PayPaw FAQs

What is the goal of PayPaw?
The goal of PayPaw is to standardize and streamline the payment process while reducing the burden on administrative staff. Currently the time to process a manual invoice is over 20 days. There are close to 400 bill to addresses and over 600 addresses where invoices are mailed on campus.

Through this new process, invoice handlers will be able to ensure that invoices are correct rather than hunt them down and manually enter them as well as allow the whole story of the purchase lie together in one location.

Why is this important to the University?
The University is at risk for millions of dollars due to orders that are not on a purchase order containing the terms and conditions protecting the University as a binding contract. To maximize the efficiency of this process and safeguard the University, everything that can go on a PO should go on a PO.

What does POable and non-POable mean?
Anything that can go on a purchase order is POable. Most purchases made should be on a purchase order unless paying with your PCard. As a rule, this includes any tangible items, services and labor. These are all POable items. Think of it in terms of procurement rules, if you were buying $12,000 of an item, it would have to go on a PO due to the need of a formal bid.

Non-POable items are purchases in which it does not make sense to have a purchase order. There are only a few items that are truly not POable, these include things such as your utilities (Duke Power) reimbursements to employees, employee travel expenses.

How will Ricoh receive the invoices from suppliers?
The bill to address for the Dillard Building where Ricoh provides these services will be the default address for all PO's. Additionally, invoices can be scanned directly to Ricoh by sending them to payable@clemson.edu. All MFD's from Ricoh come already programmed with this email for ease of invoice scanning.

How long will it take Ricoh to get my invoice into buyWays?
Invoice data and images will be uploaded to a Clemson University server within two business days of receipt, excluding weekends and during Clemson's holiday schedule.

How will I know when there is an invoiced scanned that needs my attention?
The workflows in buyWays will be set up to read the invoices and ensure that they are routed to the correct department. You will receive a buyWays notification that there is an invoice in que.

What do I do when there is an invoice in my que?
Procurement and Business Services will provide training to each department and walk each invoice handler through the process so they know what to do. We also will have trainings available and a quick tips guide to keep at your desk. Additionally, you can always call a member of Procurement to assist you should you have questions.

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