

# GATEWAY TRAINING GUIDE

## Invoices



### How do I check the status of an Invoice?

- Pull up your Purchase Order in Gateway
- Next, click on the “Invoices” tab:

The screenshot shows the UCSB Procurement Gateway interface. The top navigation bar includes 'Orders & Documents', 'Document Search', and 'Search Documents'. The main content area displays 'Purchase Order Number(s) GW0000109668' and 'Supplier BASELINE ENTERPRISES'. A horizontal menu contains tabs for 'Status', 'Purchase Order', 'Revisions', 'PO Approvals', 'Shipments', 'Receipts', 'Invoices', 'Comments', 'Attachments', and 'History'. The 'Invoices' tab is circled in red. Below the menu, the 'General Information' section shows 'PO/Reference No. GW0000109668' and 'Revision No. 0'. The 'Document Status' section shows 'A/P status: Open' and 'Distribution: The system distributed the purchase order using the method(s) indicated below the last time it was distributed.' Available actions include 'Add Comment' and 'Go'.

- Click on the invoice in question
- Now that you’re viewing your Invoice in Gateway, look for “pay Status in “AP Information” on the right side of the screen:

The screenshot shows the 'Summary - Supplier Invoice No.' page in the UCSB Procurement Gateway. The top navigation bar includes 'Accounts Payable', 'Invoices & Receipts', and 'Search For Invoices'. The main content area displays 'Invoice Number SQ0000182047' and 'Supplier Invoice No. 0535589-IN'. The 'Supplier Name' is 'CHEMGLASS LIFE SCIENCES'. A horizontal menu contains tabs for 'Buyer Invoice', 'Approvals', 'Matching', 'Comments', 'Supplier Messages', 'Attachments', and 'History'. The 'Summary' tab is selected. Below the menu, the 'Summary' section shows 'Accounting Codes' and 'Discount, Tax, Shipping & Handling'. The 'Hide header' and 'Hide value descriptions' options are visible. The table below has three columns: 'General', 'Supplier Information', and 'AP Information'. The 'AP Information' column is circled in red and contains the following data:

AP Information	
Payment Information	
Accounting Date	7/23/2015
Pay Status	Payable
Payment Method	Unknown

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### **If the status is Payable:**

This means AP has marked the invoice as “ok to pay”. PeopleSoft has queued up the invoice to send out a check.

### **If the status is In Process:**

Click on the “Approvals” tab, to see where in the process your invoice is:

You will see which step the invoice is in, by looking for the word “Active” as circled above in blue

### **Helpful Information:**

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.

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- 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.
- **Match Exceptions:** Invoices fall into match exception for the following reasons: the PO does not have the required receipt, the invoice line items are 10 % or \$100 more than the PO line items, the shipping on the invoice is \$75 more than the shipping on the PO, or the sales tax on the invoice is either \$10 more than the PO or \$400 less than the PO.
- **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.

### **FAQ**

- **Q:** Do I need to scan my invoice into Gateway to get it paid?

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**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](mailto: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: \$105 over the PO
- Line Items/Total: \$200 or 20% 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”.

- **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:
  - 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. We suggest turning on the first seven (7) in that section.
- Your choices are: Email, Notification, or Email & Notification
- Then hit Save.

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Settlement	
Prepared By - PO Requires Receipt notice	None (Default) ▾
PO Requires Receipt notice	None (Default) ▾
Prepared By - Invoice Requires Receipt notice	None (Default) ▾
Invoice Requires Receipt notice	None (Default) ▾
Prepared By - Receipt reminder notification	None (Default) ▾
Receipt reminder notification	None (Default) ▾
Invoice submitted into Workflow	None (Default) ▾
Invoice Workflow Notification available	None (Default) ▾
Invoice pending Workflow approval	None (Default) ▾
Invoice Workflow complete	None (Default) ▾
Invoice Workflow Step error notice	None (Default) ▾
Invoice line item(s) rejected	None (Default) ▾
Invoice rejected	None (Default) ▾
New Message from Portal - Payment	None (Default) ▾
New Message from Portal - Invoice	None (Default) ▾
New Message from Portal - Other	None (Default) ▾
Supplier portal registration - failed attempt	None (Default) ▾

  

Contract Manager	
Sourcing Director	
PR has lines that have been sent to bid	None (Default) ▾
Prepared By - PR has lines that have been sent to bid	None (Default) ▾
Awarded PR is created	None (Default) ▾
Prepared By - Awarded PR is created	None (Default) ▾

[Save](#)