

Invoices with Issues (Student Procedure)

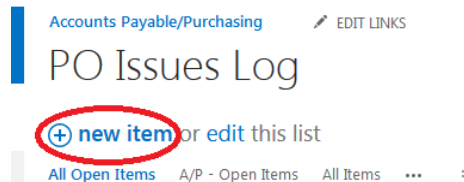
Issue	Page Numbers
Locating Problem Folders	2
Logging in SharePoint (Basic) <ul style="list-style-type: none"> • Creating New Item • Necessary Information • Tagging Invoice • Renaming Invoice • Attaching File to SharePoint • Saving in SharePoint • Moving File in Q:Drive 	2-3
Logging in SharePoint (Based on PO Issue) <ul style="list-style-type: none"> • Closed PO • DRS • Expired PO • Freight • Invoice Pricing = PO Pricing • Needs Money • No PO # • Non Qty. vs. Qty • Other • Remit/Alt Vendor • What Line 	4-5
Editing SharePoint	6-7
DRS Set Up Procedure	8-10
Remit Vendor Set Up	11-13
Emailing Departments <ul style="list-style-type: none"> • Needs Money • What Line 	14-18
Contacts	19
Current PO Issue Assignments	20
Common Issues	21

Locating Problem Folders in Q-Drive:

- Open the Q Drive - AP folder - PO Invoices – Problems - click on file to view the documents that pertain to that issue

Logging in Sharepoint:

- Creating New Item:
 - Open PO Issues Log/Sharepoint
 - Click on “new item” (it is in blue bold font next to the plus sign)



- Necessary Information to Fill In:
 - ID Number: will automatically be implemented
 - Vendor Name: will be at the top of the invoice
 - Vendor KFS #: Processors will either put this in the file name or in a note on the file. If it is not provided then it does not need to be entered.
 - Invoice #: should be at the top of the invoice (see below in the “Common Issues” section for instructions on how to proceed without an invoice #)
 - Invoice Date: should be at the top of the invoice (usually below Invoice #)
 - Invoice Received Date- two options:
 - PDF: The date will be what is listed as the Watermark at the bottom of the page.
 - E-mail: This will be the date that the e-mailed was sent to the office (Listed in the e-mail file when you open it right above the name of the sender)
 - Invoice \$ amt: enter the current invoice amount that is listed on the invoice
- The following information will be based on the specific PO issue type that you are dealing with:
 - PO Number: enter if listed (don’t enter the PO if the issue is “Wrong PO #”)
 - Org Number: enter if listed; processors will put this in a sticky note on the PDF or in the description line of the email
 - Organization: refer to “Qualified Organization Numbers,” if number is not listed choose Other Dept
 - A/P Reason Description
 - Other Detail: if the A/P Reason Description is other, enter the specific reason in this field
 - Issue Resides with: refer to “Current PO Issues Assignments”
 - A/P person assigned: refer to “Current PO Issues Assignments”
 - Must be entered in this format: last name, first name

- Purch/ Dept person assigned: if issue doesn't reside with A/P choose the corresponding person to add here
 - Must be entered in the format: last name, first name
- Tagging Invoice:
 - The processors need to know what student has been working on the file so they know who to ask questions
 - On the sticky note of a PDF file or the subject line of an email file, add a tag in the format: MM/DD/YY logged Your Initials (ex. 7/4/16 logged TT)
- Renaming Invoice:
 - The File Name should be in the following format:
 - Vendor Name, Invoice Number, PO, PO Number
 - (ex. Airgas 9052791465 PO 86096)
 - Any excess information (org #, vendor #, issue description) should be moved to a sticky note on a PDF file or the description line of an email file
 - Files **cannot** have the pound (#) symbol in the name or it will not attach
- Attaching a File to Sharepoint:
 - Click "click here to attach file"
 - Drag the file from the Q: Drive to where it says "no file selected"
 - "No file selected" should then turn into the name of the file
 - Click Attach
 - ***Note: Files will not attach if they have a pound sign (#) in the file name. Rename the file by left clicking on it and selecting rename. If the file is open you will have to close it in order to save the file name.
 - ***Note: Sometimes the "Attach File" box will not pop up when you click "Click here to attach a file". To troubleshoot this just click to restore the browser page and the "Attach File" box should pop up.
- Saving a File in SharePoint & Moving File in Q-Drive
 - After Entering Information Regarding the Invoice
 - Save Information in Sharepoint
 - Drag the document to the logged folder within the PO Problem folder.

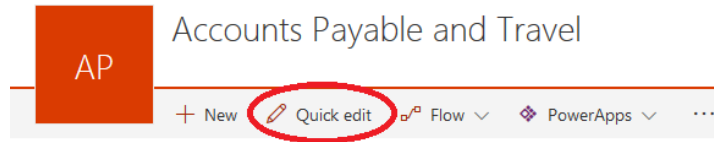
Logging in SharePoint (Based on PO Type):

- **Closed PO:**
 - PO Number: Listed on invoice/ e-mail
 - A/P Reason Description: Closed PO
 - Issue Resides with: **A/P** unless it's a qualified organization
 - A/P Person Assigned: Refer to "Current PO Issue Assignments" below. The first letter of the vendor name should be matched with the A/P person assigned to that letter or otherwise specified
- **DRS:** (Note procedure below)
 - Vendor with DRS Division Set Up
 - PO Number: Listed on invoice/ e-mail
 - A/P Reason: DRS
 - A/P Reason Subcategory: ALT Vendor/ DRS
 - Issue Resides with: **Purchasing**
 - A/P Person Assigned: Refer to "Current PO Issue Assignments" below
 - Purch/Dept Person Assigned: Nancy Patrylak
 - Vendor does NOT have DRS division Set Up
 - PO Number: Listed on invoice/ e-mail
 - A/P Reason: DRS
 - Issue resides with: **A/P**
 - A/P Person Assigned: Refer to "Current PO Issue Assignments" below
- **Expired PO:**
 - PO Number: Listed on invoice/ e-mail
 - A/P Reason Description: Expired PO
 - Issue Resides with: **A/P** unless it's a qualified organization
 - A/P Person Assigned: Refer to "Current PO Issue Assignments" below
- **Freight:**
 - PO Number: Listed on invoice/ e-mail
 - A/P Reason Description: Freight
 - Issue Resides with: **Purchasing**
 - A/P Person Assigned: Refer to "Current PO Issue Assignments" below
- **Invoice Pricing ≠ PO Pricing:**
 - PO Number: Listed on invoice/ e-mail
 - A/P Reason Description: Invoice Pricing ≠ PO Pricing
 - Issue Resides with: **A/P** unless it's a qualified organization
 - A/P Person Assigned: Refer to "Current PO Issue Assignments" below
- **Needs Money:** (Note procedure below)
 - PO Number: Listed on invoice/ e-mail
 - A/P Reason Description: Needs \$
 - Issue resides with: **A/P** unless it's a qualified organization
 - A/P Person Assigned: Refer to "Current PO Issue Assignments"
- **No PO:**
 - PO Number: There will be nothing to write here because there is No PO#

- A/P Reason Description: Need PO #
- Issue resides with: **A/P**
- A/P Person Assigned: Refer to “Current PO Issue Assignments”
- **Non Qty vs. Qty:**
 - PO Number: Listed on invoice/ e-mail
 - A/P Reason Description: Non QTY v. QTY
 - Issue resides with: **Purchasing**
 - A/P Person Assigned: Refer to “Current PO Issues Assignments”
- **Other:**
 - PO Number: Listed on invoice/ e-mail
 - A/P Reason Description: Other
 - Issue Resides with: **A/P**
 - A/P Person Assigned: Refer to “Current PO Issues Assignments”
- **Remit/ Alt Vendor:** (Note procedure below)
 - PO Number: Listed on invoice/ e-mail
 - A/P Reason Description: Remit
 - Issue Resides with : **A/P**
 - A/P Person Assigned: Refer to “Current PO Issues Assignments”
- **What Line**
 - PO Number: Listed on invoice/ e-mail
 - A/P Reason Description: What Line
 - Issue Resides with : **A/P**
 - A/P Person Assigned: Refer to “Current PO Issues Assignments”

Editing SharePoint:

- Editing in a List
 - Select Quick Edit:

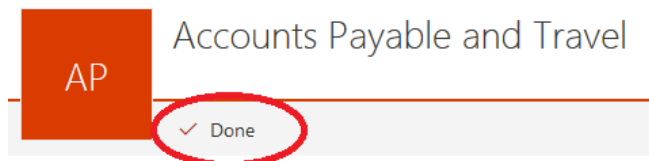


PO Issue Log

- Change information on any entry by simply selecting the box

✓	ID	Vendor	Vendor KFS ID #	Invoice #	Invoice Date	1
	2	Electrical Contractors, Inc.	20562	37639	7/27/2016	!
	3	MSC Industrial Supply Co.	11381	73057476	5/27/2016	!

- Select "Done" when finished



OR

- Edit Individual Item
 - Select Item to edit. Make sure item is highlighted and checked (as shown below)

PO Issue Log

✓	ID	Vendor	Vendor
✓	2	Electrical Contractors, In	20562

- Select "Edit"

AP Accounts Payable and Travel

Edit Share Get a link Delete ...

PO Issue Log

- Edit information in individual item

PO Issue Log > Item properties

Content Type
Item

Title
Enter text here

Vendor *
Electrical Contractors, Inc

Vendor

Vendor KFS ID #
20562

Vendor KFS ID #

Invoice # *
37639

Invoice #

Invoice Date *
7/27/2016

- Select "Save" when finished.

SharePoint

Save Cancel

PO Issue Log > Item properties

DRS Set-Up Procedure (Student):

1. A/P Processor Drags invoice to “DRS” folder
 - a. EFS(\\UCONN\Q:) AP – PO Invoices-Problems – DRS-IRS
2. Check to see if the vendor has DRS division set up.
 - a. YES, Vendor does have DRS division set up.
 - i. Log in SharePoint and have issue resides with Procurement and assign Nancy Patrylak
 1. A/P Reason = DRS
 2. A/P Reason Subcategory = ALT Vendor- DRS
 3. Issue Resides with = Purchasing
 4. A/P Person Assigned = Christine Nobile
 5. Purch/Dept Person Assigned = Nancy Patrylak
 6. Attach PDF to SharePoint
 - b. NO, Vendor does NOT have DRS division set up.
 - i. Log in SharePoint and have issue resides with A/P
 1. A/P Reason = DRS
 2. Issues resides with = AP
 3. A/P Person Assigned – Christine Nobile
 4. Attach PDF to SharePoint
 - ii. Create Division for DRS

Actions	Vendor Name	Search Alias	Vendor #	Active Indicator	Vendor Type	State	Country of Incorporation/Citizenship	Commodity Codes	Vendor Supplier Diversity
edit create division	Whole Foods Market Group Inc	Whole Foods Market West Hartford	31503-0	Yes	PO	Massachusetts		210	vendorSupplierDiversities= []
edit	Whole Foods Market Inc	V0000962090	14231-0	No	PO	Connecticut			vendorSupplierDiversities= []

Export options: [CSV](#) | [spreadsheet](#) | [XML](#)

1. Click “Create Division”
2. In “Description” type DRS Division – (name of vendor)
3. In “Vendor Name” type Department of Revenue Services

Document Overview ▼ hide

Document Overview

* Description: <input type="text" value="DRS Division - Whole Foods"/>	Explanation:
Organization Document Number: <input type="text"/>	

Vendor ▼ hide

New

General Information

Vendor #:	<input type="text"/>
Vendor Parent Indicator:	<input type="text" value="No"/>
Vendor Parent Name:	Whole Foods Market Group Inc
Vendor Name:	<input type="text" value="Department of Revenue Services"/>
Vendor Last Name:	<input type="text"/>
Vendor First Name:	<input type="text"/>

4. Scroll to “Detailed Information” and change payment terms to Net 1, and in Restricted Reason type DRS Tax Due

Detail Information	
Payment Terms:	Net 1 Days
Pre-Payment:	
Credit Card:	
Taxable Indicator:	<input type="checkbox"/>
Vendor Hold Code:	
Minimum Order Amount:	
Shipping Title:	
Shipping Payment Terms:	
DUNS Number:	
Vendor URL:	
Confirmation:	
Sold To Vendor Number:	
Sold To Vendor Name:	
Restricted:	
Restricted Date:	
Restricted Person Name:	
Restricted By Principal Name:	-
Restricted Reason:	DRS Tax Due
Remit Name:	
Active Indicator:	<input checked="" type="checkbox"/>
Inactive Reason:	

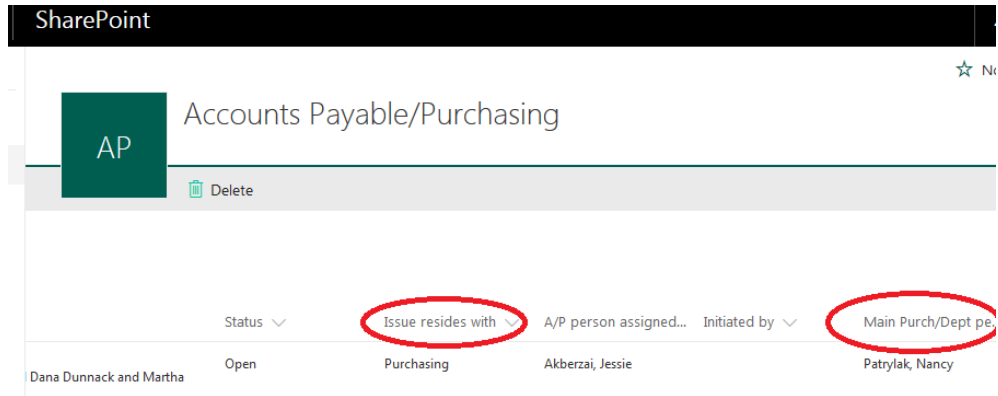
5. Add the below information under "New Address"

Address	
hide	
New Address	
* Address Type:	PO - Purchase Order
* Address 1:	Attn: Cary Paul, Collections Unit
Address 2:	450 Columbus Blvd- Ste 1
* City:	Hartford
State:	CT
Postal Code:	06103
Province:	
* Country:	United States
Attention:	
URL:	
Vendor Fax Number:	
Email Address:	cary.paul@po.state.ct.us
Set as Default Address:	Yes
Active Indicator:	<input checked="" type="checkbox"/>
add	

6. Add Phone Number

Phone Numbers (Phone Number - (860) 297-5974)	
hide	
* Phone Type:	Phone Number
* Phone Number:	(860) 297-5974
Extension:	
Active Indicator:	<input checked="" type="checkbox"/>
delete	

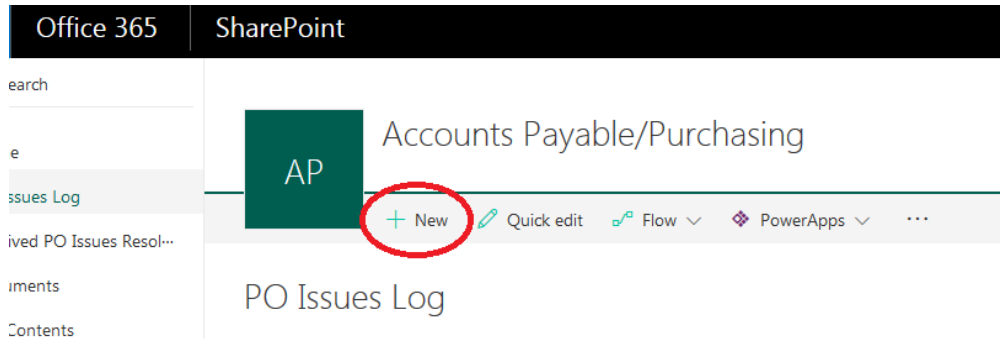
7. Attach Invoice at bottom of edoc
8. Submit for approval
- iii. Amanda or Christine approves division
- iv. Student receives FYI division has been approved
- v. Change resides with to Procurement on SharePoint and assign Nancy Patrylak



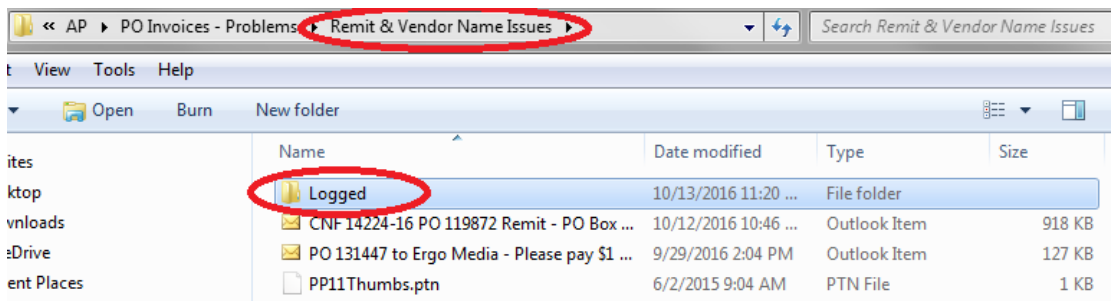
3. Procurement adds DRS alt vendor to PO
4. Procurement reassigns issue resides with AP in SharePoint and adds note that it is complete
5. Student checks SharePoint for completed DRS alt vendor
6. Change status in SharePoint to resolved and more invoice to re-submit and add "DRS" to file name.

Remit Vendor Set Up – Student Procedure:

1. AP processor drags invoice to “Remit” Folder
2. Student Logs into SharePoint
 - a. A/P Reason = Remit
 - b. Issue Resides with = AP
 - c. A/P Person Assigned = Chris Chhoeun
 - d. Attach PDF to SharePoint



3. Remit Processor Student looks up vendor number based on PO#
 - a. Open the folder “Remit & Vendor Name Issues” and then open the “Logged” folder located under AP/PO Invoices – Problems/ Remit & Vendor Name Issues (see below).



- b. Locate PO number on invoice.
- c. Enter PO Number into KFS, under Main Menu/Purchase Orders

action list doc search Logged in User: csc08004

Document Search detailed search superuser search clear saved searches

Document Type:	PO
Initiator:	
Document Id:	
Application Document Status:	COMPLETE STATUSES - Cancelled - Cancelled Change - Change in Process - Closed
Date Created From:	
Date Created To:	
Document Description:	
Organization Document Number:	
Purchase Order #:	104887
Requisition #:	
Purchase Order Type Code:	
Vendor #:	

d. Open PO and locate vendor number

Vendor Address	
* Vendor:	Case Western Reserve University
* Vendor #:	26359-0
* Address 1:	Case School of Engineering, Room 321
Address 2:	2123 Martin Luther King Jr Dr, Glennan Bldg
Attention:	
* City:	Cleveland
State:	OH
* required for US	Province:
Postal Code:	44106-7071
* required for US	* Country:
	United States

4. Does the Vendor name on the invoice match the vendor name on PO?
 - a. Yes, the vendor name on the invoice matches the vendor name on the PO
 - i. Open vendor profile and add remit address based on invoice
 1. Using the vendor number on the PO, perform a vendor search in KFS. Click "Edit"

Actions	Vendor Name	Search Alias	Vendor #	Active Indicator	Vendor Type	State	Country of Incorporation/Citizenship	Commodity Codes
edit create revision	Case Western Reserve University		26359-0	Yes	PO	Ohio		285 402

2. Locate the new remit address on the invoice. Enter this remit address into the vendor profile. Click "Add". Click "Submit" to create e-doc for this remit change.

Address (RM - Remit - Cleveland)	
Old	New
Address Type: RM - Remit	* Address Type: RM - Remit
Address 1: Office of Sponsored Projects Accounting	* Address 1: Office of Sponsored Projects Accounting
Address 2: Nord Hall Suite #615 10900 Euclid Ave	Address 2: Nord Hall Suite #615 10900 Euclid Ave
City: Cleveland	* City: Cleveland
State: OH	State: OH
Postal Code: 44106-7037	Postal Code: 44106-7037
Province:	Province:
Country: United States	* Country: United States
Attention:	Attention:
URL:	URL:
Vendor Fax Number:	Vendor Fax Number:
Email Address: spadocs@case.edu	Email Address: spadocs@case.edu
Set as Default Address: No	Set as Default Address: Yes
Active Indicator: Yes	Active Indicator: <input checked="" type="checkbox"/>

- ii. Amanda or Christine → 2nd reviewer approves edit for remit address
- iii. Student worker gets FYI that the remit address has been approved
- iv. Remit processor student moves invoice to resubmit folder and updates SharePoint with Resolved.

[X](#) [NOT FOLLOW](#)

AP

Accounts Payable/Purchasing

Delete
4 select

1/13/16 emailed Dana Dunnack and Martha Bewczynski
Status Open
Issue resides with Purchasing
A/P person assigned... Akberzai, Jessie
Initiated by

- v. Move invoice from “logged” folder to “PO Invoices Resubmits” folder.
- b. No, the vendor name on the invoice does NOT match the vendor name on the invoice
 - i. Update SharePoint to Vendor Name issue and reassign to Christine Nobile
 - ii. Move invoice to “Vendor Name Issues” folder

E-mailing Departments:

- Qualified Organizations (Athletics, Facilities, and Building Services) do not need to be contacted for Needs \$ or What Line. They will respond in SharePoint as long as they were entered in the “Issue Resides with” and “Purch/ Dept person assigned” fields. For these invoices instead of moving them to the logged folder, move the file to the “Pending Response from Athletics or Facilities” folders.
 - “PO Invoices-Problems” → “Needs \$” OR “What Line” → “Pending Response” → “Pending Response from Athletics or Facilities”
- Need Money Procedure
 - Checking the status of the PO and invoice
 - Select a file from the PO Invoices-Problems, Need \$-Logged folder. If the file is an e-mail message, open the attachment.
 - In the Main Menu of Kualu, under Purchasing/ Accounts Payable, select Payment Requests
 - Enter the invoice number from the invoice into the Invoice Number field and search
 - Scroll to the bottom of the page to see if the invoice has already been paid.
 - If it has, it is likely that the invoice is a duplicate, and no further action needs to be taken.
 - Move the invoice to the Purchase Order Invoice Complete folder and then resolve on Sharepoint.
 - If nothing appears at the bottom of the page or if the payment has not been approved, the invoice has not yet been paid.
 - If the invoice has not been paid, return to the Main Menu, and under Purchasing/Accounts Payable, select Purchase Orders
 - Find the PO# on the invoice, type it into the Purchase Order # field and search
 - Scroll to the bottom of the page and click on the first underlined number in the Document/Notification Id section
 - Scroll down to the items section to confirm that there are multiple lines
 - Another way to ensure that the invoice has not yet been paid is to view the Payment History. Check to make sure the invoice number and amount does not match anything listed as paid here.
 - Needs \$ Report Instructions
 - Open Excel report (POs Awaiting Money) that Dan or Terri send you.
 - Columns to pay attention to:
 - PO Number
 - Vendor Name
 - PO Status Description
 - Invoice Amount (Total amount of money for the PO)
 - Each of the lines on the PO will have their own amount
 - Current Encumbrance (amount of available money on the PO)
 - Each of the lines on the PO will have their own amount
 - Open SharePoint

- Filter for:
 - Needs \$
 - Smallest PO number on top
 - The order of the lines in the two documents should now match up
 - Check the PO Status Description column
 - If the PO is anything other than Open:
 - Change the issue in Sharepoint to either "Closed PO" or "Expired PO"
 - Compare the Current Encumbrance amount to invoice amount in SharePoint
 - If the Current Encumbrance amount (total of all lines) is less than the invoice amount, then we are still awaiting an increase and you can proceed to the next line
 - If the Current Encumbrance amount (total of all lines) is greater than the invoice amount, then:
 - Open the invoice from the Q:Drive
 - Check to make sure the money is on the correct lines of the PO
 - If the invoice can be paid, then:
 - Highlight the lines for that PO in the report in light green
 - Resolve the issue in Sharepoint
 - Move the invoice to Resubmits in the Q:Drive
 - If anything about the invoice or PO seems to be unfamiliar or incorrect, highlight the corresponding lines in red and leave a comment in one of the cells explaining the issues
 - Once the entire Excel document has been reviewed:
 - Save the changes
 - Email Terri or Dan back and attach the updated versions and in the email explain any issues you come across
- Sending the E-mail
 - First E-Mail
 - First e-mail request should be sent to the Fiscal Officer and the initiator/requester.
 - To find the FO, scroll back to the items list and click on show Accounting Lines, click on the Account Number, and find the name listed in the Fiscal Officer Principal Name field. The initiator/requesters name is listed on the PO. See exceptions.
 - On the invoice, enter a sticky not with the date, person being contacted, and your initials. If the invoice is attached to an e-mail, type "e-mailed" and your initials into the subject line.
 - In the PO Issues Log (Sharepoint), type the invoice number into the Find and Item section and search
 - Select the result, and click edit. Enter the information (date, person contacted) into the A/P Notes section, also fill out the Date "1st e-mail sent" and then click stop.

- Go to Outlook, create a new e-mail, and paste the “Needs Money” Template e-mail. Drag the file from the “Needs \$” folder to the e-mail so that it attaches. Enter the name of the vendor, the PO number and “Needs Money” into the subject like.
 - Ex. Airgas PO 12345 Needs Money
 - Send the e-mail to the persons found earlier
 - Second E-mail
 - Wait 10 business days after the first e-mail was sent out and if no response received from the department, a second e-mail needs to be sent out.
 - Second e-mail should be sent to the FO, initiator, and account supervisor principle name. Update Sharepoint with the date of the second e-mail and notate sticky note on invoice/e-mail.
 - Needs Additional Funds Email:
 - Sometimes a department will increase the PO and that increase will be used to pay invoices other than the invoice you emailed them about. When this happens an email needs to be sent to request additional increases.
 - Follow the protocol for sending the second email, **but only email the initiator/requestor and the Fiscal Officer.** Use the additional increase template in the email.
- **Receiving Responses**
 - When replies come in from “Needs Money” e-mails sent, drag into the “Needs Money” folder in the APInquiries e-mail
 - If the message confirms that the PO has been increased, open the PO in Kuali and check to see if money has been added or if the Total Amount can now cover the invoice.
 - The Notes and Attachments section shows what amendments have been made to the PO, and can confirm if it has been increased.
 - Go through the Pending Responses folder periodically to check to see if the POs have been increased
 - If a PO has been increased and can now cover the invoice, update the status of the issue in the PO Issue Log to Resolved, and drag the invoice into the PO Invoices – Resubmits folder
 - Once the issue has been resolved, drag related e-mails into the Addressed & Completed folder
- Exceptions
 - If the PO has 201xxx or 901xxx in the Organization Document Number field, e-mail Frances Bologna and Danielle Sullivan. These are usually project accounts.
- What Line Procedure
 - Checking the status of the invoice
 - Select a file from the PO Invoices – Problems – What Line Folder. If the file is an e-mail message, open the attachment.

- In the Main Menu of Kuali, under Purchasing/ Accounts Payable, select Payment Requests
 - Enter the invoice number from the invoice into the Invoice Number field and search
 - Scroll to the bottom of the page to see if the invoice has already been paid.
 - If it has, it is likely that the invoice is a duplicate, and no further action needs to be taken. Move the invoice to the Purchase Order Invoice Complete folder and then resolve on SharePoint.
 - If nothing appears at the bottom of the page or if the payment has not been approved, the invoice has not yet been paid.
 - If the invoice has not been paid, return to the Main Menu, and under Purchasing/Accounts Payable, select Purchase Orders
 - Find the PO# on the invoice, type it into the Purchase Order # field and search
 - Scroll to the bottom of the page and click on the first underlined number in the Document/Notification Id section
 - Scroll down to the items section to confirm that there are multiple lines
 - Another way to ensure that the invoice has not yet been paid is to view the Payment History. Check to make sure the invoice number and amount does not match anything listed as paid here.
- Sending the E-mail
 - First E-Mail
 - First e-mail request should be sent to the Fiscal Officer and the initiator/requester.
 - To find the FO, scroll back to the items list and click on show Accounting Lines, click on the Account Number, and find the name listed in the Fiscal Officer Principal Name field
 - The initiator/requesters name is listed on the PO
 - On the invoice, enter a sticky note with the date, person being contacted, and your initials. If the invoice is attached to an e-mail, type the date, “e-mailed,” and your initials into the subject line.
 - In the PO Issues Log (Sharepoint), type the invoice number into the Find and Item section and search
 - Select the result, and click edit. Enter the information (date, person contacted) into the A/P Notes section, also fill out the Date “1st e-mail sent” and then click stop.
 - Go to Outlook, create a new e-mail, and paste the What Line Template e-mail. Drag the file from the What Line folder to the e-mail so that it attaches. Enter the name of the vendor, the PO number and “Line #” into the subject like.
 - Ex. Airgas PO 12345 Line#
 - Send the e-mail to the persons found earlier
 - Second E-mail

- Wait 10 business days after the first e-mail was sent out and if no response received from the department, a second e-mail needs to be sent out.
- Second e-mail should be sent to the FO, initiator, and account supervisor principle name. Update Sharepoint with the date of the second e-mail and notate sticky note on invoice/e-mail.
- Receiving Responses
 - When replies come in from “What Line” e-mails sent, drag into the “What Line” folder in the APInquiries e-mail
 - Find the original file in the Q: drive and enter the Line # in the note or in the description line.
 - Drag the file to the RESUBMIT folder in the Q: Drive
 - In SharePoint add the line number to the AP Notes field and resolve the item
 - Drag the e-mail into the Addressed & Completed Folder

Contacts:

- E-mail Contacts
 - Animal Care – Sara Bothell
 - Animal Science – Tina Burnham
 - Architecture and Engineering Services – Stephen O’Donovan
 - Athletics – athleticbusinessoffice@uconn.edu
 - Avery Point Central Utility Plant – “Ben” John Roccapiore
 - Business MBA Program in Hartford – Vaishali Uchil
 - Central Stores – Andrea Stone
 - Chemistry – Aneesa Bey
 - Co-op – Kathy Couture
 - Dining Services - Alexander Morley
 - Ecology & Evolutionary Biology – Kathleen Tebo
 - Facilities – Tia Shackett or Wendy Salisbury
 - Fine Arts – Cindy Pudlo
 - Fire Department – Holly Neborsky
 - Jorgensen – Melanie Chebro
 - Literature, Cultures, and Languages – Mary Smith
 - Molecular & Cell Biology – Dana Masse
 - Motor Pool – Andrea Stone
 - Music Department and Marching Band – Melanie Chebro
 - Parking & Transportation – Martha Funderburk
 - Pathobiology – Robin Jordan-Heath
 - Physiology and Neurobiology – Linda Armstrong
 - Plant Science – Christine Strand
 - Police – Candy Ferris
 - School of Pharmacy – Mark Armati
 - Speech and Hearing Clinic – Debbie Frye Mitchell
 - UConn Health Center - David Rulnick
 - UGRD Student Government – Dawn Benjamin
 - Veterinary Lab – Robin Jordan-Heath
- Vendor Contacts
 - Airgas in Connecticut – “Airgas Greenwich CT” contact group in Outlook
 - Cargill Animal Nutrition – “Cargill Animal Nutrition” contact group in Outlook
 - InterviewStream – “InterviewStream” contact group in Outlook
 - Poland Spring – “Poland Spring” contact group in Outlook
- Do Not Contact
 - Chelsea Ellis – Not at Facilities – Email Tia Shackett.
 - cragi_stearns@cargill.com – Use Melanie_Buhrmaster@cargill.com and NEorders_east@cargill.com.
 - Winona Hutchins at Airgas – Email Vanessa.edwards@airgas.com
 - Eric Rosario – not at Law School – Email Jim Missell
 - Dave Fahey – not account manager at Poland Spring
 - kwest@interviewstream.com – not at InterviewStream
 - Rui.A.Pires@ehi.com - Email GP48AdminAR@ehi.com

Current PO Issue Assignments:

A/P Reason Description	Issue Resides with:	AP Person Assigned
Closed PO	AP (unless qualified org)	By Vendor Letter
DRS		Christine Nobile
Expired PO	AP (unless qualified org)	By Vendor Letter
Freight	Purchasing	By Vendor Letter
Invoice Pricing ≠ PO Pricing	AP (unless qualified org)	By Vendor Letter
Needs \$	AP (unless qualified org)	Nicole Baccaro
Need PO #	AP	By Vendor Letter
Non Qty vs. Qty	Purchasing	By Vendor Letter
Other PO Problems	AP	By Vendor Letter
Remit/ Alt Vendor	AP	Chris Chhoeun
What Line	AP (unless qualified org)	Nicole Baccaro

Name:	Letters:
Jessie Akberzai	A, I, J, L, T, Z
Nicole Baccaro	E, F, H, O, V, W
Matt Kim	B, C, D, K, M, Q, R, U
Diane Leblanc	N, P, X, Y
Jeanne Mangos	G, S

Common Issues:

- If a document does not have a name (still has the name given to it from being scanned into the system), what should I name the document?
 - Name the file by the vendor name followed by the invoice number. If there is no invoice number then use the date.
 - For example, an invoice from Nike with invoice number 1234 would be named Nike 1234. An invoice from Nike that doesn't have an invoice number but whose invoice date is 7/9/15 would be: Nike 070915
- What do I list as the invoice number in PO issues log if there is not one?
 - Use the Invoice date.
 - For example, if a document came from the date 7/9/15, type 070915 as the invoice number.
- How do I create a Watermark?
 - Refer to watermark instructions
- What do I do if I don't know what the date should be for the Watermark?
 - Go to the folder that the file resides in the left click over the bar at the top (the bar that says "name", "date modified", etc) and a drop down menu will show up. Select the option for "date created" (a check mark will show up next to it if you have done this correctly). This is the date that the document was scanned in and therefore can be used as the received date. It will show up as the last option so you are going to have to use the bar at the bottom to scroll over to it. You can click the bar over "date modified" and drag it over next to "name" to make viewing it easier
- What are some of the ways that I can increase my speed at logging?
 - The Tab button is your friend! You can use this button to get to the next entry without having to click on the next entry
 - When putting in dates you only need to put in the date and month because as long as the document is from the current year, the system will add it for you
 - You do not need to put dollar signs for money amounts
 - When you get to A/P Reason Description there are shortcuts to getting to the correct entry. These shortcuts are listed under the description of how to deal with each issue
 - Current shortcuts for dealing with A/P Person assigned are listed in the document entitled: Current PO Issue Assignments
- What do I do if a document was scanned in on its side?
 - Press the following keys on the keyboard at the same time: (Ctrl, Shift, +) OR (Ctrl, Shift, -)
- How do I skip to the end of the PO Issues Log so that I do not have to scroll through all the pages of entries?
 - Find the column labeled "ID" an arrow for a drop down box will appear. Click this arrow and then click "descending". The most recent entry will appear at the top.