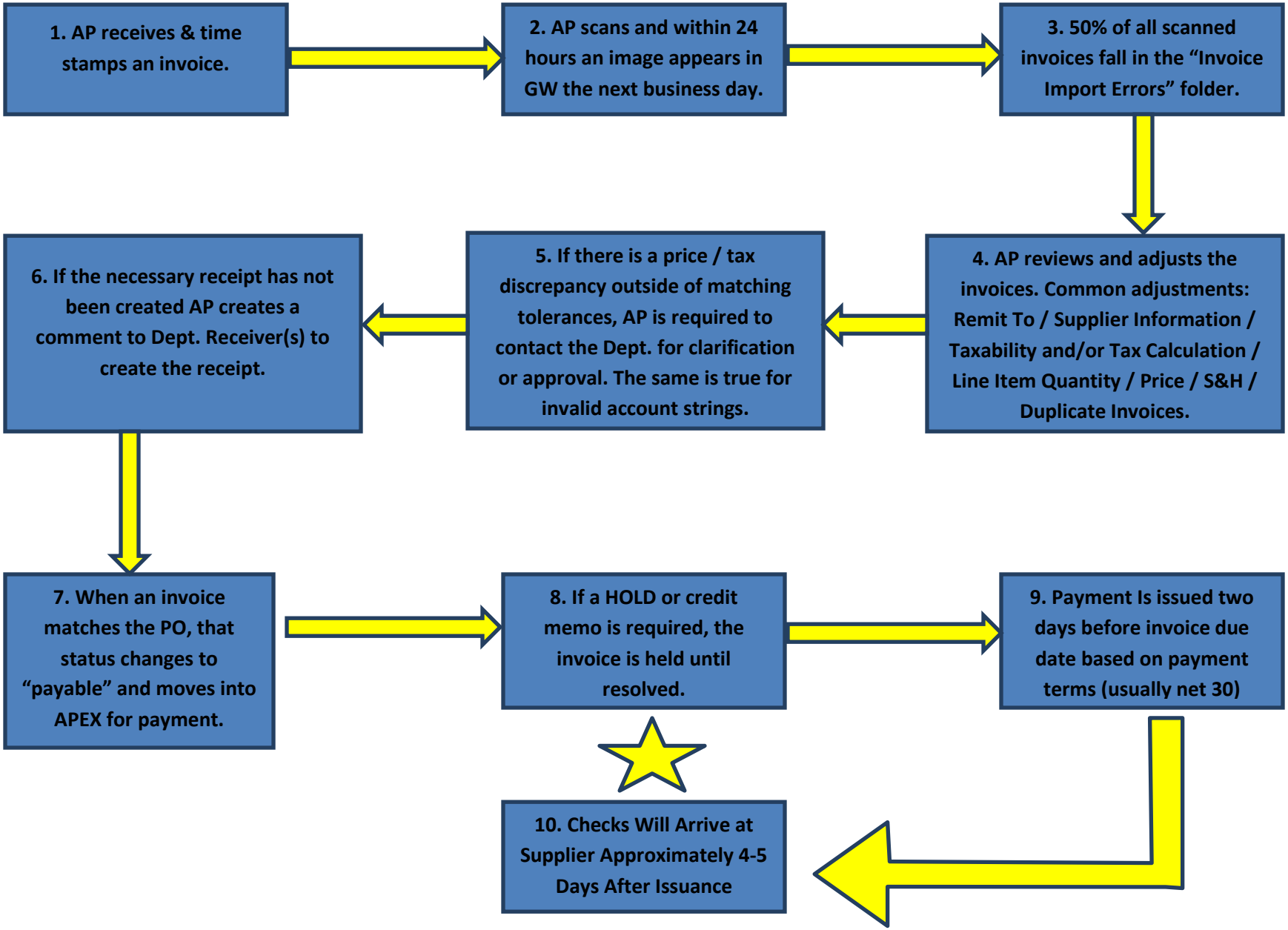
ACCOUNTS PAYABLE GATEWAY INVOICING GUIDE

The Typical Invoice Process:



Guidelines for the Invoice Process

Invoice Import Workflow Step

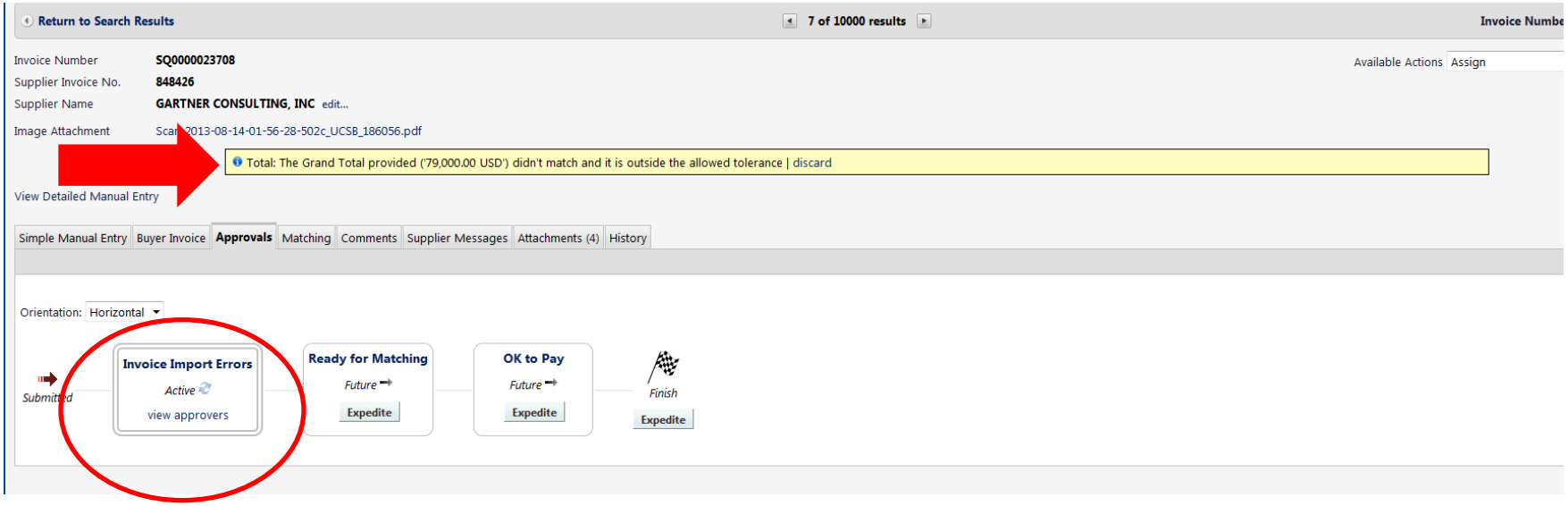
- Scanned invoices submitted to Accounts Payable first show up in Gateway in either the “Invoice Import Errors” or “Invoice Import Matches” workflow step.

- Invoices in the Invoice Import Errors step often have multiple discrepancies, such as:
  - Missing a valid 12-character purchase order number
  - A missing or duplicate invoice number
  - Price and/or quantity discrepancy versus the Department’s original purchase order
  - Invoice supplier name discrepancy versus the Department’s original purchase order
  - Scan legibility

- Invoices in the Invoice Import Matches step will go ready for matching and enter the standard invoice workflow.

- Partial shipment and Vendor Blanket Invoices also fall into the “Invoice Import Errors” folder since the single invoice price and/or quantity will vary from the original Departmental purchase order.

- **Note:** Please do **not** contact Accounts Payable for discrepancies you see on invoices in the Invoice Import Errors workflow step.
  - Invoices in this step, have not been reviewed and corrected by AP, so there will always be a significant variance from the PO.



Standard AP Workflow

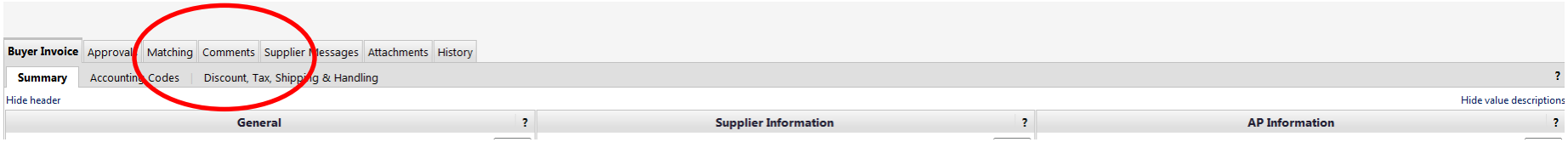
- **Invoice Import Errors:** The scanned image of the paper invoice requires review and correction before by an AP processor before it can enter the AP workflow and match to the PO or the receipt.
- **Invoice Import Matches:** The scanned image of the paper invoice matches the PO and requires review to verify remittance address prior to matching to the PO or receipt.
- **Ready for Matching:** The invoice leaves the import process and is associated to the PO. Matching (either two way or three way) is performed on the invoice.
- **Invoice Review:** This is a step for specialty or custom review rules either based on specific suppliers or by a supplier class (group of suppliers).
- **Non-PO Invoice:** The invoice had non-PO lines and has been flagged for review.
- **Credit Memo:** The invoice is a credit memo and is reviewed and approved by accounts payable.
- **Tax/Withholding Review:** If the PO line items are marked as taxable and the invoice does not contain sales tax it will stop in this review step for approval. If the PO line items are marked as not taxable and the invoice does contain sales tax it will stop in this review step for approval.
- **Mixed Invoice Review:** If the invoice contains PO and non-PO line items it is considered a mixed invoice and will stop for approval.
- **Hold for Receiving:** Departments have 10 days from invoice creation date to create the corresponding receipts for their PO's. If the receipt is not created within the 10 day waiting period it will fall into match exception.
- **Purchasing Review:** If an invoice requires a professional buyer to review it will stop for Purchasing to review.
- **AP Supervisor:** Accounts payable processors can choose to route invoices to the AP Manager on an as needed basis.
- **OK to Pay:** The invoice has completed workflow and will be exported to APEX. The status on the invoice will change to "payable". Once the invoice has "paid" the system will change the status to paid, send the APEX Reference Number, and the check number and check date back onto the invoice in Gateway.

INVOICING FAQ

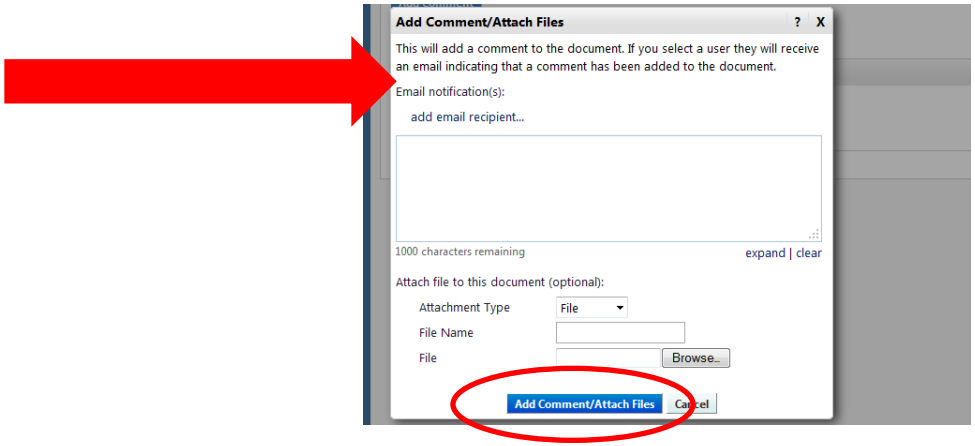
- **Q**: Do I need to scan my invoice into Gateway to get it paid?
  - **A**: No! Accounts Payable will need to scan your invoice into Gateway for you. If a vendor happens to send an invoice to you, please send it either through Campus Mail or to InvoicesOnly@bfs.ucsb.edu referencing the full purchase order number.

- **Q**: What are the invoice tolerances that will trigger my invoice to halt with a processor for extra review and department consultation?
  - **A**: The number 1 reasons invoices stop in the match exception folder for review is because the purchase order is missing a receipt. Other reasons include:
    - Shipping and Handling: $75 over the PO
    - Line Items/Total: $100 or 10% over the PO
    - Tax: $10 over the PO or $400 under the PO

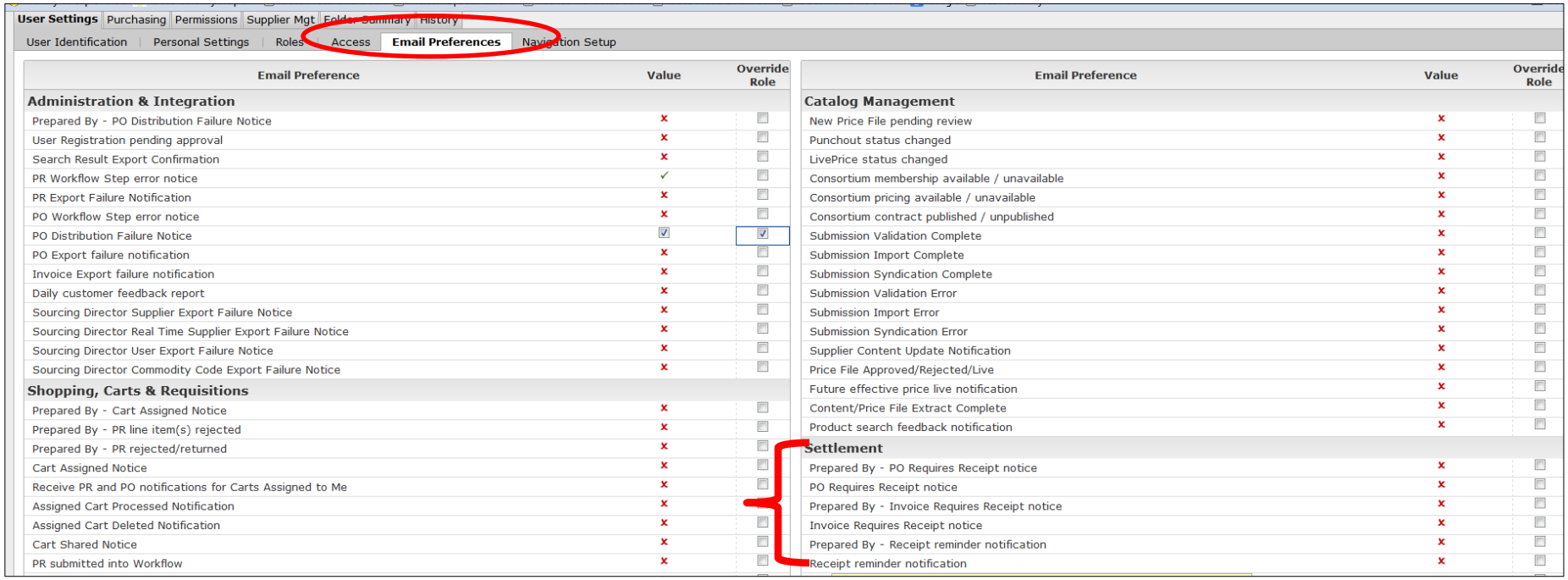
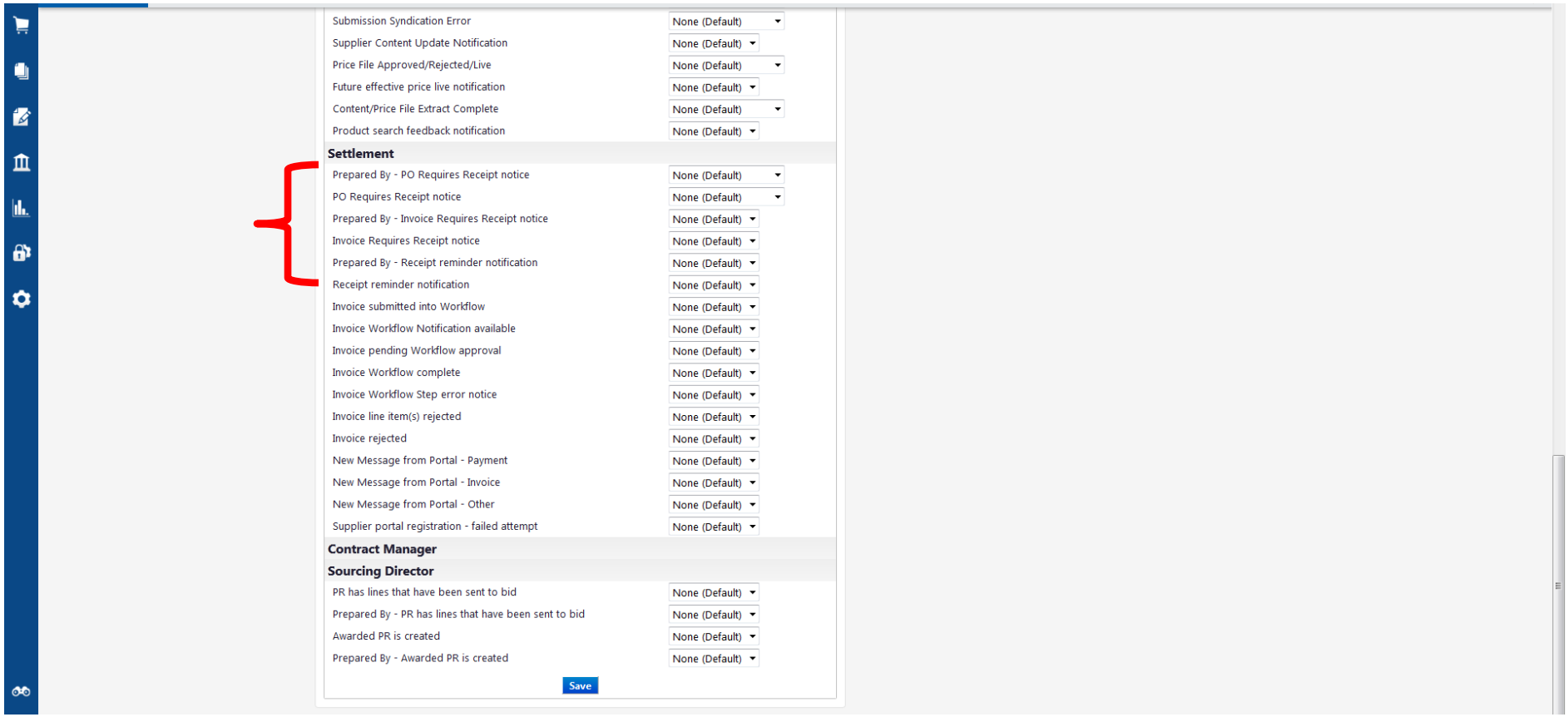
- **Q**: Where can I write with questions, comments or concerns regarding an invoice so that a processor will be able to see it?
  - **A**: Leave a comment for a processor directly on the invoice. By clicking on the "SQ" number if you are using Document Search, or if you're looking at your purchase order, it will display the actual invoice. From there, you will see a few different tabs; click the "Comments Tab".



  - You can leave a comment detailing your wishes for the invoice and/or email a processor directly.



- **Q**: Can I turn on any notifications that might help with the invoicing process?
    - **A**: Yes! We suggest turning on the following notifications if you are interested in receiving notices from the system when invoices hit workflow for your purchase orders, and also when receipts need to be created for invoices in workflow for your purchase orders.
        - **Note:** that you will only receive notifications for invoices that are directly connected to purchase orders that you created as the Receiver.
    - To turn them on please follow these instructions:
        - **Classic Interface Users:**
            - Go up to Profile > User Settings > Email Preferences
            - Then scroll to the "Settlement" section and turn on the first six (6) notifications.
                - You do this by first clicking the "Override Rule" box to give yourself access to the "Value" box. Then you can check the value box to turn on the notification.
                - Then hit Save.



- **Phoenix Interface Users:**
  - Go up to your name and click on User Information and Settings, then on Email Preferences
  - Then scroll to the “Settlement” section and select your preferred option from the drop down menus provided.
    - Your choices are: Email, Notification, or Email & Notification
    - Then hit Save.