COVID-19 FAQs for Credit Cards, Payments and Supplier Onboarding

Is the University still processing invoices and making payments?

Yes, we are continuing to process invoices and payments during this time. To avoid unnecessary delays, all departments should remind their vendors to send invoices directly to invoices@princeton.edu to ensure timely processing.

Electronic payment processing will continue on a daily basis and we are encouraging all vendors and payees to select an electronic payment method which will minimize any chance of delay. Beginning next Tuesday, March 24 checks will be processed once per week on Tuesdays. Checks requested with “Check Pick Up” handling will be accommodated on a limited, emergency only basis. “Check Pick up” requestors will be notified when checks are printed, and will be available for pickup at 701 Carnegie only on Tuesdays from 2-4PM.

If my conference is cancelled, and I have paid with a personal charge card and am having a difficult time getting my money back, will Princeton reimburse?

Expenses paid on a personal card should be evaluated using the same criteria had it been purchased on a University card. If the expense was a valid business expense, it is reimbursable regardless of how incurred (though we highly recommend use of a University card for all University expenses).

If the conference is not cancelled but the staff member is personally concerned or at risk based on their own health issues, and they want to cancel, are there any issues from an expense standpoint that should be considered?

Health and safety of the traveler should be the foremost consideration for determining attendance. To the extent expenses incurred were valid business expenses that cannot be refunded/avoided, they are reimbursable and charged against the department that initiated the expense.