

## Paying Invoices in Workday Webinar

### Q&A Log

EVENT DATE: WEDNESDAY, 03 JUNE, 2020 - 10:30 AM to 12:00 PM

1. We have quite a few punch out POs that have not paid because there is no invoice - how can these be resolved?
  - a. Is there a specific supplier this is happening with? You can also send a servicenow ticket with a list of punchout PO's that don't have invoices. Our systems team has been working to resolve issues with punchout supplier invoices.
2. I want to confirm that if the invoice amount is lower than the expected amount, no PO change is required. Thank you
  - a. If the invoice amount is lower then the PO amount then no PO change is needed.
3. Will you please email slides?
  - a. Yes, the slides and recording will be posted to the Transformation website
4. How is the requisitioner notified that there is an issue?
  - a. They should receive a To Do step in their Workday inbox saying that a receipt or change order is needed
5. What do we do for invoices that had a PO but the PO was closed during a Mass PO Close? Do they need to be done by bill only at that point?
  - a. Yes, if there was still money remaining when it was closed, please enter a bill only and reference the original PO#. It also helps if you state that you are only putting in a bill only because your PO was closed in a mass close event.
6. If there are duplicate invoices...why does the system accept the duplicate invoice? It certainly would cut down on duplicate work.
  - a. The system will prevent duplicates where the Supplier's Invoice Number is the same from being processed; however, sometimes those numbers are mis-keyed, or the supplier may submit the same invoice with a different number and then there is no way for the system to tell.
  - b. The duplicates invoices are created when the vendor sends 2 invoices with 2 different invoice numbers or if the department sends an invoice and the vendor sends the same invoice but they are 2 different PO#'s. In both of these cases, the system will not catch these ahead of time because the system is only catching for exact invoice# to the same vendor to the same PO#.
7. Any plans to do any overall Tech Guide for workday?
  - a. Since people use Workday for different reasons and with different security roles, the strategy has been to focus on job aids and articles in ServiceNow. There are some troubleshooting guides that I can talk about at the end that may help!
8. So many of my invoices are not paid even after 60 days. What is the reason for this? When I open a ticket, I am given an answer, but it is closed immediately.
  - a. Please use the "Find Supplier Invoice for Campus - GTCR" report in Workday and look for your invoices. Check the status. If they are in match exception, then the invoices will need either a receipt or change order before they can pay. If they are not in Workday,

then check your department's WebNow queue. Sometimes there are issues which prevent AP from bringing the invoice into Workday, such as a missing or closed PO.

9. Is there some kind of notification system that could be sent to let us know when payment has been issued? We've had multiple invoices that were sent into AP with the PO attached but were never paid or for some reason they say it wasn't received?
  - a. We have heard this request before and it is something we are actively working on. Hopefully we will have that available soon. Thanks for the feedback!
10. Please explain how e-invoices evolve. Are they entered/keyed by staffers or do they actually come from the vendor? I've noticed that Line item numbers in the WorkDay PO do not always line up with the line item numbers on the e-invoice.
  - a. They actually come in through an integration from Jaggaer. Do you have a particular invoice I could look at to see what you are referring to?
11. Can you explain how to short pay an invoice if not all work is completed?
  - a. We typically do not short pay invoices but require a revised invoice that matches the work that has been completed.
12. How are you handling invoices that you are requiring change request when the deadline has already passed for FY20?
  - a. This one is handled the same as prior years. You are still able to enter a change order even though the deadline has passed. The change order team will do their best to get it completed but we are not able to guarantee completion if it is after the deadline.
13. Where can I see an aggregate total of what has been paid to date against a PO rather than having to add up every individual paid invoice to find that total? I do not believe the "Balances" tab shows that. On PO-5014505, \$31,630.23 is Received but \$36,505.23 has been liquidated.on the "Balances" tab
  - a. You can use the find supplier invoices report. There is a field to enter a PO#. You will be able to also select invoice status: approved. After the results display, you can export the results to excel to get the total. The liquidated amount should be the same as the invoice total.
14. How does AP determine to which line items that an invoice should be applied? I have had multiple invoices that have been applied incorrectly in Workday. Then we put in the receipt correctly and the invoice is in exception, causing more work to put in a Service Now ticket.
  - a. We will try to work off of the document that the Supplier has submitted; unfortunately, they do not always have lines identified the same way we do on our PO, so we have to go based off descriptions and dollar amounts, so there is a chance that mistakes can be made.
15. We have been contacted by AP and told to do change orders. After researching a change order is not needed, due to either duplicate invoice or another reason. Can AP indicate the action necessary and not just say a change order is needed?
  - a. Since each exception is different depending on the PO's specific situation, it is nearly impossible for AP to determine this ahead of time. The list of issues is sent in the hopes that users will determine whether a change order is truly needed or if there are errors. If you do find errors, such as duplicate invoices, please contact Julie Beatty so invoices can be cancelled accordingly.

16. Is there a way to get Bill Only Requisitions that have an invoice attached paid automatically like the SIRs?
  - a. Not at this time.
17. What is the rule for having to process a change order? If the invoice is over by 5% of the PO amount? ...up to \$500?
  - a. It's 5% OR \$500, so if the overage is less than 5% above the PO, but it's more than \$500 it will still trigger.
  - b. Keep in mind that this exception is not line specific, but rather document specific. If the total invoiced for the PO is higher than that threshold, the exception will trigger, regardless of the values on the specific line in question.
18. If you order something that is sent in several shipments, do you need to create a receipt when each item is received?
  - a. Yes, you should create a receipt as you receive the items
19. I had entered a quote for \$145.00. It appears that the invoice was only billed for 135.00, how can we close the PO?
  - a. You can submit a change order to close the PO or a service now ticket asking for the PO to be closed.
20. What is happening with the time-lag on paying invoices? Vendors are not being paid 60+ days out.
  - a. Please check the Supplier Invoice Campus report to look at your invoices. If they are not paying, it is likely they are in match exception and awaiting either a receipt or change order.
21. Will we ever be able to submit or process invoices for payment directly in Workday or will we always need to email invoices to AP?
  - a. There is Workday functionality hopefully coming in 2021 where we will be able to have invoices submitted directly into workday. There will have to be a lot of testing and training done whenever that becomes available for us to actually use it, but something to be on the lookout for!
22. Where would I submit a question regarding WebNow?
  - a. In ServiceNow, the team that handles WebNow is also in ServiceNow
23. Is Webnow the same as ImageNow?
  - a. Yes. ImageNow has a more limited number of users since it is used mainly by AP, while WebNow has more broad access. But ultimately they are the same system.
24. Can we get more information about when a Mass PO close is coming. There's many PO's that are closed without proper processing or lead time.
  - a. There is information in the closeout memo about the mass close events that are happening at the end of the year. Outside of that mass close events have happened in the past with certain criteria that has evolved over time. We will be publishing information in the weekly email for mass close events happening outside of the year end process.
25. Does the PO have to be printed on the invoice?
  - a. Yes. The PO# has to be on the invoice for AP to process. It is typically printed on the invoice from the vendor but if the invoice is coming from the department, you can write it on the invoice.

26. If I am copied on an invoice (that is incorrect and needs to be deleted) how should I go about letting GT AP to delete that incorrect invoice?
  - a. You can use the comment field on the invoice
27. A student put in a PO via punchout, but the invoices don't match the PO lines and is in match-exception. I tried to put in a change request, but Stephen Smith said you can't decrease punch-out lines. If I cancel/enter a new PO, it won't match the PO for the invoice already received. What do I do?
  - a. We are unable to change order a punchout PO. What punchout supplier was this? Punchout suppliers should be sending invoices that match the PO so if it doesn't we need to look into it.
28. I rarely have to receipt an invoice. I understand that subawards do not require, but what about the other invoices I send to apinvoices from contractors that generally exceed \$25K?
  - a. If they are for Services rather than Goods, only an approval will be needed, not a receipt.
29. If you have something that is significantly backordered, by say two months or something like that, you couldn't close out the PO until the backordered item was received?
  - a. You should not close the PO until you are done submitting invoices against it.
30. When creating a receipt, is there a way to select all and then uncheck an item that hasn't been received? For example, I had an order with 52 line items wherein all but one item was received in the first shipment. I had to click the checkbox 51 times for the first shipment.
  - a. Yes. When creating a receipt, there is a checkbox called "Fully Receive". That checkbox will populate all the remaining receipt for the PO. You can then edit the total amounts per line before submitting the receipt.
31. We were just notified that Staples will be cancelling our order but it is a punchout PO. Is there a way to close that out?
  - a. Yes, you can submit a change order to close it or a service now ticket to have it closed.
32. Are receipts required for Punch-out PO's?
  - a. Receipts are required for purchases over \$3k.
33. Since we are working remotely from home, is it okay just to scan the invoices to ap with the PO on the subject line if we don't have access to write PO on the invoice?
  - a. Yes, it is okay to include the PO# on the subject line and scan the invoice to [apinvoices@gatech.edu](mailto:apinvoices@gatech.edu).
34. Our department has an employee that has been terminated but there are still several invoices, past the 30/60 days that have yet to be paid, how should we handle that?
  - a. If these need receipts, there are others in the department who can receive the items. Someone else in the department can also submit the invoices to AP if the vendor has not done that.
35. Are ServiceNow and WebNow are the same thing?
  - a. No, ServiceNow is to submit questions and requests for help, WebNow is where you view invoices that have PO missing or issues that AP needs departmental assistance to correct.
36. Why are invoices showing up in the WebNow queue that are old? Our department's queue was empty for months and then all of a sudden, invoices are now added and the date that AP is showing they put in the queue is inaccurate.

- a. When AP gets the invoices we make every attempt to resolve and process. If we are unable to do this ourselves we then send to the department's WebNow queue.
  - b. We would have to look to see what happened with these invoices and why they are so old.
37. If a PO has multiple Goods lines and the vendor submits the invoice for partial lines, the invoice gets paid, then the PO is closed. Why is that? Can the PO be left open until the final invoice comes in?
- a. The PO should only close if the quantity has been met. So if there is a goods line with qty of 2 and we are invoiced for qty of 2 the system will understand that the qty has been met.
38. Why doesn't AP require Vendors to put PO#s on the invoice in order to pay them, make it mandatory. Most invoices in Webnow requires a PO#.
- a. It is required before it can be entered into Workday. That's how something ends up in WebNow is if AP received one that either does not have a PO or it seems to be the wrong PO, we need the department to provide the correct one since they have the knowledge of what they have actually ordered.
39. I have a supplier that is not listed in workday and is having a hard time competing the process to get in the system. They are not new to Ga Tech but info didn't transfer over to WD. Any suggestions on how get them paid immediately.
- a. Please contact Tammy Green regarding this. If they are not a new supplier, we would have to research why they are not listed in Workday.
40. Is there a way to search for an invoice number on the document the Vendor submits? The system allows to search on the system INV-XXXXXX number, but how can we find the transactions by the Vendor Invoice Number?
- a. If you utilize the Find Supplier Invoices For Campus report, there is a field for Supplier's Invoice Number which would be the number that they send us on the invoice document.
41. When a PO is in the ISSUED status does that mean that the PO is not paid?
- a. Issued status means that the PO was created and sent to the supplier. You cannot determine payment status from the PO status.
42. Please inform how to reassign requisitions when the RQ Initiator is terminated and the receipts are required for requisitions under this Initiator's name. Thanks.
- a. We are still working with Workday on how to handle terminated employees. There are other people who can create a receipt, it does not have to be the initiator. If you have trouble with this, you can put in a service now ticket and procurement will help.
43. How do we reconcile orders made through the punch out system? Those invoices are automatic so shouldn't the receipt automatically submitted, or do we still have to do that?
- a. Receipts are required for purchases over \$3k.
44. If the PO is closed with an balance, what is the process to pay an invoice that was missed?
- a. You can submit a bill only to pay an invoice if the original was PO was closed with a balance. It is best practice to put the original PO# and reference that the PO was closed with a balance.
45. Can we receive notices going forward if an RQ has been closed, that it has been closed and why?

- a. Requisitions are regularly closed to help resolve some commitment liquidation issues. Requisitions being closed do not impact any PO's that are related to the req. Procurement is regularly closing draft or in progress requisitions older than 90 days that have not made it to procurement in order to make sure people's budgets are not negatively impacted by having outstanding requisitions.
- 46. If a lab receipts something on a PO that they created and they never in fact received the product because someone else in the lab cancelled the PO with the vendor can they delete a receipt and then cancel the PO?
  - a. If the PO is paid, there will need to be a credit received. If it is not, there is no need to cancel the receipt you can just close the PO.
- 47. Who in the department should be running this report you mentioned for match exceptions?
  - a. Anyone can run the report to keep track of their invoices, not just for match exceptions. It is different for each department, but a good rule of thumb is to check the report every now and then if you have created a requisition which has not already been fully invoiced/closed.
- 48. If AP is not issuing payment for a particular reason, it's not being relayed to the submitter what that reason was so we aren't able to address it in a timely manner or before the vendor sends us a past due notice.
  - a. While we try our best to reach out to requesters and/or cost center managers about issues we see, it is simply impossible for AP to contact everyone and research everything given the volume of invoices. We hope that we can work through these together, whereby campus uses the available reports to track their invoices, and AP helps solution to ensure invoices are paid out.
- 49. When invoices arrive to AP from a supplier without a PO number, can they not be sent back to the supplier, noting that a valid PO number is required?
  - a. This is something we are now putting in place due to the high volume of invoices we are receiving without a PO. AP does attempt to reach out the dept. first to obtain a PO. Sending the invoice back to the supplier will be as a last result.