Procedure for PO Invoices with issues

The following will be the procedures for PO Invoices with issues:

<u>Logging and resolution of PO Issue</u> –

1. Student will review the PO Issues folders and will log the PO Issue in SharePoint and attach the invoice in SharePoint.
2. Student will then drag invoice out of the folder into the logged folder.
3. Once Processors have resolved issue and the invoice needs to be processed they will take the invoice from SharePoint and move to the Re-Submit Pool to be processed.

Invoice Issues

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Closed PO

PO # on invoice is closed.

1. Send 1st email within 7 business days of invoice being logged into SharePoint to either or all the closed PO's requestor, FO or the vendor depending on A/P's judgement.
2. Wait 10 business days to see if response from 1st email
   a. If no response send 2nd email to vendor and either or all the closed PO's requestor, FO, or supervisor depending on A/P's judgement
   b. If response having correct PO # then update SharePoint list and move to Priority Pool to be processed
   c. If response stating the problem is being worked on perform the following:
      i. Reply all to email and state that A/P will no longer follow up and it is the responsibility of the outside person (i.e. vendor, department, etc.) to reach out to A/P when the issue is resolved
      ii. Mark "Awaiting further response" in SharePoint and attach the sent email in SharePoint and no longer follow up but rather wait until vendor or department has gotten back to A/P
3. Wait 10 more business days to see if response from 2nd email
   a. If no response mark "No Response" in SharePoint and no longer follow up
   b. If response having correct PO # then update SharePoint list and move to Priority Pool to be processed
   c. If response stating the problem is being worked on perform the following:
      i. Reply all to email and state that A/P will no longer follow up and it is the responsibility of the outside person (i.e. vendor, department, etc.) to reach out to A/P when the issue is resolved
      ii. Mark "Awaiting further response" in SharePoint and attach the sent email in SharePoint and no longer follow up but rather wait until vendor or department has gotten back to A/P

DRS - Department of Revenue Services Procedures:

1) If Purchase Order has **DRS** hold code, open invoice and verify the vendor is on DRS list. Search PO & check DRS Offset List (located: Q:\AP\DRS Offset List)

Vendor Hold Code:	DRS
Payment Terms:	Net 30 Days
Shipping Title:	Not Applicable
Shipping Payment Terms:	
Contacts:	🔍
Supplier Diversity:	

   a. If the vendor IS on the DRS list
      i. Continue to step 2.
   b. If the vendor is NOT on the DRS list.
      i. Process invoice.
      ii. Notify vendor area to remove hold code.
         1. Amanda or Christine will remove hold code off of the vendor.

2) Check to see if DRS Alt. vendor is on PO.

Vendor Hold Code:	DRS
Payment Terms:	Net 1 Days
Shipping Title:	
Shipping Payment Terms:	
Contacts:	🔍
Supplier Diversity:	
Alternate Vendor For Non-Primary Vendor Payment	Vendor Name: Department of Revenue Services Vendor #: 30632-1

   a. DRS is an Alt vendor on the PO.
      i. Continue to step 3.
   b. DRS is NOT an alt vendor on the PO.
      i. Drag invoice to DRS folder
         1. (DRS Processor – Student Procedure)

3) Check the amount owed on the DRS offset List

AAA PLUMBING LLC	7655	4604681	0	0	$ 12,144.40	$ 12,144.40

   a. In this case, the vendor owes $12,144.40 and the invoice on hand is only for $3,175.00 so the entire payment request can pay the full amount.

4) Enter the payment request as you normally would

5) Change vendor to DRS alt vendor.

1. This will change vendor to:

2. Disbursement area will pull check and send a letter.

6) Write: DRS Payment in Special Handling

7) Change payment date to Net 1 (Tomorrow's Date on Calendar)

Vendor Hold Code:	DRS
Payment Terms:	Net 1 Days ▼
Shipping Title:	
Shipping Payment Terms:	
Primary Vendor Name:	AAA Plumbing LLC

Invoice Info

* Invoice Number:	3541A
Pay Date:	10/05/2016 🔳 ☐ (Immediate Pay)
* Invoice Date:	09/22/2016
* Invoice Received Date:	09/27/2016
PO End Date:	
Payment Attachment Indicator:	☐
Extract Date:	
* Bank Code	15 🔍 Bank of America

Calendar: October, 2016

wk	Sun	Mon	Tue	Wed	Thu	Fri	Sat
38							1
39	2	3	4	5	6	7	8
40	9	10	11	12	13	14	15
41	16	17	18	19	20	21	22
42	23	24	25	26	27	28	29
43	30	31					

Wed, Oct 5

Process Items   ▼ hide

8) Enter amount on designated lines

Items

load qty invoiced   clear qty invoiced

Item Line #	Open Qty	UOM	PO Unit/Ext Price	Qty Invoiced	Unit Cost	Extended Cost	Tax Amount	Total Amount	Catalog #	Assigned To Trade In	Description	Actions
1			3,175.00		3,175.00	3,175.00		0.00	NonCatalogItem	No	Men's Bathroom: Install American Std-common lav faucet, install 2 flush valves urinal - Sloan 3/4" c	calculate restore

▶ show Accounting Lines

9) Attach invoice

Notes and Attachments

	Posted Timestamp	Author	* Note Text	Attached File	Attachment Type	Notification Recipient	Actions
add:				Choose File No file chosen CANCEL	▼		add
1	10/04/2016 11:38 AM	Baccaro, Nicole V	INV.	📎 AAA Plumbing 3541A PO 131825.msg (174 KB, application/octet-stream)	Invoice Image	🔍	send

Ad Hoc Recipients   ▶ show

Route Log   ▶ show

calculate   cancel   submit   save   reload   close

10) Adhoc approve to Levy Group (10744)
   a. Levy Group to update DRS offset list.

Ad Hoc Recipients	▼ hide	

Ad Hoc Recipients

Person Requests:

* Action Requested	* Person	Actions
APPROVE ▼	🔍	add

Ad Hoc Group Requests:

* Action Requested	* Namespace Code	* Name	Actions
APPROVE ▼		🔍	add
APPROVE ▼	KFS-FP	Levy 🔍	delete

Route Log	▶ show

(calculate) (cancel) (submit) (save) (reload) (close)

11) Calculate and submit

12) ** From Resubmit Folder – Follow Steps 3-11. **

Entered/ Paid by Other Means:

Represents invoices that were already paid. Example by DV, Credit Card, etc. Typically see something on the invoice noting it has been paid and the document is a receipt

1. No steps necessary since invoice has been paid

Expired PO

PO # on invoice is expired. Big issue in July when vendors do not have the new PO #s yet and use the old PO # for services in July and after.

1. Send 1st email within 7 business days of invoice being logged into SharePoint to the vendor and cc the expired PO's FO
2. Wait 10 business days to see if response from 1st email
   a. If no response send 2nd email to vendor and cc the expired PO's FO and supervisor
   b. If response having correct PO # then update SharePoint list and move to Priority Pool to be processed
   c. If response stating the problem is being worked on perform the following:
      i. Reply all to email and state that A/P will no longer follow up and it is the responsibility of the outside person (i.e. vendor, department, etc.) to reach out to A/P when the issue is resolved
      ii. Mark "Awaiting further response" in SharePoint and attach the sent email in SharePoint and no longer follow up but rather wait until vendor or department has gotten back to A/P
3. Wait 10 more business days to see if response from 2nd email
   a. If no response mark "No Response" in SharePoint and no longer follow up
   b. If response having correct PO # then update SharePoint list and move to Priority Pool to be processed
   c. If response stating the problem is being worked on perform the following:
      i. Reply all to email and state that A/P will no longer follow up and it is the responsibility of the outside person (i.e. vendor, department, etc.) to reach out to A/P when the issue is resolved
      ii. Mark "Awaiting further response" in SharePoint and attach the sent email in SharePoint and no longer follow up but rather wait until vendor or department has gotten back to A/P

Freight

Issue where the invoice has a freight charge but the PO does not indicate if Freight should be paid or not

1. Assign invoice in SharePoint to Purchasing within 7 business days of invoice being logged into SharePoint
2. Purchasing to resolve issue and make notes in SharePoint as to the resolution
3. Purchasing to then re-assign to A/P
4. A/P to then update SharePoint list and move to Priority Pool to be processed

Invoice price not equal to PO Pricing

Issue when the price on invoice does not agree with PO. Example – unit price on invoice is $10 but PO unit price is $9. If invoice is not with-in pay per invoice tolerance (10% higher or lower but no more than $50 difference) or if invoice doesn't match written quote.

1. Processor to communicate with vendor via email or phone within 7 business days of invoice being logged into SharePoint to resolve issue
2. Wait 10 business days to see if response from 1st email
    a. If no response send 2nd email to vendor
    b. If response having correct information, then update SharePoint list and move to Priority Pool to be processed
    c. If response stating the problem is being worked on perform the following:
        i. Reply all to email and state that A/P will no longer follow up and it is the responsibility of the outside person (i.e. vendor, department, etc) to reach out to A/P when the issue is resolved
        ii. Mark "Awaiting further response" in SharePoint and attach the sent email in SharePoint and no longer follow up but rather wait until vendor or department has gotten back to A/P
3. Wait 10 more business days to see if response from 2nd email
    a. If no response mark "No Response" in SharePoint and no longer follow up
    b. If response, then update SharePoint list and move to Priority Pool to be processed
    c. If response stating the problem is being worked on perform the following:
        i. Reply all to email and state that A/P will no longer follow up and it is the responsibility of the outside person (i.e. vendor, department, etc.) to reach out to A/P when the issue is resolved
        ii. Mark "Awaiting further response" in SharePoint and attach the sent email in SharePoint and no longer follow up but rather wait until vendor or department has gotten back to A/P

Needs Money on PO

PO does not have enough $ to pay invoice <mark>(STUDENT)</mark>

1. Send 1st email within 7 business days of invoice being logged into SharePoint to PO requestor and FO to increase $ on PO
2. Wait 10 business days to see if response from 1st email and perform the following: if no response
   a. If no response run KFDM report on PO # to see if PO amendment was established
      i. If PO amendment was established, then update SharePoint list and move to Priority Pool to be processed
      ii. If no PO amendment was established send 2nd email to requestor, FO and supervisor
   b. If response stating POA has been established, then update SharePoint list and move to Priority Pool to be processed
   c. If response stating the problem is being worked on perform the following:
      i. Reply all to email and state that A/P will no longer follow up and it is the responsibility of the outside person (i.e. vendor, department, etc.) to reach out to A/P when the issue is resolved
      ii. Mark "Awaiting further response" in SharePoint and attach the sent email in SharePoint and no longer follow up but rather wait until vendor or department has gotten back to A/P
3. Wait 10 more business days to see if response from 2nd email
   a. If no response run KFDM report on PO # to see if PO amendment was established
      i. If PO amendment was established, then update SharePoint list and move to Priority Pool to be processed
      ii. If no PO amendment was established, then update SharePoint list and re-assign to Purchasing under "issue resides with"
   b. If response stating POA has been established, then update SharePoint list and move to Priority Pool to be processed
   c. If response stating the problem is being worked on perform the following:
      i. Reply all to email and state that A/P will no longer follow up and it is the responsibility of the outside person (i.e. vendor, department, etc.) to reach out to A/P when the issue is resolved
      ii. Mark "Awaiting further response" in SharePoint and attach the sent email in SharePoint and no longer follow up but rather wait until vendor or department has gotten back to A/P

No PO#

Invoice that comes in with no PO #. Note – does not apply to certain companies – (FedEx, UPS, etc.)

1. Send 1st email within 7 business days of invoice being logged into SharePoint to the vendor and to the UConn person if there is a name on the invoice.
2. Wait 10 business days to see if response from 1st email
   a. If no response send 2nd email to vendor and to the UConn person if there is a name on the invoice
   b. If response having correct PO # then update SharePoint list and move to Priority Pool to be processed
   c. If response stating the problem is being worked on perform the following:
      i. Reply all to email and state that A/P will no longer follow up and it is the responsibility of the outside person (i.e. vendor, department, etc.) to reach out to A/P when the issue is resolved
      ii. Mark "Awaiting further response" in SharePoint and attach the sent email in SharePoint and no longer follow up but rather wait until vendor or department has gotten back to A/P
3. Wait 10 more business days to see if response from 2nd email
   a. If no response mark "No Response" in SharePoint and no longer follow up
   b. If response having correct PO # then update SharePoint list and move to Priority Pool to be processed
   c. If response stating the problem is being worked on perform the following:
      i. Reply all to email and state that A/P will no longer follow up and it is the responsibility of the outside person (i.e. vendor, department, etc.) to reach out to A/P when the issue is resolved
      ii. Mark "Awaiting further response" in SharePoint and attach the sent email in SharePoint and no longer follow up but rather wait until vendor or department has gotten back to A/P

Non Qty. vs Qty.

Relates to a PO that was set up for quantity where the invoices come in that is not quantity based. Example – equipment is a quantity PO for 1 item but the equipment is 3 separate pieces and is billed separately. PO has to be a non-quantity to process.

1. Assign invoice in SharePoint to Purchasing within 7 business days of invoice being logged into SharePoint
2. Purchasing to resolve issue by changing PO and make notes in SharePoint as to the resolution
3. Purchasing to then re-assign to A/P
4. A/P to then update SharePoint list and move to Priority Pool to be processed

Other

PO issue that do not fall into the above categories

1. Processor to communicate with vendor and Department, if applicable, via email or phone within 7 business days of invoice being logged into SharePoint to resolve issue
2. Wait 10 business days to see if response from 1st email
   a. If no response send 2nd email to vendor and Department, if applicable
   b. If response having correct information, then update SharePoint list and move to Priority Pool to be processed
   c. If response stating the problem is being worked on perform the following:
      i. Reply all to email and state that A/P will no longer follow up and it is the responsibility of the outside person (i.e. vendor, department, etc) to reach out to A/P when the issue is resolved
      ii. Mark "Awaiting further response" in SharePoint and attach the sent email in SharePoint and no longer follow up but rather wait until vendor or department has gotten back to A/P
3. Wait 10 more business days to see if response from 2nd email
   a. If no response mark "No Response" in SharePoint and no longer follow up
   b. If response, then update SharePoint list and move to Priority Pool to be processed
   c. If response stating the problem is being worked on perform the following:
      i. Reply all to email and state that A/P will no longer follow up and it is the responsibility of the outside person (i.e. vendor, department, etc) to reach out to A/P when the issue is resolved
      ii. Mark "Awaiting further response" in SharePoint and attach the sent email in SharePoint and no longer follow up but rather wait until vendor or department has gotten back to A/P

Note – for any invoice that is over $50k the processor will continue to follow up with the vendor or department to ensure the invoice gets paid. The steps for no response or awaiting reply would not apply for invoices over $50k.

Remit

An invoice comes in with a remit address that is not in KFS master vendor data base.

1. A/P to contact Vendor via email or phone call within 7 business days of invoice being logged into SharePoint to have them sign into PaymentWorks to update their remit address
2. If vendor refuses to go into PaymentWorks then A/P to create eDoc to add remit address
3. If vendor agrees to use PaymentWorks then check daily report to see if vendor did update
   a. If the vendor has not added remit in PaymentWorks after 10 business days contact vendor to remind them to update so A/P can process their invoice.
   b. If the vendor has not added remit in PaymentWorks after 10 business days from the reminder, then A/P to create eDoc to add remit address and then move invoice to Priority Pool to be processed

1. **Open the folder "Remit & Vendor Name Issues" located under AP/PO Invoices – Problems/ Remit & Vendor Name Issues. (see below)**

2. **Locate PO number on invoice. (example in red below)**
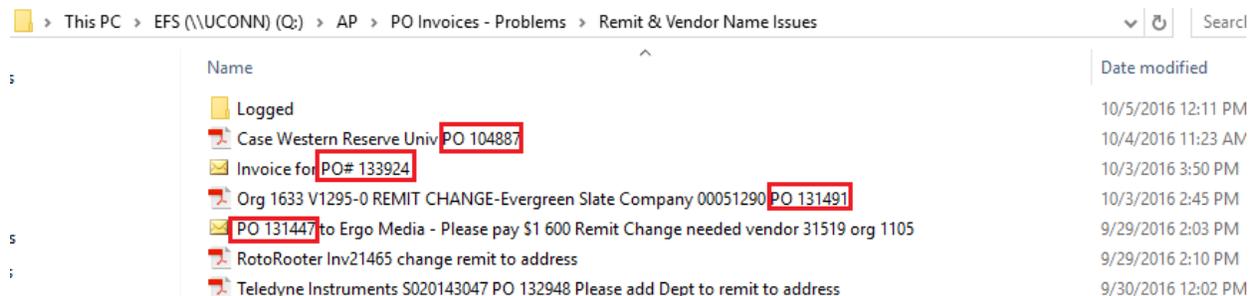
3. **Enter PO number into KFS, under Main Menu/Purchase Orders.** \

4. **Open PO and locate vendor number.**

5. **Using the vendor number on the PO, perform a vendor search in KFS. Click "Edit".**

6. **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.**

7. In Q Drive, update invoice name with "READY TO LOG 'Today's Date".

   From here, the student will log the invoice in Sharepoint, then the student will move the invoice to the Logged folder.

8. UPC 4 approves remit change – UCPEA 1 receives FYI in KFS.

9. UCP 1 moved invoice from "Logged" folder to "PO Invoices Resubmits".

10. UCP 1 Updates "Accounts Payable/Purchasing" SharePoint to "Resolved".

What Line:

PO has multiple lines and an invoice comes in that is not clear of what line on the PO the invoice is to be applied (STUDENT)

1. Send 1st email within 7 business days of invoice being logged into SharePoint to PO requestor and FO asking what line on the PO the invoices goes
2. Wait 10 business days to see if response from 1st email
   a. If no response send 2nd email to requestor, FO, supervisor and vendor
   b. If response having correct line item, then update SharePoint list and move to Priority Pool to be processed
   c. If response stating the problem is being worked on perform the following:
      i. Reply all to email and state that A/P will no longer follow up and it is the responsibility of the outside person (i.e. vendor, department, etc) to reach out to A/P when the issue is resolved
      ii. Mark "Awaiting further response" in SharePoint and attach the sent email in SharePoint and no longer follow up but rather wait until vendor or department has gotten back to A/P
3. Wait 10 more business days to see if response from 2nd email
   a. If no response mark "No Response" in SharePoint and no longer follow up
   b. If response, then update SharePoint list and move to Priority Pool to be processed
   c. If response stating the problem is being worked on perform the following:
      i. Reply all to email and state that A/P will no longer follow up and it is the responsibility of the outside person (i.e. vendor, department, etc) to reach out to A/P when the issue is resolved
      ii. Mark "Awaiting further response" in SharePoint and attach the sent email in SharePoint and no longer follow up but rather wait until vendor or department has gotten back to A/P