



## Hartford Performs Voucher Payment Process

### **PREP:**

Entering the scheduled date of your program in the database booking information is required to start the payment process. The payment voucher is created on the day of your program or on the last day of your multi-day program.

### **STEP 1:**

On the morning of your program (or last day of a multi-day program) your payment voucher is created. The voucher will show up in **ARTIST** status and an email is sent to you, the arts provider, to verify\*.

Verify your voucher, when the program is completed, by using the link in the email or by logging into the database and selecting the Voucher Tab from your dashboard and click on the BLUE voucher number link to open it. This link is only available to be opened when in ARTIST status.

### **STEP 2:**

Once the arts provider hits submit, the payment voucher is sent to **COORDINATOR** status. The school site coordinator is sent an email link to verify the total number of students or classes and to confirm the program happened.

Note: If a coordinator is idle for 3 days verifying a voucher, they are sent a reminder email. The week of a check run site coordinators receive a personal reminder to submit vouchers.

### **STEP 3:**

Once the site coordinator hits submit, the payment voucher is sent to **REVIEW** status. Vouchers are reviewed weekly. Any adjustments to the total amount based on notes from the arts provider or site coordinator are made at this time.

### **STEP 4:**

Once the voucher is reviewed it is sent to **FINANCE**. Finance cuts checks twice a month during the first and third week of the month. Please note that illness, holidays, and vacation time will change the exact date of a check run. All vouchers are processed within 30 days of being submitted by the artist.

### **STEP 5:**

During the first and third week of each month, checks are cut and go to **PAID** status. Checks are then signed and dropped in the mail. Checks are mailed to the address on your W-9. If your address has changed it is your responsibility to update your address with Hartford Performs.

**We do our best to process for all vouchers within 30 days of being submitted by the artist.**



**\*TO VERIFY YOUR VOUCHER AS ARTIST:**

- Confirm **YES** the program took place OR **NO** to pause the voucher, if the program needs to be rescheduled
- Confirm your payment address – must align with your current W-9
- Confirm the total number of students or classes. Use the NOTES to update the number of students or classes, if the voucher is not correct.
- Check the box and click Submit

**TO RESCHEDULE AND RESTART YOUR VOUCHER:**

In the event of a last-minute cancellation or snow day Arts Providers must select NO the program did not happen and then PAUSE the voucher to indicate to HP it is being rescheduled. Please contact the lead teacher to reschedule ASAP.

Once a rescheduled date is confirmed, the arts providers must add the new date to the booking information. Adding a new date will automatically restart a PAUSED payment voucher and the voucher will be re-issued on the rescheduled date.

**TO ADJUST PAYMENT, STUDENT TOTAL OR CLASS NUMBERS:**

Use the Notes box to describe any changes in student or class count. The notes will be reviewed in REVIEW and amount adjusted at that time. The total amount will only INCREASE if the number of students is more than originally booked. Total amount will never decrease for less students in attendance. Additional classes should be approved with Hartford Performs.

Voucher Updated Date:

This date tells you the most recent date your voucher had an action performed in it.

Status:

This column tells you where your voucher is in the process.

Contact Emily Waniewski by email at [ewaniewski@hartfordperforms.org](mailto:ewaniewski@hartfordperforms.org) if you have any questions about your voucher.



## Frequently Asked Questions about the Payment Process

**1. Should I verify my program voucher as soon as I get the email?**

No. Please WAIT until after the program actually happens to verify your voucher.

Program vouchers are automatically generated on the morning of the last day of the program, as you entered it into the database calendar. There could be a snow day or delay, or any number of emergencies that may cause your program to not occur as planned. If the voucher comes to you but the program will not happen, PAUSE it until you can reschedule with the teacher and enter a new date to the calendar.

**2. I verified my program voucher, how do I get paid?**

Great! After your program is complete, you can verify the voucher. It will move from ARTIST status to SITE COORDINATOR. Once the Site Coordinator confirms the student counts it will come to Hartford Performs next for final review and payout.

**3. When will checks be cut?**

Checks are cut, signed, and mailed twice a month, in the first and third weeks. The exact date checks are cut may vary depending on staff scheduling, holidays, etc. All checks are being mailed at this time due to COVID. You can check the status of your vouchers when you log in to the database and see the last date it was modified. If you check the voucher status on Friday of the 1<sup>st</sup> or 3<sup>rd</sup> week and it is marked as PAID with an updated date during that week, then your check is in the mail.

**4. Which check run will my voucher be included in?**

For submitting in a timely manner, we have set up an automated reminder to coordinators if a voucher is idle. We work hard to make sure vouchers are verified within 30 days of completion.

Remember, voucher details must be verified by you the Artist, then the Site Coordinator, and finally reviewed for any changes by Hartford Performs before the check is produced. Please account for time to accomplish these steps.

**5. I forgot to enter the scheduled date for a program I already taught, can I still get paid?**

Yes, once you enter the date to the database calendar the voucher will be generated in 24 hours and move to ARTIST status. If you enter the date on the morning of your program it will generate the voucher for the next day.

Watch this tutorial on how to add booking dates:

<https://www.youtube.com/watch?v=MArc83dZ56M&list=PLboOug86FriPYKdwpueCnYKX4cBDiZGel&index=3>



**6. I accidentally labelled all my scheduled dates as 'planning meeting' for my integration program, where is my payment voucher?**

Unfortunately, the database will not generate a voucher for planning meetings. Although you are required to hold one at the start of your integration program, all other scheduled dates should not be labeled as such. Please enter the planning meeting date first, check "yes" where it asks if this is a planning meeting, then click save. If you wish to bulk enter additional scheduled dates after that, be sure it says "no" where it asks if this is a planning meeting.

We are working on improving this function update in the database.

**7. I moved recently, what do I need to do so my check goes to the right place?**

Please send us an updated W9 form with your updated address and original signature. After that, please update the database contact information so the check will be printed correctly. Hartford Performs is charged fees for cancelling checks, so please send us updated information as soon as it's available.

**8. Will I get a separate check for virtual program selections?**

No, virtual payments are included in biweekly programming check runs. However, you will get a breakdown of the extra dollars via email.