Processing.
- **Payable:** All reviews are complete, and the invoice has been sent to PRISM and is pending payment.
- **Paid:** The invoice has been paid in full. The invoice will show the check number and payment date.
- **Cancelled:** The invoice has been cancelled. The invoice will not be paid.

Viewing Check Number and Payment Date on an Invoice:

- Use the PantherExpress search function to search for your invoice number: [Home Page>Orders>Search - Search Documents](#).
- Click [Search>Search Documents](#).
- Select [Search>Invoices](#). Use the Search to locate the invoice you need to check.
- Under [Buyer Invoice>Summary>General](#), see the Payment Details section. You'll find, the Payment Method (or credit method if applicable), record number (check/wire/ACH number or credit number) and record date (date payment was processed, or credit was applied).

Payment Processing Information		?
Batch Name	no value	edit
Pay Groups	no value	
Date AP Received	6/2/2020	
Payment Details		edit
Payment Method	Check ←	
Record No.	3264143	
Record Date	6/2/2020	

Figure 1 Payment detail shown on a Paid Invoice includes check number and check date.

What is the Payment Method or Credit Method?

Depending on what is occurring with the invoice, the end user will have either a Payment Method (which is a check or wire) or a Credit Method (which is a credit back to you on the purchase).

What does Record No. and Record Date mean?

The Record No. is the check number or other payment method identifier that was issued on the invoice or the credit number issued back on the invoice. The Record Date is the date that the check or credit was issued.

In the Payment Method area, I see various types of payments. What do they mean?

In Payment Method, you will see one of two different types. They are:

- Check – a physical check has been processed and sent to the supplier
- Wire – a wire has been issued to the supplier based on a request from the end user

WHAT WILL I SEE IN THE PAYMENT DETAILS SECTION IF THE CHECK HAS BEEN VOIDED?

There are times when payment checks need to be voided and a payment reissued. In PantherExpress, the void information will appear on the invoice. The Payment Method will state **Unknown**. There will be no record number. The record date will show an **Invalid Date (12/31/4072)**. The change will be visible in the history tab of the invoice.

Buyer Invoice	
Summary	
General	
Invoice Type	Invoice
Pay Status	Payable
Supplier Invoice No.	adfadfadsf34r2342342
Supplier Name	VWR INTERNATIONAL more info...
Owner	Bob Hester
Invoice Date	10/2/2019
Discount Date	no value
Due Date	11/1/2019
Terms	0, Net 30
Terms Discount	0.00 USD
Invoice Name	2019-10-01 bhester 03
Job Number	no value
Misc Code	no value
Created By	Robert Spence
Create Date	10/2/2019
Match Status	Unmatched
Invoice Source	Manual
Contains substituted item(s)	x
Payment Details	
Payment Method	Unknown
Record No.	no value
Record Date	12/31/4072

Figure 2 Screenshot shows how VOID information will appear on an invoice

The Payment Status on an invoice with a voided check will be automatically changed by the system from PAID to PAYABLE. The status will change again once a new check is issued.

The history tab of the invoice will also show the void information. In the invoice history you will see the VOIDED check number and check date. You will also see the void information.


Results Per Page		20		Records Found: 21					
Line No	Date/Time	User	Step(s)	Action	Field Name	From	To		
	3/24/2020 9:22 PM	System		Modified	Record Date	empty	12/31/4072		
	3/24/2020 9:22 PM	System		Modified	Date AP Received	3/11/2020	12/31/4072		
	3/11/2020 1:45 AM	System		Invoice Approvals Completed					
	3/11/2020 1:45 AM	System	Auto-Close PO	Auto Soft Close PO performed					

Figure 3 VOID information also appears in the invoice history.

What will I see in the Payment Details section if the check is re-issued?

A new check number will be listed in Record No. The change will be visible in the history tab of the invoice.

What if I do not see a payment?

There are many things to take into consideration if you do not see a payment made to an invoice:

- The University’s terms for payment are Net 30. Check to see if it has been 30 days since the invoice was marked as Payable and sent to PRISM.
- Look at the history tab on your invoice in PantherExpress to see what has occurred in the history of the invoice. Do you see a voided check listed?
- Does the invoice require your “OK to Pay?” (Required for invoices over \$5,000)
- Is the account code valid? Is the invoice pending on one of the account code review steps?
- Did you receive an email notifying you of a problem?
- Look at the comments tab on the invoice to see if Payment Processing has added a comment that requires your attention.

I have questions

If you have questions, the PantherExpress Customer Service team is a great resource for any and all questions!

PantherExpress Customer Service

<https://cfo.pitt.edu/pexpress/CustomerService/inquiry.php>

Phone: 412-624-3578 (8:30am - 5:00pm, Monday through Friday)