



# Buyer/Requestor Training

OnBase Training



# Agenda

- How Invoices are Received
- How to view Your Queue(s)
- Understanding the Queues in OnBase
- Routing Reasons
- Understanding Action Required
- Questions

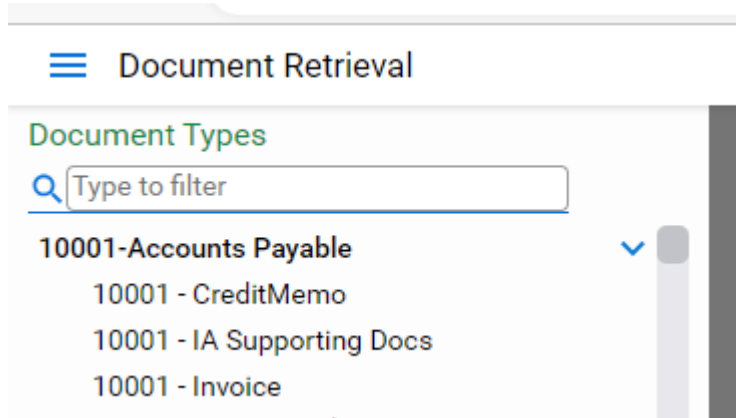



# How are invoices Received by Accounts Payable

- Email from Vendor or Requestor
  - These invoices are vetted and then uploaded to AP Initial Review Queue
- VP Connect
  - These invoices get imported to AP Initial Review Queue once vendor submits them
- AP Request Forms in OnBase
  - These invoices go directly to the AP Initial Review Queue once submitted.



# How to View Your Queue in OnBase



Click the  then the screen on the left will open

## Document

- Document Retrieval
- Custom Queries
- New Form
- Import Document
- Batch Indexing

## Workflow

- Open Workflow

Then click OPEN WORKFLOW

## WorkView

- Open WorkView

## StatusView

- Open StatusView

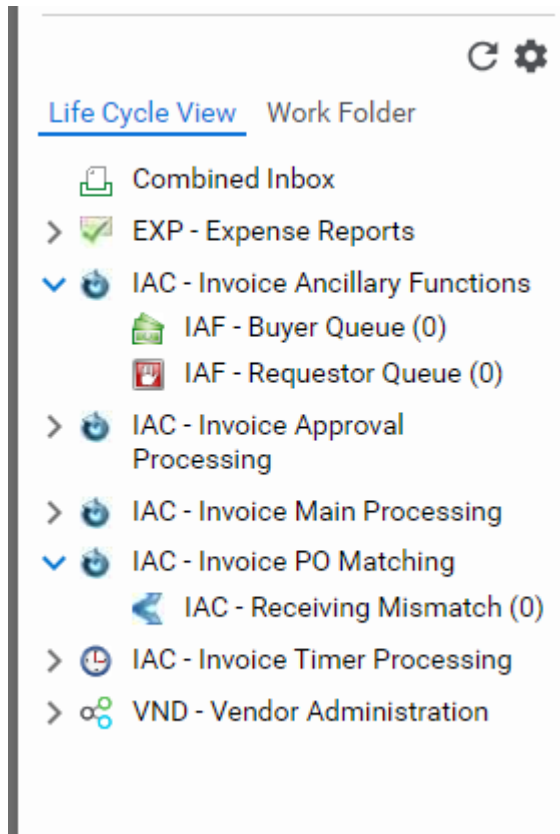
## Folders

- Open Folders

## User



# How to View Your Queue in OnBase cont.



## Buyers

Click the > in front of IAC-Invoice Ancillary Functions  
your items can be found under IAF-Buyer Queue

## Requestor

Click the > in front of IAC-Invoice Ancillary Functions  
your items can be found under IAF-Requestor Queue

## Also

Click the > in front of IAC-Invoice PO Matching  
your items can be found under IAC-Receiving Mismatch



# Workflow Queues Defined

## AP Action Queues:

- IAP-AP Initial Review Queue—Invoice is with the AP team for indexing. It has not been released to the workflow queue.
- IAP-Items in Process—Invoices have been routed to a Requestor/Buyer and have been returned to AP to complete the process and send to Final Review.
- IAP-Rejected Queue—Invoices are rejected and will be removed from OnBase Workflow due to duplicate, invalid invoices or payment has been made on P-Card. PO Invoice can only be rejected by a Buyer –**REJECTED INVOICE WILL NOT BE PAID**
- IAP-AP Final Review Queue—Invoices completed the OnBase workflow process and are waiting on AP Management Action.
- ITP-Costpoint Direct Import Queue---Invoice is completed and waiting imported to Costpoint
- ITP-Import Process Exceptions Queue—Invoices failed to upload due to an issue during the process and will need to be resolved before uploading into Costpoint can take place.



Invoices are in Costpoint (Unpaid)

- ITP-Successful Release: Holding Queue:— Where the invoice will go once imported successfully into Costpoint. This Queue has a timer that runs weekly. This timer will pull anything that is due on the day, or before, of the check run into the Post Release to ERP Queue.
- ITP-Post Release to ERP Queue— Where a voucher will be sent after the timer in the Holding Queue has identified it as due on or before the day of the check run. System will do a look up in Costpoint to identify the check number and check date to populate the keywords on a PAID voucher. Once voucher is identified as PAID the voucher is removed from workflow and will no longer report back a Workflow Queue when doing an inquiry.



## Operation Action Queues: Manually Routed Queues

- IAC-Approval Q—Invoices in this queue are waiting on the approver to approve the invoice or route to the correct approver. Once all actions are completed and the approve icon is selected the invoice will move to IAP-Final Review Queue.
- IAF-Buyer Queue—Invoices in this Queue are waiting on the buyer to take action. Actions could include PO change orders or determining the appropriate PO line(s) to apply the invoice. Once the buyer completes the action, the completion should be documented on an OnBase note and “Return to AP” icon should be selected. The invoice will move to the IAP-Items in Process Queue.
- IAF Requestor Queue—Invoices in this Queue are waiting on the requestor to take action. The completed action should be documented on an OnBase note and the “Return to AP” icon should be selected. The invoice will move to the IAP-Items In Process Queue.





## Operation Action Queues: Auto Routed Queue (System Routed)

- IAC- Receiving Mismatch— Invoices in this queue have failed the three-way match requirement (match between Receipt Amt , Accept Amt and Invoice Amt) the system does not match POR only Qty Amt and are system routed to the requisitioner on the PO for receiving and accepting actions. Requestor need to receive and accept in Costpoint (or their workorder system). Once receive and accept actions are completed and the three-way match validation occurs the invoice moves to the IAP-Final Review Queue.

The three-way match validation will trigger in one of two ways. The requestor can select the Recheck Matching Icon in OnBase to validate on demand or the system will run validations daily to sync the current actions in both systems.

If the three-way match validation fails the requestor needs to determine if the invoice, the Costpoint PO and the receipt and accept actions were completed correctly. If completed correctly and invoice still fails a PO Reconciliation will need to be completed.

If the requestor on the PO is not responsible for receiving and accepting, the requestor should select "Reassign Receiver" in OnBase and select the appropriate user for receive and accept actions.



# AP Routing Reasons

## Routed to Buyers Queue

- From AP/Buyer/Requestor—note should display with explanation
  - Price/Qty/Other Charges mismatch with PO verse invoice/credit memo
  - Item being invoiced not on the PO
  - Need assistance identifying PO Release Number
  - Need assistance identifying PO Line selection
  - Tax Issue—tax not on the PO or tax on PO incorrect
  - Freight issues –either not on the PO or no enough funding
  - PO/Release number invalid
  - Closed POs
  - Not enough funding on PO to process invoice
  - If Requestor unknown



# AP Routing Reasons

## Route to Requestor Queue

- From AP/Buyer/Requestor Routed—note should display with explanation
  - PO Type Invoices
    - Need assistance with PO Line selection
    - Received but not Accepted
    - Change made to PO after Receive and Accepted completed-R&A needs to be refreshed
    - Need GLC/PLC/HRs information to process correctly
    - Receive & Accepted completed but PO Line out of balance—Reconciliation needed
  - Non-PO Type Invoices—note should display with explanation
    - Form filled out incorrectly
    - Invalid coding provided
    - Pre-Paid checked with no Proof of Payment attached
    - No or invalid Supporting Documentation attached



# AP Routing Reasons

- Route to Receiving Mismatch—System Routed Queue
  - The invoice has not been Received and Accepted in Costpoint
  - Receive has been completed but Accept has not
  - Receive and Accept for invoice has been completed but another invoice has been processed in the meantime using those receipts—A Reconciliation will need to be completed.



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QUESTIONS?