

**PROCESSING INVOICE HOLDS
AP INVOICE WORKFLOW
&
AP APPROVAL WORKLIST**

DRAFT

OVERVIEW

The Accounts Payable Invoice Workflow system is designed to route invoices directly to the organization that is required to take action on the invoice in order to release the active invoice hold(s). All such invoices will be listed on the Invoice Approval Worklist (“Worklist”) for that organization.

- The Worklist will present to the user a list of all the invoices that are on an active invoice hold and currently in need of a PTAE0 correction, confirmation of receipt of goods/services, and approval by that organization prior to the hold being released and the vendor being paid.
- The Worklist will enable the user to take action on the invoice directly, rather than providing the information to AP via e-mail.
- The information entered by the user will directly update the invoice in Oracle without the intervention of AP.
- The Worklist will provide a faster and more streamlined process for releasing invoices that are on hold.

The business office will determine who is given access to the Worklist. Users who are in the START Disbursement Approvers list will have the ability to approve invoices on the Worklist. Users who are not disbursement approvers may edit Worklist invoices and submit them for approval by the disbursement approvers. The business office will assign access based on the organization(s) or department(s) for which the user is responsible. Because of this, multiple individuals from the same department may have access to the same Worklist. It is recommended that departments develop a procedure to regulate how the Worklist is managed by multiple users within their office.

Departments, Grants and Contracts, the AP Director and the Controller will process their invoice holds through a Worklist. There is a brief description of the Worklist and the associated Detail Screen at the end of this document. AP will process invoice holds through Oracle Forms and with the use of Brios.

INVOICE HOLDS ROUTED TO AP

Invoices will be routed to AP under the circumstances listed below. Brios will be run to provide a list of the invoices in each of the following categories.

- *The invoice hold is owned by AP.* Certain invoice holds are AP's responsibility. AP will continue to process these invoice holds.
- *The invoice has been rejected by a routing group.*
 - A Worklist user may reject an invoice under the following circumstances:
 - The goods or services were not received;
 - The goods or services were not satisfactory;
 - The invoice was misdirected to the wrong organization; or
 - Other (as indicated by the user in the space provided).
 - Once rejected, the invoice is removed from the user's Worklist and is routed to AP for further processing.
 - Goods or services not received / not satisfactory:
 - The invoice was misdirected to the wrong organization:
 - AP will determine the correct organization;
 - AP will edit the PTAE0 as necessary;
 - AP will release both the invoice hold and the routing hold;
 - AP will invoke a new hold on the invoice.

Once the router is run again, a new routing hold will be placed on the invoice and it will be routed to the appropriate organization for action.

- *Split Charge Instructions have been uploaded by a Department.*
 - A user may not split a distribution line without the intervention of AP. When split charging is appropriate, the user will enter split charging instructions, by clicking the Split button located next to the appropriate distribution line and entering data via the Split Distribution window. All edits to the charging instructions will be contained on the Split Distribution window.
 - AP will edit the invoice as requested and as appropriate;
 - AP will release the invoice hold(s) and the routing hold;
 - If an issue arises with the split charging instructions provided by the department, AP will release the invoice hold and the routing hold and invoke a new hold on the invoice.

Once the router is run again, a new routing hold will be placed on the invoice and it will be routed to the appropriate organization for action.

- *There is no user assigned to a department routing org.*
 - If an invoice has been routed to an org which does not have an assigned user, the invoice will be routed to AP and the invoice hold(s) will be processed via the e-mail system.
 - In this instance an error message will appear in the routing notes field as follows: “Routing Error: Hold could not be routed to 688230”

RELEASING INVOICE HOLDS

The Workflow process for routing the invoices to the appropriate routing org, places a routing hold on the invoice in addition to the invoice hold. The routing hold identifies, among other things, the owner and the routing org. The routing holds are as follows:

- *AP Workflow Hold – AP* (Routing Hold for AP)
- *AP Workflow Hold – G&C* (Routing Hold for G&C)
- *AP Workflow Hold – Dept* (Routing Hold for Departments)
- *AP Workflow Hold – Direct* (Routing Hold for AP Director)
- *AP Workflow Hold – Cont* (Routing Hold for Controller)

When viewing an invoice, at least two holds will be visible for the active invoice hold: the underlying invoice hold (i.e. “AP DIRECTOR APPROVAL”) and the routing hold which routes the invoice to the appropriate routing group for action (i.e. “AP Workflow Hold – Direct”). The relationship between the invoice hold and the routing hold is identified by the routing hold ID.

The screenshot displays the Oracle Applications interface for viewing invoice holds. The main window shows a table of invoice holds with the following data:

Hold Name	Hold Reason	Held By	Hold Date	Release Name	Release Reason	Released By	Release Date	
AP DIRECTOR AP	AP - AP Director Appr	ES323	01-JUN-2007	Yale Processing C	Invoice meets Yale	ES323	05-JUN-2007	10
AP Workflow Hold	Routing Hold for AP	ES323	05-JUN-2007	Yale Processing C	Invoice meets Yale	ES323	05-JUN-2007	10

An "Hold Information" window is open, providing details for the selected hold:

- Routing Hold ID: 1012
- Status: Approved
- Approver: Strawn, Elizabeth L.
- Approval Date: 05-JUN-2007 13:10:23
- Owning Organization: ADMPRC Accts Payable Operating 955039

The background window also shows a table of invoices with columns: Type, Supplier, Supplier Num, Site, Invoice Date, Invoice Num, Invoice Curr, Invoice Amount, Withheld Amount, and Prepaid Amount. The actual total for the batch is 110500.

An invoice can only be routed to one routing org at a time; therefore, only one routing hold can be active on an invoice at any given time. The routing hold will indicate which routing group has the active invoice holds and is currently responsible for taking action to release those holds.

Both the invoice hold and the routing hold must be released in order to clear the invoice for payment. The best practice is for AP to manually release the routing hold along with the invoice hold once the routing group has rectified the issue.

ROUTING SEQUENCE

One invoice may be placed on multiple invoice holds at one time. For example, an invoice that is over \$10,000 may require verification of receipt of goods by the department (Electronic Invoice >5K) and approval by the AP Director (AP Director Approval) before it may be paid. These two holds require action by two different routing groups – the department, to verify receipt, and the AP Director, to approve the expense over \$10,000. Under these circumstances the invoice will be routed to one routing group at a time and in a specific order. This will insure that the invoice will only appear on one organization’s Worklist at a time. Once a routing group takes the necessary action, the invoice will be routed to the next routing group in the routing sequence, as follows:

- 1) Accounts Payable
- 2) Grants and Contracts
- 3) Department
- 4) AP Director
- 5) Controller

For example, the invoice described above would first be routed to the department for verification of receipt of goods. Once the department approved the invoice, it would then be routed to the AP Director for approval.

Every invoice hold has been assigned to one of the five routing groups listed above. The routing group may be referred to as the “owner” of the invoice hold. Each invoice hold will also have a “routing organization”, which will more specifically define the owner. This is most relevant for the department holds.

If the invoice contains multiple distribution lines, which involve multiple departments, it will only be routed to one department. That department will be responsible for correcting all issues related to the department holds. The routing sequence for the department holds is as follows:

- The invoice will be routed to the organization (with a defined user) on the first distribution line with a hold account PTAE0 (project 1007242).
- If no hold account PTAE0 is listed, it will be routed to the organization (with a defined user) on the first non-reversed distribution line.

- If none of the organizations has a defined user, the invoice will be routed to AP for further processing. Therefore, an invoice will not be routed to a department if the organization does not have a defined user to take action. Making sure each organization within the department has a user assigned to it is critical to the routing process.

WORKLIST

All invoices that appear on the Worklist are on an active invoice hold, meaning action by the user is required before the hold may be released and the vendor paid. Up to 50 invoices may be listed on a single screen. Navigation buttons are provided to move through a multi-page Worklist, if necessary.

Invoice Approval Worklist

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Worklist Date	Vendor Name	Invoice Number	Invoice Amount	Invoice Date	Payment Terms	Status	Action(s) Required	Routing Org	Purchase Order (#)	Comments
19-AUG-2008	DIRECT CINEMA LTD	23456	\$856.36	19-AUG-2008	Net Cash	New	Approval	FASCHM Chem Administration 621001	None	
11-AUG-2008	CORTECH SOLUTIONS LLC	23456B	\$755.15	11-AUG-2008	Net 30	Submitted	Approval	FASCHM Chem Administration 621001	None	
11-AUG-2008	CORTECH SOLUTIONS LLC	12345B	\$915.17	11-AUG-2008	Net 30	New	Approval, PTABO	FASCHM Chem Administration 621001	None	
11-AUG-2008	YALE ALLEY CATS	45678B	\$751,499.35	11-AUG-2008	Net Cash	New	Approval, Receiving	FASCHM Chem Administration 621001	None	
11-AUG-2008	YALE ALLEY CATS	34567B	\$4,711.55	11-AUG-2008	Net Cash	New	Approval, Receiving	FASCHM Chem Administration 621001	None	
11-AUG-2008	YALE ALLEY CATS	23456B	\$311.33	11-AUG-2008	Net Cash	New	Approval	FASCHM Chem Administration 621001	None	
11-AUG-2008	YALE ALLEY CATS	12345B	\$741.77	11-AUG-2008	Net Cash	New	Approval, PTABO	FASCHM Chem Administration 621001	None	
11-AUG-2008	GENALCO INC	56789B	\$41.75	11-AUG-2008	Net 30	New	Approval	FASCHM Chem Administration 621001	None	
11-AUG-2008	GENALCO INC	34567B	\$9,711.51	11-AUG-2008	Net 30	New	Approval, Receiving	FASCHM Chem Administration 621001	None	
11-AUG-2008	GENALCO INC	23456B	\$915.71	11-AUG-2008	Net 30	New	Approval	FASCHM Chem Administration 621001	None	
11-AUG-2008	GENALCO INC	12345B	\$553.77	11-AUG-2008	Net 30	New	Approval, PTABO	FASCHM Chem Administration 621001	None	
21-MAY-2008	SYMPHONY DESIGNS	34567	\$5,722.85	21-MAY-2008	Net Cash	New	Approval, Receiving	FASCHM Chem Administration 621001	None	
21-MAY-2008	SYMPHONY DESIGNS	23456	\$97.35	21-MAY-2008	Net Cash	Submitted	Approval	FASCHM Chem Administration 621001	None	
21-MAY-2008	SYMPHONY DESIGNS	12345	\$75.00	21-MAY-2008	Net Cash	Submitted	Approval	FASCHM Chem Administration 621001	None	
21-MAY-2008	YALE ALLEY CATS	34567	\$5,833.22	21-MAY-2008	Net Cash	New	Approval, Receiving	FASCHM Chem Administration 621001	None	AP Holds 21-MAY-2008
09-MAY-2008	WHITNEY ARTS CENTER LLC	34567	\$5,600.00	09-MAY-2008	Net Cash	New	Approval, Receiving	FASCHM Chem Administration 621001	None	
09-MAY-2008	WHITNEY ARTS CENTER LLC	12345	\$375.45	09-MAY-2008	Net Cash	New	Approval, PTABO	FASCHM Chem Administration 621001	None	Test_Department_000660, NetID 12-MAY-2008

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- **Status.** Invoices on the Worklist may be in one of the following statuses.
 - *New* – Indicates that the invoice has not yet been reviewed and submitted by the submitter or approved by the approver.
 - *Submitted* – Indicates that the invoice has been reviewed and submitted by the submitter. The submitter may have edited the PTABO or verified receipt/satisfaction of goods/services.

In addition to “New” and “Submitted”, an invoice may also be in one of the following two statuses.

- *Approved* – Indicates that the invoice has been approved for payment by the approver. Once approved, it is removed from the user’s Worklist and is not available for further editing.
 - *Rejected* – Indicates that the submitter or the approver has determined that the invoice should not be paid by his or her organization. Once rejected, it is removed from the user’s Worklist and is routed to AP. It is not available to the user for further editing.
- *Action(s) Required.* The user is required to perform one or more of the following actions before the active invoice hold(s) may be released.
 - *Approval* – Approve the invoice.
 - *PTAEO* – Provide a valid PTAEO for the lines specified on the detail screen.
 - *Receiving* – Identify the person who verified that the goods or services were received and satisfactory.

DETAIL SCREEN

The detail screen provides the user with basic information about the invoice as well as the ability to enter the necessary information to release the active invoice hold(s).

Vendor: YALE ALLEY CATS Vendor Number: 130742 Vendor Site: NEW HAVEN01
Invoice Number: 45678E Amount: \$751,499.35 Invoice Date: 11-AUG-2008
Invoice Description: TRAINING DATA
Invoice Approver:
Invoice Creation: 11-AUG-2008 Worklist Date: 11-AUG-2008

Line	Type	Item Description	Amount	Original Charging
1	ITEM	TRAINING DATA	751,499.35	

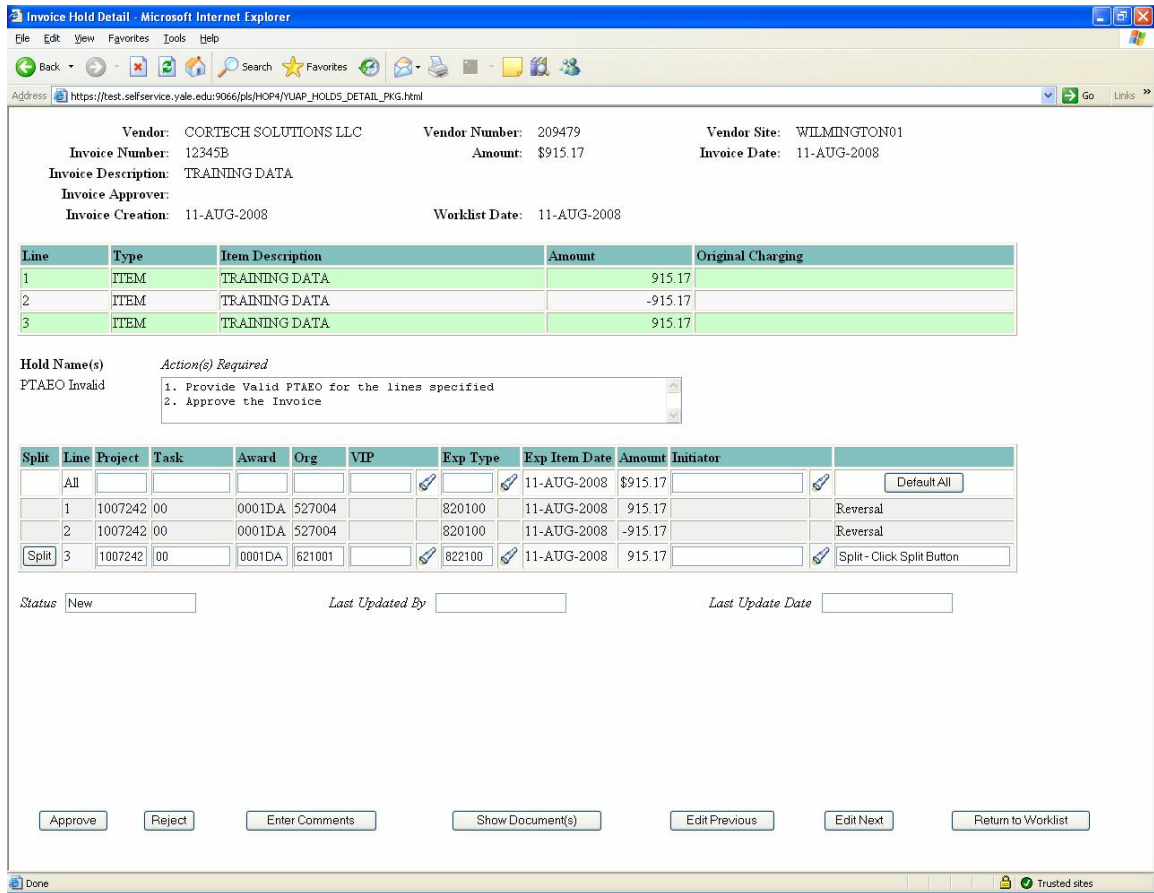
Hold Name(s) Action(s) Required
Electronic Invoice > \$5K 1. Identify person who verified goods or services were received and
AUTHORIZER NEEDED satisfactory
2. Approve the Invoice

Receipt of Goods/Services Verified by

Split	Line	Project	Task	Award	Org	VIP	Exp Type	Exp Item Date	Amount	Initiator
	All							11-AUG-2008	\$751,499.35	
Split	1	0030191	00	0001AA	621001		822100	11-AUG-2008	751,499.35	

Status: Last Updated By: Last Update Date:

- Note the box where the user will enter the individual who verified receipt of goods or services.



- Note that reversed lines are identified and grayed out. They are not available for editing by the user. Also note that Invalid PTAEO message on line 4.

Edit Charging Instructions:

Unless the line is locked (see below for conditions that lock PTAEO lines from editing), the user may edit a portion or all of the PTAEO in one or more of the following ways:

- *Default All.* The first line, identified as “All” in the line column, allows the user to enter one PTAEO in the open fields on that line. After clicking the “Default All” button, all of the unlocked distribution lines in the invoice will be populated with that PTAEO.
- *Text Boxes for PTAO Segments.* All other distribution lines appear on the detail screen as they do in Oracle. One or all of the PTAEO segments may be edited by the user.
- *VIP.* The flashlight to the right of the VIP text box allows the user to key in a VIP number and populate that line with the PTAEO translation. This action is performed when the user clicks the “Search” button in the VIP text window. The user may also enter the VIP number directly into the text box on the detail screen and the same function will be performed upon clicking the “Tab” key.
- *Split Charge.* See the “Action Buttons” section below.

In the following situations the distribution line(s) will be locked and the user will not be able to edit the PTAEO from the detail screen:

- The line has been matched to a PO.
- The line has been reversed.
- Split charging instructions have been uploaded and attached to the invoice.

An invoice may present the user with the ability to edit some of the lines, but not all of the lines, depending on the circumstances.

If a line has been locked, but the user still needs to edit a portion of the PTAEO, the user may click the Split Charge button and upload those instructions for AP. In these circumstances it is strongly recommended that the user include a detailed explanation in the “notes” portion of the template. Performing an edit to a line which has been reversed or matched to a PO is not typically done and will require a detailed explanation before AP is able to edit the PTAEO.

- *PTAEO Validation.* Once the user edits a portion or all of the PTAEO and clicks the “Submit/Approve” button, the system will validate the PTAEO. If no issue arises, the distribution line in Oracle will be updated accordingly. If the PTAEO validation fails, the user will be prompted with specific instructions indicating the line and PTAEO segment which failed. The user will not be able to submit or approve the invoice until all PTAEO issues are rectified. If split charging instructions have been uploaded, the PTAEOs on the distribution lines will not go through this validation process.

Action Buttons:

The buttons along the bottom of the detail screen are as follows:

- *Submit/Approve.*
 - This button is dynamic. If the user has the authority to approve invoices for the organization, the “Approve” button will be visible and the user will be considered an approver. If the user does not have such authority, the “Submit” button will be visible and the user will be considered a submitter.
 - Submit. Once the submitter has reviewed the invoice, has made the appropriate modifications to the PTAEO, and is ready to present the invoice to the organization’s approver, the user will click the submit button. The invoice will remain on the Worklist until it has been approved or rejected by the organization’s approver.
 - Approve. Once the approver has determined that the charging instructions are correct, the receiver has been identified correctly, and the invoice is ready for payment, the user will click the approve button. A department approver will become the approver of record for the invoice. This

information will not populate the approver field in the header until the detail screen has been refreshed.

- *Reject.* Either the submitter or the approver may reject an invoice. Once rejected, the invoice is removed from the user's Worklist and is not available for further editing. The invoice is routed to AP for further processing.

- *Split Charge.*
 - If one or more of the distribution lines should be split among multiple PTAEOs, the user may click on the Split button located next to that distribution line. The Split Distribution window is where the split charging instructions are to be provided.
 - When the approver clicks the approve button, the invoice will be routed to AP where the requested split charging will be entered manually. Any and all instructions for AP must be included in the split distribution window.
 - Once split charge instructions have been submitted, the distribution lines on the detail screen will be locked from editing. Any further changes must be entered by clicking the Split button and entering and saving the changes.