



Paying Invoices in Workday

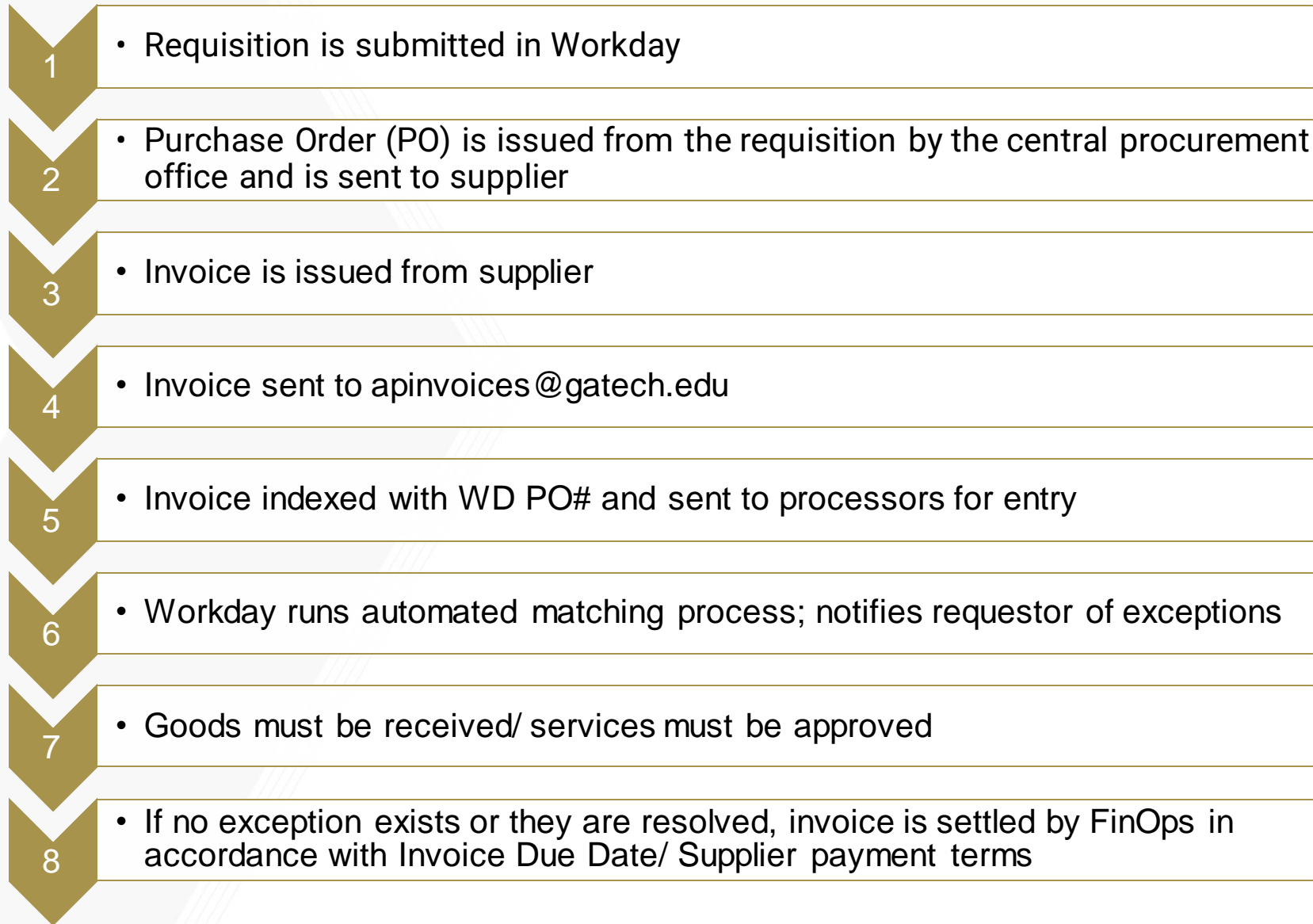
June 3, 2020

Agenda

- Overview of the Invoice Process
- Common Invoice Issues
 - WebNow
 - Receipts needed
 - Change order needed
- Remediating Match Exceptions
 - By supplier invoice & purchase order
 - Using reports
- Getting Help
- Closing and Q&A

Overview of the Invoice Process

Overview of the Invoice Process



*AP's typical turnaround time for processing invoices into Workday is 5 days from receipt of the invoice, if the invoice matches the PO completely.

If there are any issues with the PO amount, supplier, lines, etc. AP will send the invoice to the department's WebNow queue within 10 days with actions needed to process

Common Invoice Issues

Common Invoice Issues: WebNow

- Invoice can't be input into Workday
- If the invoice can't be entered into the system, the invoice routes to the department WebNow queue for assistance

No Purchase Order

- Purchase was made without completing the RQ first
- No purchase order provided

Purchase Order is Closed

- PO is closed

Purchase Order is Incorrect

- Wrong supplier
- PO is missing certain lines- does not match up
- Insufficient funds

Common Invoice Issues: Receipts Needed

- Receipts needed

Duplicate Invoices

- Supplier may have submitted with 2 different invoice #'s

Incorrect Amount

- Receipt not entered for the full amount

Wrong Line

- Receipt entered on the wrong line

Common Invoice Issues: Change Order Needed

- Change Order needed

Duplicate Invoices

- Supplier may have submitted with 2 different invoice #'s

Exceeded Tolerance

- Invoice is 5% or \$500 over expected amount

Remediation Techniques

How to Resolve WebNow Issues

- Log on to <https://www.webnow.gatech.edu/webnow>
- Access your queue located under the Workflow tab
- Double click to open the Invoice
- View the comment on the sticky note in the PDF for instructions
- Route to AP to Pay once remediated

The screenshot displays the WebNow interface. On the left, a navigation pane shows various departments, with '160 - Aerospace' selected. The main area shows a table of invoices with columns for Notes, Prioritization, Status, Drawer, Campus Reference, Invoice Number, Voucher Number, Invoice Amount, Vendor Name, Type, Pages, and Time. A sticky note window is overlaid on the invoice details, containing a text input field, an 'Add' button, a 'History' section with a scrollable list of previous notes, and a 'Print' button. The invoice details on the right include the invoice number (001 of 001), date (05/07/2020), number (SH381575), due date (08/01/2020), and period covered (05/01/20-05/31/20). The equipment location is listed as 635 STRONG ST NW, ZINN COMBUSTION LAB, ATLANTA, GA 30318. At the bottom, a footer contains customer information and various codes.

Notes	Prior...	Stat...	Drawer	Campus Ref...	Invoice Nu...	Voucher Num...	Invoice Amount	Vendor Name	Type	Pages	Time In
PO LINE MISSI...		Idle	Invoices	1600356144	60205136	20200525	15.90	LINDE	AP Docs	2	3 hours
PO CLOSED; 1...		Idle	Invoices	5089055	34818	20191227	144.00	HAMPTON INN	AP Docs	4	1 day
PO CLOSED; 1...		Idle	Invoices	5003563	SH381575	20200507	175.24	SHARP	AP Docs	1	
NO PO; 160		Idle	Invoices	5071127	149T-4QTR...	20200222	67.39	Amazon Capital...	AP elnvoice	1	
PO CLOSED; 1...		Idle	Invoices	5041832	S114386426...	20191120	12.55	US Electrical	AP Docs	1	
NO PO; 160		Idle	Invoices	160	1007	20200401	4,500.00	GSGC	AP Docs	2	

SHARP Sticky Note

Enter Text:

Add

History:

cauty8 - 5/27/2020
PO Closed- Please update sticky w/new PO# and route back to via Web Now as "AP Approved to Pay" when complete for AP to process.

Print

Close

INVOICE 001 of 001

INVOICE DATE: 05/07/2020
INVOICE NO: SH381575
DUE DATE: 08/01/2020
PERIOD COVERED: 05/01/20-05/31/20

EQUIPMENT LOCATION:
635 STRONG ST NW
ZINN COMBUSTION LAB
ATLANTA, GA 30318

BILL TO
ATTN: AC
GEORGIA
711 MAR
ATLANTA

Customer Co... Position Sharp TIN Sharp DUNS Cage Code

99999-SPD-SPD... 0001 1600330653 SHARP COPIER 13-1968872 001878012-1231 STWPT

How to Research Match Exceptions

- Start with the Supplier Invoice
- Navigate to the Process History tab
- View the latest To Do item

memo integration
Requisition Type Procurement Requisition

Invoice Lines Matching Summary Attachments **Process History**

Invoice Lines 6 items

Invoice Line	Line Match Exception	Company	Line Item Description	Supplier Item Identifier	Business Document	Spend Category	Ship-To Address	Ship-1
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Receipt

Supplier Accounts Match Event	To Do: Create Receipt	Awaiting Action		Adam [redacted] (Requisition Requester)
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Change Order

Supplier Accounts Match Event	To Do: Create Requisition for Change Order	Awaiting Action		David [redacted] (Requisition Requester)
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How to Research Match Exceptions

- Pull up the PO in a new tab, the associated PO # can be found in the Invoice Lines tab (hint, right click to select the link and open in a new tab)
- In the PO, Use the Good Line/ Service Line to dig into detail

Goods Order Line	Line	Item and Category	Supplier Item Identifier	Tax	Tax Recoverability	Tax Option	Quantity	Cost
Q	1	Item Item Description HP DesignJet Z6810 Production large format printer color ink jet Spend Category SC744100 - Information Technology Equipment Purchase - Non-Inventory (less than \$3,000)	5269202	Tax Applicability Tax Code			Ordered 2 Received 0 Invoiced 2	Unit of Measure Each Unit Cost 9,016.35 Extended Amount 18,032.70
Q	2	Item Item Description Electronic HP Care Pack Next Business Day Hardware Support with Defective M Spend Category SC744100 - Information Technology Equipment Purchase - Non-Inventory (less than \$3,000)	5162138	Tax Applicability Tax Code			Ordered 2 Received 2 Invoiced 2	Unit of Measure Each Unit Cost 3,139.81 Extended Amount 6,279.62

Match Exception-Receipt Required Example

- In this example, a receipt is needed on line 1 in order for this invoice to pay
- Issues to be aware of when researching receipts:
 - The amount received needs to equal the amount invoiced. If this is short by 1 penny, the system will not release until that penny is receipted in the system.
 - The invoice you are researching has a receipt, but there could be another invoice on the PO that still needs a receipt. This other invoice is holding up any invoices from moving from exception status. **The system does not look at each individual line, but the PO as a whole.**

Goods Lines 2 items						
Goods Order Line	Line	Item and Category	Tax	Tax Recoverability	Tax Option	Quantity
Q	1	Item Item Description WHM0530AE WanTcom RF & MW LNA Spend Category SC743101 - Delivery of Component Parts to Sponsor less than \$5,000	Tax Applicability Tax Code			Ordered 90 Received 0 Invoiced 90

Match Exception-Change Order

- In this example, you can see that line 1 needs a change order to increase the PO amount by \$330. Once the change order is complete, increase the receipt so that it matches the amount invoiced
- Issues to be aware of:
 - Check to see if a duplicate invoice has already been processed and paid. The suppliers often send duplicates with new invoice numbers. **If you identify a duplicate, please submit a Service Now ticket to request to cancel.**
 - Another invoice needing a change order on this PO could be holding up the invoice, because it also needs a change order for moving from exception status. **The system does not look at each individual line, but the PO as a whole.**

Service Lines 1 item						
Service Order Line	Line	Item and Category	Tax	Tax Recoverability	Tax Option	Amount
Q	1	Item	Tax Applicability			Ordered 1,724.00
		Description Configurable HP EliteBook x360 1030 G3 Series Notebook IDS	Tax Code			Received 1,724.00
		Spend Category SC714100 - Supplies and Materials				Invoiced 2,054.00

Researching Match Exceptions with Reports

- Find Supplier Invoice for Campus – GTCR
 - Helps with researching POs with multiple invoices keyed on the PO lines
 - Search by the PO# to view the status of all invoices associated with the PO
 - If one invoice in exception due to a receipt or change order, it will show all other invoices affected

← Find Supplier Invoice for Campus - GTCR Actions

Companies CO503 Georgia Institute of Technology Purchase Order PO-
Organization Cost Center Hierarchy: Georgia Institute of Technology - All Cost Centers

6 items

Supplier Invoice Number	Created Date	Supplier Invoice Date	Invoice Due Date	Payment Status	Cost Centers	Worktags	Invoice Status	Match Status	Match Exception	Current Aging Days	Supplier	Supplier's Invoice Number	Memo	Invoice Lines Total	Purcha:
Supplier Invoice: INV-1	03/16/2020	03/16/2020	04/15/2020	Paid	CC000303 LIBRARY - Library and Information Center	CC000303 LIBRARY - Library and Information Center Cheryl Parker - cp19 CL11600 Technology Fees DE00006535 Library - Technology Fee Enhancements FD16000 Technology Fees More (3)	Approved	Matched		48	CDWG	XGL1735	Integration	18,032.70	PO-507
Supplier Invoice: INV-1	03/19/2020	03/19/2020	04/18/2020	Unpaid	CC000303 LIBRARY - Library and Information Center	CC000303 LIBRARY - Library and Information Center Cheryl Parker - cp19 CL11600 Technology Fees DE00006535 Library - Technology Fee Enhancements FD16000 Technology Fees More (3)	In Progress	Exception	Tolerance of 5% or \$500 exceeded	45	CDWG	XHC7773	Integration	6,279.62	PO-507
Supplier Invoice Adjustment: INV-1	05/18/2020	05/18/2020	05/18/2020	Unpaid	CC000303 LIBRARY - Library and Information Center	CC000303 LIBRARY - Library and Information Center Cheryl Parker - cp19 CL11600 Technology Fees	Approved			15	CDWG			(18,032.70)	PO-507

Demos

Demo Scenarios

- Part 1: PO Change Order
 - The PO was set up for 1 quantity payment
 - 2 invoices were charged
- Part 2: Receipt Needed
 - The supplier is reaching out because they haven't received payment despite invoicing and delivering the goods



Closing and Q&A

Getting Help with Accounts Payable

Topic	Who to Contact
General AP questions	ServiceNow, services.gatech.edu
Match exception questions	Julie Beattie, Julie.beattie@business.gatech.edu
Change order questions	Cynthia Anaeto, Cynthia.anaeto@business.gatech.edu

Resources Available on ServiceNow

How to Research Match Exceptions
▲ Authored by Casey Piquette (Enterprise Resource Planning) • 2h ago • 7 Views • ★ ★ ★ ★ ★

Match exceptions can be researched by the supplier invoice, the PO, or by using one of the Workday reports. This guide details how to use each method to dig into your outstanding supplier invoices.

By the Supplier Invoice

- Locate the Supplier Invoice by searching the INW in the Workday search bar. Scroll down to the middle of the page and locate the Process History tab. This tab provides with the exact match exception reasoning and whom it's assigned. This will let you know if this needs a receipt or a change order.

Ex.: This supplier invoice process history shows that there is a match event to create a receipt assigned to Lytia.

Ex.: This supplier invoice process history shows that there is a match event to create a change order assigned to James.

By the Purchase Order

- Open a new tab of Workday and use the search bar to look up the Purchase Order number. Scroll down to locate the Quantity column in the Goods Line or Service Line.
- A Match Exception Receipt Request:
 - For the screen shot below, you can see on the PO that a receipt is needed on line 1 in order for this invoice to pay.

How to Research Match Exceptions

Match Exception Reasons and Resolutions
▲ Revised by Thomas Ware • about a month ago • 17 Views • ★ ★ ★ ★ ★

When an invoice is submitted in Workday, it goes through an automated Matching Process within the system. A two way match (invoice to purchase order) is needed for invoices from PO's under \$3,000 to pay out, and a three way match (invoice to purchase order to receipt) is needed for invoices on PO's over \$3,000 to pay out. When the system finds a mismatch, it is called a match exception. Match exception reasons, their definitions, and the needed action to fix them and get the invoice paid are described in the table below.

Match Exception Reason	Definition	Action Needed
Tolerance Exceeded	An Invoice or Invoices are in our system which are over the tolerance for their PO amount. Tolerance for PO's less than \$5,000 is 25%, for PO's more than \$5,000 it is 5% or \$500, whichever is less	The Requisition Requestor should receive a Workday Inbox notification telling them that a change order is needed to increase the PO amount to cover the invoice(s) in order for them to pay. See Change Order job aid.
Receipt Required	An Invoice is in our system which is tied to a PO with an amount over \$3,000. Note: Invoice amount does not matter in this case, only PO amount	The Requisition Requestor should receive a Workday Inbox notification telling them to create a receipt on the PO in order for the invoice to pay. See Receipt job aid.

All employees can run the report "Find Supplier Invoice for Campus - GTCB" to see all supplier invoices in match exception for their cost center. You can search by supplier, PO, cost center or enter Match Status equals to exception for more details.

Some additional research could prove helpful in getting an invoice out of Match Exception. See the table below for some things to look for or consider in this process.

Match Exceptions Reasons & Resolutions

Supplier Accounts (AP) Troubleshooting Guide
▲ Revised by Thomas Ware • about a month ago • 25 Views • ★ ★ ★ ★ ★

This guide details frequently used tasks, resolutions to common issues, and tips and tricks relating to Supplier Accounts (AP).

Prereqs to Pay Troubleshooting Webinar

The webinar details ways to troubleshoot key procure to pay issues including:

- Updating requisition locations & selecting order form connections
- PO status definitions
- Tips for receiving in Workday
- Mass Close events
- Using Find Supplier Invoice for Campus to locate invoices in match-exception
- Using reports to determine why an invoice is in match-exception
- Looking up payment status and payment method on an invoice

View Recording
Est. Run time: 30minutes

Look up a Supplier in the System

You can use the LITE tool or several available Workday reports to locate a specific supplier and its details.

- Find Suppliers Report:** Search the report name in Workday to view selected suppliers. Details include supplier name, supplier ID, status, supplier category, supplier group, customer account number, address information, parent supplier and 2019 applicability.
- Find Supplier Contracts - CR Report:** Search the report name in Workday to view selected supplier contracts. Details include supplier name, status, supplier category, contract status, start and end date, contract reference, etc.
- The Supplier Inquiry tool:** To access this tool, navigate to gitcib.edu and select the Finance tab. From here, choose Supplier, Purchase Order & Invoice Inquiry, then Supplier Inquiry. The report returns Supplier ID, payments total, address, etc. for the selected supplier. You can search the SUP# directly in Workday to bypass the search screen.

Supplier Accounts Troubleshooting Guide

Creating a Receipt in Workday
▲ Revised by David Mack (Enterprise Resource Planning) • 6h ago • 25 Views • ★ ★ ★ ★ ★

Background: Once goods or services are received on a Purchase Order over \$3,000, the initiator should generate a receipt in order to ensure their supplier is paid promptly.

- For PO's created in Workday, the receipt process is conducted in Workday and can be initiated from the related action button off of the Purchase Order.
- For converted PO's brought over to Workday from the legacy system, the receipt process can be completed following the instructions in the Legacy PO Receipt Form.

Considerations: If a supplier submits an invoice to Georgia Tech for a purchase order over \$3,000 and no receipt has yet been created for the items or services, the Requisition Requestor will receive a To Do notification in their Workday Inbox to create the necessary receipt.

The Inbox Item will include a Create Receipt button; users should click this and will be taken to a screen where they can provide the PO # for their purchase and can easily identify the quantity or amount they have received. The Inbox Item ALSO includes a Submit button to indicate that the To Do has been completed.

It is imperative that the user actually **CREATE THE RECEIPT** as described above, **BEFORE** hitting the Submit button on the To Do step. If an end user submits the receipt to do step without actually fulfilling the receiving requirements, the supplier will remain in Exception status even if it says Approved, and the supplier will NOT get paid.

Creating a Receipt in Workday

Solve Invoice Issues in WebNow Queues
▲ Authored by Casey Piquette (Enterprise Resource Planning) • just now • 1 View • ★ ★ ★ ★ ★

WebNow is the platform used to stage invoices received via apinvoices@gatech.edu before they are imported into Workday. It is important to monitor WebNow queues to ensure there are no issues with incoming invoices. If an invoice appears in your WebNow department queue, there is an issue preventing it from continuing on to the next step and loading into Workday for payment. Common issues include:

- No Purchase Order number located on the invoice.
- Purchase Order number is closed.
- Issue with Purchase Order number - wrong supplier, PO missing line items, insufficient funds, etc.

Resolving WebNow Issues:

- Log on to Web Now - <https://www.webnow.gatech.edu/webnow/>

- Access your Web Now queue located under the **Workflow** tab to review invoices requiring for further action.

WebNow Invoices in Dept. Queues

Q&A