ACCOUNTS PAYABLE DESK MANUAL

Gateway Invoice Processing and Troubleshooting

September 2014

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CHAPTER 1 –
Campus Procurement and AP Dashboard Introduction

With the introduction of Gateway, the campus as a whole has moved into an efficient and standardized form of procurement. Campus users are able to log-in from any computer, shop for goods and/or services, automatically route the request to the appropriate department and campus approvals, and submit the finalized purchase order to the supplier for fulfillment. A majority of orders can follow these steps within 24 hours.

There are three ways that campus users can shop through Gateway that will have different effects on the ways that AP processes invoices and credit memos. As each will set up the purchase order in a slightly different way, matching invoices will require a little background to help alleviate and expedite the process. The three ways are:

1. Punch-out / Hosted Catalog
2. Non-Catalog
3. Forms

Users can choose from several Punch-Outs and Hosted Catalogs that are set up in the system. Punch-outs are supplier hosted websites that campus users can connect to through Gateway where they can shop, much like online shopping. Suppliers update their items and pricing online and users add items to their shopping carts to purchase. Hosted Catalogs are very similar; instead of accessing a supplier hosted website, users utilize the search fields in Gateway to search item listings as suppliers have uploaded their price files directly into the system. Generally speaking, processors should find that invoicing for orders placed using Punch-outs or Hosted Catalogs should be the least demanding. Invoices should match the purchase order much more frequently, as it is the supplier that has furnished the pricing and order information used to create the order in the system. Remittance addresses are already set up and linked to campus accounts, and due to negotiated contract pricing, payment issues should not come up as frequently as with other suppliers.

Non-Catalog suppliers do not enable their pricing in the system. Campus users obtain quotes or pricing directly from their supplier and “build” their order in the system. Processors will find that many of these invoices will fall into Match Exception as discrepancies between how campus users set up their orders, and how suppliers invoice for the orders arise. Unforeseen shipping costs will cause matching issues.

The final option is the use of one of the several different forms in Gateway. Each of the forms requires different matching rules for payment processing to proceed. Forms that Processors will encounter are the Vendor Blanket Form, Confirming Form, Walk-In Form, GW Transition Form, FedEx Form and Business Card Form. Processors will find that invoices will fall into Match Exception here mostly due to Departmental receiving issues.
Processors use the AP Dashboard feature to manage invoice workflow through the system and to navigate as needed.

Here, pending invoices ready for approval are listed (including a count of those assigned to the particular processor logged in). As a reminder, invoices assigned that need approval will also highlight in the processor’s action items at the top, right of the screen. A search bar that can be used to quickly jump to a Gateway Invoice, Purchase Order or Supplier Invoice is also located on the dashboard next to “Pending Approvals”.

General “Quick Search” templates have been set up by SciQuest to query the system for Processor use. A quick link to create invoices and credit memos can be found as well in the “Create” section.

The final sections of the AP Dashboard are a tracking queue of recently entered invoices, expiring discounts (a feature not yet used), and a listing of past due invoices for ease of navigation.
Purchase Order terms state that invoices should be sent directly to Accounts Payable. A large number of suppliers already comply and send their invoices directly to expedite payment; in fact, many of the Punch-Out and Hosted Catalog suppliers are set up for electronic invoicing where the invoice will link directly into the system without needing to have a hardcopy scanned. Departments have been instructed to send any invoices that come to them instead either by Campus Mail or to the designated AP email, InvoicesOnly@bfs.ucsb.edu, ensuring that the full Gateway Purchase Order number is clearly marked on the invoice.

Hardcopy invoices and credit memos from campus mail and printed from the InvoicesOnly inbox will be scanned into the system by Accounts Payable staff designated specifically to perform these functions. The third party company Docufree receives the image files and performs an OCR on each image. The images and the electronic invoice are sent back from Docufree to SciQuest. **There are a few important procedures to keep in mind when fulfilling the scanning process:**

- Scans should be completed in batches of 25
- Invoices and Credit Memos have to be scanned in separate batches
- Single-sided and Double-sided invoices have to be scanned in separate batches

Scanning of invoices and credit memos looks for simple, but important information in order to link the scan to the correct purchase order for processing. The system will seek and place on the electronic Gateway invoice:

- Purchase Order Number
- Supplier Name
- Supplier Invoice Number
- Invoice Date
- Tax
- Handling (Which will be placed in Handling)
- Shipping, Shipping/Handling or Handling/Freight (Which will be placed in Shipping)

**Please remember** when organizing invoices for scanning: Once an invoice has been scanned by Docufree and is a header image attachment in Gateway, there is no way to remove it. That is why it is incredibly important to ensure that invoices that contain sensitive or personal information should not be scanned or should be cleared by an AP Manager before scanned. Sensitive information includes, but is not limited to:

- Employee or Student Personal Information
- Social Security Numbers
- Credit Card Information
CHAPTER 3 –
AP Invoice Standard Workflow Reference

(Import = Pre-Invoice Workflow)
(After Ready for Matching = Invoice Links to PO and Becomes ‘Real’ Invoice)
What is Invoice Import Matches?
- Invoices that fall into this folder because they are an exact match or within $1 of the original purchase order amount.

What is the goal of Invoice Import Matches?
- Since invoices in this folder reasonably match and do not need much, if any, correction to process, processors will only need to ensure that remittance information is correct before approving the invoice further through the AP workflow. Even though invoices match or almost completely match, they need to be approved out of this step since they need their remittance information verified.
- A goal of the Import should be to ensure that invoices are not remaining in this step for more than 24 hours.

What to check in Invoice Import Matches?
- Do a quick check to ensure that the pre-filled subtotal, tax, shipping and handling matches the totals provided by the supplier on the hardcopy invoice. Correct as needed to match the supplier’s invoice.
- Select the correct remit-to address from the drop down menu on the invoice. Hit “Save”.

- If the correct choice is not available, submit a Helpdesk Ticket requesting a remit-to address update to Help@gateway.procurement.ucsb.edu. The Helpdesk will need the remit-to address example and the supplier information.
  - After the Helpdesk Ticket is submitted, type in the field Invoice Name: “Error – Remit” so that other processors are aware of the issue with this particular invoice. Remember to remove the note once the Helpdesk confirms that they have corrected the remittance issue.

Where should various fees be placed on the invoice?

<table>
<thead>
<tr>
<th>Shipping Field</th>
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<tbody>
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<tr>
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<td>• Delivery</td>
<td>• Environmental Fee</td>
</tr>
</tbody>
</table>
| • Shipping/Handling     | • Excise Tax         | (combined)
What common errors and warnings occur in this folder and how can they be fixed?

- The system will search for duplicate invoices based on the Supplier Invoice No. If the invoice being processed is a duplicate it will be marked with the following error message:

- Duplicate invoices should not be processed.
  - Add “-XX” to the end of the Supplier Invoice No. indicating that it is a duplicate and select “Save”. (See picture below for an example).
  - Follow the guidelines for zeroing out the lines, tax, shipping and handling on the invoice so that the duplicate invoice does not interfere with receiving on departmental purchase orders.
  - Following those steps, from the “available actions” drop down menu on the right hand side of the invoice, select “Assign”. Assigning the invoice will give you more options, including “Reject/Cancel”. Leave the reason of “Duplicate” so that a comment will be left as a record on the invoice.

How to proceed when the invoice is accurate?

- Once the invoice is accurate and matches the supplier invoice, from the “available actions” drop down menu, select the “Assign” option and select “Go”. This will give you the option to approve the invoice.
  - Processors can choose to “Approve”, which will just approve the current invoice, OR
  - “Approve/Complete & Show Next”, which will approve the invoice and bring up the next invoice that needs approval.
Please note: invoices in the Import are still “pre-invoices”. This means that they are still completely editable. Once they are approved out of this workflow folder, they become true invoices in the system and are able to be edited less quickly and easily. Processors will find that they lose the “Remove” lines selection and are only left with the “Reject” lines selection. Invoices can still be edited past the Import, but editing takes more steps and review. This is why it is always beneficial to ensure that all edits are complete before approving out of the Import.
CHAPTER 5 –
Workflow Detail: Invoice Import Errors

What is Invoice Import Errors?
- Invoices route into this folder because the price is at least $1 over the price of the original purchase order.

What is the goal of Invoice Import Errors?
- Since invoices in this folder do not match the original purchase order in some way, there will need to be review and correction by a processor for line item price, shipping, handling and/or tax. The goal will be to modify the electronic version of the invoice to make it match the supplier’s hardcopy of the invoice before sending it into further AP workflow. A goal of the Import should be to ensure that invoices are not remaining in this step for more than 24 hours.

What to check in Invoice Import Errors?
- It is important to ensure that the pre-filled subtotal, tax, shipping and handling matches the totals provided by the supplier on the hardcopy invoice. Correct as needed to match the supplier’s invoice.
  - Punch-out and Hosted Catalog orders will always pre-fill much more closely than non-catalog orders. Expect to do a little more investigation to ensure matching with non-catalog orders. A great trick is to match catalog numbers between the purchase order and invoice when in doubt. Many times item descriptions will differ, but catalog numbers will not, which will help greatly when deciding which line to select for invoicing.
- Select the correct remit-to address from the drop down menu on the invoice. Hit “Save”.

- If the correct choice is not available, submit a Helpdesk Ticket requesting a remit-to address update to Help@gateway.procurement.ucsb.edu. The Helpdesk will need the remit-to address example and the supplier information.
  - After the Helpdesk Ticket is submitted, mark in the “Invoice Name” Field “Error – Remit” so that other processors are aware of the issue with this particular invoice. Remember to remove the note once the Helpdesk confirms that they have corrected the remittance issue.
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  - Following those steps, from the “available actions” drop down menu on the right hand side of the invoice, select “Assign”. Assigning the invoice will give you more options, including “Reject/Cancel”. Leave the reason of “Duplicate” so that a comment will be left as a record on the invoice.
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Please note: invoices in the Import are still “pre-invoices”. This means that they are still completely editable. Once they are approved out of this workflow folder, they become true invoices in the system and are able to be edited less quickly and easily. Processors will find that they lose the “Remove” lines selection and are only left with the “Reject” lines selection. Invoices can still be edited past the Import, but editing takes more steps and review. This is why it is always beneficial to ensure that all edits are complete before approving out of the Import.
CHAPTER 6 –
Workflow Detail: Ready for Matching

What is Ready for Matching?

• In this folder, invoices have been approved out of Invoice Import Matches/Errors and are now considered a “real” invoice as they are linked to the departmental Gateway Purchase Order.

• Matching is performed in this folder by the system, either two-way or three-way depending on the matching rules in place.

What is the goal of Ready for Matching?

• There are several different matching rules that are currently set in the system that will impact how the invoice routes through AP workflow.

• Two-way matching:
  o Receipt to Invoice – This matching rule indicates that the receipt and the invoice totals need to match in order for the invoice to release for payment.
    ▪ Examples of this would be the Vendor Blanket, FedEx and Walk-In Forms
  o PO to Invoice – This matching rule indicates that the purchase order and invoice total need to match in order for the invoice to release for payment. This matching rule is currently in place on orders from $0.00 to $2,500.
    ▪ Example of this would be the Confirming Form

• Three-way matching:
  o PO, Invoice, Receipt – This matching rule is in place for orders above $2,500. For any order above $2,500, the purchase order price, invoice amount and receipt all need to match in order for the invoice to release for payment.
  o PO, Invoice, Receipt – A secondary three-way matching rule is in place for any supplier marked as “Billing Issue Supplier”. Any suppliers that have issues with invoicing can be placed in this category so that invoices have stricter workflow to pass through before releasing for payment.

What to check in Ready for Matching?

• This is a system automated step. Processors will not need to perform any review in this step or approve any invoices to have them move through workflow.
What is Cancelled/Closed PO?

- This workflow step is in place to hard-stop any invoice that is sent in electronically or scanned into the system against a Purchase Order that has been marked as ‘Closed’ or “Cancelled”.
- Many times cancelled and closed purchase orders do not readily stand out for the AP processing team making it easy to accidently process an invoice that should not be paid. Electronic invoices also can match and slip directly to ‘okay to pay’ without AP intervention.

Why would a PO be cancelled or closed?

- There are a few different reasons why Purchase Orders will be closed or cancelled:

  o Cancelled:
    - Cancelled purchase orders are orders that departments will not receive the goods or services. They have contacted the supplier to ensure that invoicing will not occur and the goods will not be shipped.

  o Closed:
    - Closed orders are typically orders where the purchase order needs to exist in Gateway, but invoicing will not occur in the system. Closing the PO preserves the total, but will not allow receiving or invoicing.
    - Examples of this are Flexcard Orders (marked as “F000xxx”), Change Requests (marked as “CR000xxx” and Contract Request Forms (please note also marked as “GW0000xxx” as they do not have their own number wheel).

What to check in Cancelled/Closed PO?

- In this workflow step, you will not have to manipulate the invoices at all. All that needs to be determined is if the invoice needs to continue through workflow (you will simply “approve”) or the invoice should not have been in workflow at all (you will simply “reject/cancel”).

How will I know what to reject or what to contact a department about?

- Some invoices can be rejected immediately as they will never be processed in the system:
  o Any invoice that attempts to pay against a Flexcard Order (designated by “F000xxx”)  
  o Any invoice that attempts to pay against a Change Request (designated by CR00xx”)
  o Any invoice that comes in against a Contract Request Form
    - Please note that these will also have a “GW000xx” Purchase Order number
    - These will stand out as the line item on the PO will always be named “Contract Request Form”.
    - In this case, invoices will always be paid via Form 5. Before rejecting, please send a note to the Department Buyer that a Form 5 needs to be prepared instead and directed to Bernice outside of Gateway.

- For anything else that falls into this folder, please continue to follow your usual process to ensure that the invoice should properly be rejected. Contact the Department Buyer and ask for documentation proving that the invoice can be rejected (or if a credit memo is provided, approve the invoice through workflow to pay).
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**CHAPTER 8 –
Workflow Detail: Invoice Review**

**What is Invoice Review?**
- Invoices route into this folder based on custom review rules. Currently the review rules that are in place are for Special Handling, Tax Reporting Review (for 1099 reporting purposes) and Programmatic Entertainment Purchases.

**Special Handling**
- Invoices that are marked with any of the Special Handling codes (CPUP, NEXT, HOLD, FEES, ENCL, or WIRE) will trigger review in this step.
  - Special Handling codes have been built in the system in order to process unusual departmental invoicing needs. The codes stand for the following:
    - CPUP – Call for Pick-up
    - NEXT – Next Day
    - HOLD – Hold
    - FEES – Fees
    - ENCL – Enclosures
    - WIRE – Wire Transfer
  - Invoices that do not require special handling move through the system in the GB1 batch in APEX (runs at 4:00pm). Invoices marked as special handling are processed in a separate batch, marked GB2 (runs at 12pm & 4:05pm). Wire Transfers are the only special handling invoices that have their own batch, marked GB3 (runs at 4:10pm).

**Tax Reporting**
- Invoices will fall into this workflow step based on two triggers:
  - The supplier marked with a “Tax Exempt” 🇦🇺 or “Tax Reporting” 🇺🇸 Supplier Class
- Invoices here will need review for withholding.

**Programmatic Entertainment Purchases**
- Invoices will fall into this workflow step based on two triggers:
  - When object codes 7250, 7750 or 7757 are used on a Purchase Order
  - When commodity codes 50000000 or 90000000 are used on a Purchase Order
- Invoices will route here for review to insure that if any entertainment goods were procured, the proper approval was obtained.

**Alcohol Review**
- Invoices will fall into this workflow step based on any supplier pre-marked as a supplier that sells alcohol.
- Any invoice against a purchase order for one of the pre-marked suppliers will in turn fall into this workflow step for review of appropriateness.
What is the goal of Invoice Review?
- Invoices that route to this folder require a customized review and by selected processors. Invoices stopping here have previously moved through the Invoice Import Matches/Errors workflow step for pre-review, correction and remittance verification and now need to follow a specialized process for settlement.

What to check in Invoice Review?
- Processors that have access to this folder typically have a specialized role in the system that relates to the custom review rules of the folder.
  - Invoices marked as Special Handling require approval and verification of appropriate BFS forms accepting fees for processing.
  - Invoices that fall into the Tax Exempt or Tax Reporting Folder need withholding reporting to take place. Marking the invoice with the Special Handling Code of “HOLD” and approving, will force the invoice into the GB2 APEX batch for manual withholding ability.
What is Non-PO Invoice?
- Any invoice that is scanned into the system and has non-PO lines, lines that were not on the original purchase order and therefore cannot link back to the purchase order, automatically flag for review.

What is the goal of Non-PO Invoice?
- In this review folder, processors should review and correct any linking issues that occur. Among issues that can occur, there are two common issues that will trigger a stop in this review folder.
  - One of these reasons is due to e-waste fees that are added to electronic purchases by suppliers that specialize in computer and software purchases. E-waste fees are usually not included up front on purchase orders, as the department and/or supplier is not reasonably able to estimate if the fee is necessary for the purchase ahead of time. The fee is added on the invoice, and it does not match a line on the purchase order.
    - CDWG is the most common supplier that sends over e-waste fees.
  - The second common issue that triggers this review step is substitutions or supersessions. If one of the Punch-out or Hosted Catalog suppliers invoices for an item that does not exactly match the purchase order in price and/or catalog number, the invoice lines will scan in as non-PO lines and not link to the purchase order.
    - OfficeMax is one of the most common suppliers that send over invoices with substitutions and supersessions that cause errors.

What to check in Non-PO Invoice?
- The e-waste fee line will not link back to the purchase order since it was not an original part of the purchase order. Because of this, it is also not able to pull any commodity or object code information from the order. The invoice will need this information before being able to be approved into the next workflow folder.
  - Linking is not necessary for payment processing, but it is necessary to update the commodity and object codes before approving.
  - Select the ‘Required Field’ link and then use the blue spyglass to search for the correct commodity code. 77000000 is an appropriate code for e-waste fees. To find the correct object code, “select from all values” and search for 7260. This can also be done for any other object code linking issues.

- Substitutions and supersessions should be linked back to the purchase order. Ensure that the correct price, tax, shipping and handling are recorded to input once the linking is complete and then zero out and reject the un-linked line. Then “Add New
PO”. Search for the correct purchase order number and “Add Lines”. This will link the correct PO back to the invoice. Once the correct line is on the invoice and linked, a processor can adjust the price, tax, shipping and handling as needed.
CHAPTER 10 – Workflow Detail: Credit Memo

What is Credit Memo?
- Credit memos route into this folder for review and correction. Invoices do not route into this folder.
  - This is why it is important to separate credit memos and invoices into different batches to be scanned; credit memo templates only allow for negative integers, while invoice templates only allow for positive integers. Once one is scanned in as the other, it will need to be cancelled and rescanned to process appropriately.

What is the goal of Credit Memo?
- Because credit memos and invoices are scanned into two separate batches for processing, this folder serves as the proper vehicle to process this type of document separately from the invoice process.

What to check in Credit Memo?
- Credit Memo is a workflow folder to hold credit memos for processor review and approval. Credit memos will already be reviewed and corrected in the Import, but this folder serves as a secondary review step similar to Match Exception.

How to proceed when the credit memo is ready for approval?
- Once the credit memo is accurate and is ready for approval, from the “available actions” drop down menu, select the “Assign” option and select “Go”. This will give you the option to approve the invoice.
  - Processors can choose to “Approve”, which will just approve the current invoice, OR
  - “Approve/Complete & Show Next”, which will approve the invoice and bring up the next invoice that needs approval.
CHAPTER 11 –
Workflow Detail: Tax/Withholding Review

What is Tax/Withholding Review?
- Invoices route to this folder if there is a discrepancy between the purchase order line item tax status and the invoice sales tax status.
  - If the purchase order is marked as taxable, but the invoice does not contain sales tax, the invoice will trigger review in this workflow folder.
  - If the purchase order is not marked as taxable, but the invoice contains sales tax, the invoice will trigger review in this workflow folder.

What is the goal of Tax/Withholding Review?
- Processors should find that this is one of the simplest review steps in AP workflow. The goal is just to ensure that the electronic invoice taxable flag represents the sales tax of the invoice accurately.

What to check in Tax/Withholding Review?
- If the purchase order is marked as taxable, but the invoice does not contain sales tax, the taxable flag needs to be removed on the invoice.
  - Just select “edit” on the right hand side of the invoice to gain access to the taxable flag. Make the edit and hit “Save”.

- If the purchase order is not marked as taxable, but the invoice contains sales tax, the taxable flag needs to be checked.
  Just select “edit” on the right hand side of the invoice to gain access to the taxable flag. Make the edit and hit “Save”.

![Image of invoice with taxable flag checked]
CHAPTER 12 –
Workflow Detail: Mixed Invoice Review

What is Mixed Invoice Review?
- Invoices route into this folder if they contain both positive and negative numbers.

What is the goal of Mixed Invoice Review?
- The goal is to capture any invoices where the supplier may have included both positive and negative numbers on the invoice/credit memo.

What to check in Mixed Invoice Review?
- Processors will want to verify invoice totals, identify if the invoice is correct, and/or if it should be processed as a credit memo.


**What is Invoice Hold for Receiving?**

- Reviewed and corrected invoices route into this workflow folder after leaving the Import or one of the custom review folders and are held to await departmental receiving. Here, processors cannot revise the invoice; movement out of this step will take place if the department takes action on receiving.

**What is the goal of Hold for Receiving?**

- Departments have ten (10) days to create a receipt for the corresponding purchase order in this workflow step. If the receipt is not created within this timeframe, the invoice will fall into Match Exception, where it will be held until the receipt is created.
  - The receipt and the invoice are not tied together. The goal of the receipt is to simply authorize payment by “opening” a quantity or amount that matches invoice data.

**What to check in Hold for Receiving?**

- This is a system-automated step; Processors will not need to perform any review or approvals.
CHAPTER 14 –
Workflow Detail: Match Exceptions

What is Match Exceptions?
- Invoices enter Match Exceptions because information on the invoice exceeds designated tolerances in place in the system or receiving has not been completed by the department.

Tolerance Rules –
- There are several tolerance rules in place that effect which invoices are routed into this folder. If invoices are over a tolerance in place, they will route into this folder for further review and appropriate approval. The tolerances in place are:
  o Price - 20% increase or $200
  o Shipping - $105 over
  o Tax - $10 over
  o Tax - $400 under
  o 1 quantity over the quantity on the PO

What is the goal of Match Exceptions?
- The goal of Match Exception is to reconcile any discrepancies on the invoice. Because price overages and receiving issues often occur in this workflow folder, processors will find that they will dialogue with departments to obtain payment approval or to encourage receiving here the most out of any other workflow folder.

How to handle discrepancies –
- Tolerance discrepancies can be sent to the Department Buyer role in any department for their approval via the comment section on the invoice (please refer to Communication to Departments in Chapter 17).
  o If the department approves via comment, force match the invoice to approve.
- If there is more than a 20% discrepancy on price on an invoice, do not ask the department to prepare a new purchase order. Instead, ask the Department Buyer to obtain proper approval for the overage from a user with signature authority for this order. When you have the approval in writing, force match the invoice.
CHAPTER 15 –
Workflow Detail: Purchasing Review

What is Purchasing Review?
- All invoices have an “Additional Approvals” section located on the Buyer Invoice screen. Processors can select “Yes” from the Purchasing Invoice Review dropdown to have invoices route to ad hoc reviewers within Purchasing. The reviewers in this folder are Jacob Godfrey and Hannah Morand. Selecting “Yes” will send any invoice into the Purchasing Review folder for their review.

What is the goal of Purchasing Review?
- Purchasing Review is an optional step available to processors that might need a Purchasing or Gateway team member to review an invoice.

What to check in Purchasing Review?
- Processors will not be accountable to review invoices in this step. Any invoice routed to this folder will be reviewed by an approver outside of AP.
CHAPTER 16 –
Workflow Detail: AP Supervisor Review

What is AP Supervisor Review?
- All invoices have an “Additional Approvals” section located on the Buyer Invoice screen. Processors can check the AP Supervisor box to have invoices route to an ad hoc reviewer within AP. Currently the only reviewer set-up in this folder is Steve Kriz. Checking the box will send the invoice into the AP Supervisor workflow review folder.

What is the goal of AP Supervisor Review?
- AP Supervisor Review is an optional step available to processors that might need an AP Supervisor to give guidance on an invoice.

What to check in AP Supervisor Review?
- Processors will not be accountable to review invoices in this step. Any invoice routed to this folder will be reviewed by an AP Supervisor for their review, guidance and final approval.
CHAPTER 17 –  
Workflow Detail: OK to Pay

What is OK to Pay?
• Once an invoice has completed the entire AP workflow and is ready for payment, it will conclude in the OK to pay folder and export to APEX.

What is the goal of OK to Pay?
• Invoices in OK to pay will export to APEX to receive their check information. In this step, the status will switch from “In Process” to “Payable”. Once the invoice has paid, the system will obtain that information from APEX and change status from “Payable” to “Paid”. It will update its APEX reference number, check number and payment date on the electronic Gateway invoice.

What to check in OK to Pay?
• This is a system automated step; Processors will not need to perform any review or approvals.
CHAPTER 18 –
Communication to Departments

Where should communication to department(s) take place?

- If communication is needed to departments, use the comment tab on the invoice.

- Once that tab is accessed, a comment can be left for anyone on campus, by either checking the box next to the desired name or searching the system for the user that is needed by selecting “add email recipient”.

- Please note: Departments have been notified that they need to communicate with AP processors via this comment tab, not the comment tab on the purchase order. Many departments are beginning to pre-empt processor comments about Match Exception issues and leave approval comments directly on this comment tab in an effort to expedite processing time for processors. A best practice would be to routinely check the comments tab for departmental communications approving invoices to expedite invoices for payment.

Who should comments be directed to in the department?

- For any issues regarding receipt creation, comments and concerns should be directed to the ‘Receiver’ role in the system. The Receiver role is the only role able to create receipts which is why it is best to direct receiving comments directly to that role.

- For any issues regarding invoice pricing and account string issues, comments and concerns should be directed to the ‘Department Buyer’ role in the system. Department Buyers either have the authority to answer questions or can coordinate questions within their department.

- For updated lists of the roles contact the Helpdesk at: Help@gateway.procurement.ucsb.edu
a. Invalid Account String –  
- Invoices will show this error message when a department has deactivated an account string in the system. Departments need to keep account strings active until all invoices have paid, but many departments prematurely deactivate strings in an effort to curb use on new purchase orders. This is why this will be one of the most common errors that processors will come across.  
  - The Department Buyer role should be contacted for any issues with the account string.  
  - The department will need to reactivate the account string in the Gateway Management Console (GMC) before the invoice can be approved.  
  - No changes can be made to the account string used for payment. If a department requests that a new account string be utilized for payment instead of the string that was originally committed, the answer is no, as change requests are not allowed in the system. The funding source that was committed for the order is what needs to be utilized for payment on the invoice, especially as different account strings can have different account approvers and cannot be substituted.  
    - If help is needed explaining this process to a department, please notify the Helpdesk at: Help@gateway.procurement.ucsb.edu  
  - The invoice will show the following errors if it has an account string issue:  

![Errors](image1)

- When the invoice is assigned, it will show the particular error in more detail, which is especially helpful if there is more than one account string referenced on the invoice.  

![Accounting Codes](image2)

- Once the string is activated in the GMC, it will take around 24 hours for the change to take effect in Gateway. There are two syncs that bring account string information into the system: 10:25am and 10:25pm.
\textbf{b. Supplier Account Number –}

- This is one of the simplest error messages to clear. The error seems to occur during the scanning process; the supplier account number is added to each invoice line rather than added only to the header.
- The error message will present at the header:

![Error Message Example]

- And the line:

![Invoice Line Example]

- The key is to clear the information from the line and to save it at the header. Select the “view/edit” link at the line to view the Supplier Account Number information. Copy the number and close the dialogue box.

![Copy Supplier Account Number]

- Scroll to the top of the invoice. Select “edit” in the Supplier Information box in order to edit the Supplier Account Number field. Paste the Supplier Account Number into the field and select “Save”.

![Supplier Account Number Editing]

- Saving the information into the header will clear the duplicate information from the line and will clear the error.
c. *AP Supervisor and Purchasing Invoice Review* –
- This error message is seen when invoices are created against the oldest Purchase Orders in the system. The fields have been updated since the Purchase Order was created; the invoice references the updated field, the purchase order references the outdated field, hence the mismatch.
- The error message will present at the header:

```
Errors
- values have been overridden for this line
- values have been overridden for the line: Supplier Account Number (line 1)
- values have been overridden for this line: AP Supervisor (line 1)
```

- And the line:

```
GW0000099868, add more lines from this PO

<table>
<thead>
<tr>
<th>PO</th>
<th>Product Description</th>
<th>Catalog No</th>
<th>Size / Packaging</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Estimated Expenditure</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Supplier Information values have been overridden for this line - view/edit
- Additional approval values have been overridden for this line - view/edit
```

- Unlike the Supplier Account Number error above, the AP Supervisor error cannot be cleared by matching line and header information. This error can only be cleared by completely removing the associated purchase order and adding it back.
  - If in the Import – select all of the lines and choose “Remove Selected Lines” from the available actions drop down”. If in a later workflow, like Match Exceptions, the lines will need to be zeroed and rejected as they cannot just be removed.
  - Then use the “Add new PO” button to add the correct purchase order back onto the invoice.
    - The field has also been adjusted on older Purchase Orders to help lower the volume of invoices that receive this error.
    - Departments are not allowed to revise orders that are effected with this issue.

---

*d. Percentage Does Not Equal 100%* –
- This error occurred following an issue with amount based splits set up on purchase orders in the system. Sciquest deployed a fix in late 2013 and the error should not be an issue anymore.
- If an invoice does show this error, please send a notification to the Helpdesk at Help@gateway.ucsb.edu
  - Hannah and Ron can help work out this error. Please coordinate between them.
a. Scanning Issues –
   - If an invoice is scanned in with another purchase order’s invoice, continue processing the first invoice as is. Print the second invoice and write “Rescan” on the invoice, placing it in the to-be scanned pile.

b. Lack of Supplier Invoice No. –
   - If a supplier invoice does not include an invoice number, the system will leave the field blank. That presents a large issue as the system will not be able to use the field to check for duplicates. To ensure that duplicate invoices are checked by the system, processors will need to enter in an invoice number. To ensure that the format is standardized so that duplicates will be found, processors should use the ‘Invoice Date’ to create a Supplier Invoice Number. The format should be entered as follows:
     - JAN012013
     - Month – First three digits, capitalized
       - JAN
       - FEB
       - MAR
       - APR
       - MAY
       - JUN
     - Date – Ensuring that two integers are used (ex., 01 or 15)
     - Year – The full year (ex., 2013)
c. **Duplicate Invoices** –
- The system will search for duplicate invoices based on the Supplier Invoice No. If the invoice being processed is a duplicate it will be marked with the following error message:

![Error Message](image)

- Duplicate invoices should **not** be processed.
  - Add “-XX” to the end of the Supplier Invoice No. indicating that it is a duplicate and select “Save”. (See picture below for an example).
  - Follow the guidelines for zeroing out the lines, tax, shipping and handling on the invoice so that the duplicate invoice does not interfere with receiving on departmental purchase orders.
  - Following those steps, from the “available actions” drop down menu on the right hand side of the invoice, select “Assign”. Assigning the invoice will give you more options, including “Reject/Cancel”. Leave the reason of “Duplicate” so that a comment will be left as a record on the invoice.
d. Notifications vs. Warning vs. Error Messages –
- Processors will notice notifications, warning and error messages provided by the system for guidance during processing of invoices.
  - **Notifications**, denoted by the small blue “I” icon, are tips provided based on information from the scan. They can be discarded and approval is not contingent upon clearing the notification.
    - One of the most common notifications that processors will see is “PO Lines Not Flipped”. This is just a notification that at least one other invoice for this PO is already in the system, and has invoiced other lines for this PO. Because those lines have already been invoiced, they were not “flipped” onto the electronic version of the invoice.
  - **Warning messages**, denoted by an exclamation point, are cautions to processors that this invoice will need further revision or correction in future workflow process. Generally these messages mirror invoice tolerance breaches. Approval is not contingent upon clearing the warning.
  - **Error messages**, denoted by the red “X”, will always need to be cleared before a processor will be able to approve the invoice. The many different types of error messages and how to clear them are included above in Chapter 18.

e. Cancelling/Rejecting Lines –
- If an invoice needs to be cancelled/rejected in the system, it is important to remember that if the lines cannot be removed before cancellation, they need to be zeroed out completely as well as any sales tax, shipping or handling.
  - Amounts left on the cancelled or rejected invoices will effect receiving totals on the purchase order. If they are not cancelled and are left on the invoice, the department will be forced to over-receive to compensate for the cancelled invoice amount.
  - The same issue will occur with sales tax. If it is left on a cancelled invoice, future invoices for the same purchase order will consider it a partial invoice and use the sales tax in calculating tolerances. It can create match exception issues.
ACCOUNTS PAYABLE DESK MANUAL

f. **Cancelled Purchase Orders** –
   - The Helpdesk fields requests from departments to cancel purchase orders in the system. Protocol is that after the department confirms that they have cancelled the order with the supplier, Helpdesk agents cancel the order in the system.
     - If an invoice comes in after cancellation, reach out to the Helpdesk. An agent can coordinate with the original cancellation requester and have them either confirm that the cancellation was reversed and their department accepted the goods, or confirm that it was a supplier mistake and request a credit memo from the supplier to reverse the invoice.
     - Best practice is not to reject or adjust invoices on departmental request, but to obtain a credit memo instead.
     - There are times when a department is not able to obtain a credit memo from a supplier. In those circumstances, if the department can provide documentation directly from the supplier showing that they have cancelled the invoice from their end, a processor can cancel or reject the invoice, attaching the documentation as backup.

g. **Force Matching** –
   - Processors should only force match invoices that are “stuck” with tolerance issues after obtaining departmental approval.
   - Processors should never force match invoices that are “stuck” due to receiving issues. It will cause a receiving backlog for the department and future invoices will be impacted.

h. **Statements** –
   - Need Manager decision to fill in this section.

i. **Sales Tax Distribution** –
   - When departments set up an account string split on their purchase order, sales tax, shipping and handling will distribute equally among any committed fund sources. If the department would like to allocate tax, shipping and/or handling to a particular fund rather than the equal distribution that automatically occurs, they will need to reach out to a processor while the invoice is being processed.
     - Processors can choose which account string the sales tax, shipping and/or handling will pay against by adding a distribution.
     - From the Buyer Invoice tab, navigate to the Accounting Code tab. This is where alternative distributions can be added for any of the tax, shipping or handling information.
After adding a new distribution, processors will notice that “Accounting Codes vary by line” and the new distributions will be listed below.

An important piece of the process to remember is that the same strings that are used on the invoice need to be used on the new distributions. **Substituted account strings are not allowed**, as that would be considered a change request.

**j. <No PO Number>** –
- Some line items will show up on the purchase order as <No PO Number>. Approving invoices like this will cause them to fail in APEX. It will look like this:

```
<table>
<thead>
<tr>
<th>Product Description</th>
<th>Catalog No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ft. white canopy wall</td>
<td>n/a</td>
</tr>
</tbody>
</table>
```

- To correct, select “More Info” next to the line item description. A dialogue box will open like this:

```
Non-Catalog Item
PO Number

Product Description  Catalog No.  Quantity  Price  Packaging
Ft. white canopy wall  n/a  1  8.001  EA - Each
```

- In the field listed as PO Number add in the full PO number. Then select “Save”.
  - It will not link back to the PO, but it will allow the invoice to pass to APEX without failing.
k. Vendor Blankets and Invoicing –

- Among many of the different types of purchase orders that departments can set up for their use, Vendor Blankets are commonly used for long-term services that will have multiple invoices.
- For efficiency with supplier accounts or for taxability issues for a single order, many departments create one purchase order with two Vendor Blankets; each Vendor Blanket becomes a separate line on the purchase order. It becomes confusing deciding which line to invoice against.
  - It is important to allocate the invoice to the correct purchase order line to ensure that the invoice amount will match the department’s receiving totals. If an invoice is allocated to the wrong Vendor Blanket line that the department has not received for, the invoice will fall into Match Exception, waiting for a receipt.
  - Departments have been instructed to specify either directly on the hardcopy invoice or through the comment section, which vendor blanket the invoice should be processed against.
    - If a department has not yet specified where an invoice should be applied, there are a few tips to figure out which Vendor Blanket is the correct one. It can sometimes be a quicker fix than tracking down an appropriate Department Buyer to clarify.

- **Tax Status:** If one Vendor Blanket is marked for taxable goods and the other one is marked for un-taxable services or rentals, it is usually a good indication where to place an invoice based on the invoice’s taxability.

- **Account Numbers or Product Numbers:** The different Vendor Blankets can reference separate account numbers or product numbers (like copier machine serial numbers). Invoices will generally include these reference numbers which makes matching the invoice to a specific Vendor Blanket on the order a little easier.

- **Departmental Receipts:** It can be a little trickier depending on how meticulous departments are concerning receiving, but sometimes reviewing the receipts on the purchase order can lend a clue as to where the invoice should be allocated. If a department has received the amount against a particular line, it can be a clue as to where the invoice should be processed against as well.
**Profile Set-Up –**

- **Bookmarks – AP Dashboard Quick Link**
  A great trick to ensure that the AP Dashboard can be easily accessed is to bookmark the screen. When first on the AP Dashboard, click the star, located on the upper right hand side of the screen next to your name and then select “Bookmark this page”. The dashboard will now be able to be accessed by selecting the star with one click.

- **Email/Notification Preferences**
  With the Phoenix Interface, users have more freedom with their email preference selections. Processors can select what notifications they would like to get and if they would prefer to receive them via email, via notification (the Action Items bar) or both. Preferences can be adjusted by accessing your name at the top of the screen > “View My Profile” > “User Information & Settings” > “Email Preferences”. Once there, scroll down to the Settlement section. The first eight (8) notifications are mostly for departmental users. The following three (3) notifications relate to AP and can be adjusted according to your preferences by changing the drop down menu. Hit “Save” when finished.
Quick Searches –
- Utilizing the Spyglass
With the release of Phoenix, some new and helpful features have been added. Among them is the “spyglass” on the upper right hand corner of the screen. This feature allows users to quickly search for a particular document in the system.
  - Use the requisition number, purchase order number, invoice number, supplier invoice number, or receipt number to query the system and jump immediately to the document.

Simple Manual Entry Screen –
Another helpful addition that was added with the Phoenix Interface was the Simple Manual Entry screen. It acts similar to a dual monitor set-up for those that do not have dual computer monitors. It gives processors a way to work on the electronic invoice while simultaneously viewing the scanned copy of the invoice. It can help cut down on having to click back and forth between a pdf scan and the Gateway environment.
  - The invoice will move through workflow automatically in the “Detailed Manual Entry” screen. If a processor would like to work on the invoice using the Simple Manual Entry screen, the “View Simple Manual Entry” link just needs to be selected.