



## **Vendor Invoices User Guide**

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# Vendor Invoices

The **Vendor Invoices** tab is where the ISS Facility Services administrator-user has visibility and manages, vendor invoices. These invoices are received electronically and matched to the original purchase order automatically.

## Vendor Invoice Exceptions

Upon receipt of the electronic invoice from Bunzl, the system will automatically do the invoice matching against the purchase order. Invoices that do not match the original purchase order are called “exceptions”. The system will hold these “exceptions” in a Review status for an administrator to process. Invoices go into an “exception” state for a number of reasons; price discrepancies, quantity discrepancies, additional line items, etc.

1. Go to URL: <http://store.connexion-online.com>. Add this to your browser Favorites.
2. Login using your administrator-type username and password. **NOTE:** Usernames and passwords are case sensitive.
3. Select **Vendor Invoices** from the menu bar.
4. Select the **Search Exceptions Only** button. The system will present a list of invoices that did not match the original purchase order.
5. Select the **Invoice #** link from the list.

Purchase Order Date: (mm/dd/yyyy) Begin Date Range End Date Range

Web Order # / Confirmation #: Outbound PO #: Vendor Invoice Exception Only: ☐

Vendor Invoice Num: Vendor Invoice Date: (mm/dd/yyyy) Begin Date Range End Date Range

Vendor Invoice Date Received: (mm/dd/yyyy) Begin Date Range End Date Range

Site Data: Target Facility Rank:

Purchase Order Status: -Select-

Customer PO Number:

Return Number:

Search Search Exceptions Only

Search results count: 2 [Print All Invoices](#)

Dist Name	Acct Name	PO #	PO Date	Invoice #	Invoice Date/ Recvd Date	Site Name	City	State	Zip Code	Status
Demo JanSan Distributor	Demo espendwise	#58522-00	08/15/2006	<a href="#">58522-001</a>	08/17/2006 / 10/02/2006	BigCo Industrial Complex	Marlborough	MA	01752	REVIEW
Demo JanSan Distributor	Demo espendwise	#58655-00	09/29/2006	<a href="#">58655-001</a>	10/02/2006 / 10/02/2006	BigCo Industrial Complex	Marlborough	MA	01752	REVIEW

6. The “Exception” reason can be found in the **Notes** section.

**Invoice Information**

Invoice Date: 07/08/2001 \* Invoice #: 58394-00RI \* Look Up PO Re-Assign PO Number

Total: \* Shipping Address: 500 Main Street Invoice Status Code: PENDING\_REVIEW

Freight: 0 Add Note

Requested Freight: \$0.00 City: Dallas

Misc Charges: 0 State: TX

Requested Misc Charges: \$0.00 ZIP Code: 75201

Tax: 0

Calculated Tax: \$0.00

Requested Tax: \$0.00

Actual Sub-Total: \$4.80

Received Total: \$4.80

**Notes** 08/18/2006

Distributor price model is set to: EXCEPTION and the cost on the invoice does not match the pre-determined cost for item: 41076 (requested,pre-determined) (1.2,1.18)

- The system will display the **Invoice Header Information** containing date, number, totals and original PO/Order information.

Submit Updates Back

**Invoice Information**

Invoice Date: \* Invoice #: \*

Total: \*

Freight:

Requested Freight: \$0.00 Shipping Address: Invoice Status Code:

Misc Charges: Note:

Requested Misc Charges: \$0.00 City:

Tax: State:

Calculated Tax: \$0.00 ZIP Code:

Requested Tax: \$0.00

Actual Sub-Total: \$0.00

Received Total: \$0.00

PO Number: Look Up PO Re-Assign PO Number

**PO Header Information**

Outbound PO#: #550981-00 Status: SENT\_TO\_DISTRIBUTOR

PO Date: 04/16/2008 Vendor Name: CTL Company

Freight Info: Vendor Order Minimum: Subtotal: \$88.77

Total: \$88.77

**Order Header Information**

Web Order#: 550981 Account Name: Marsden

Entered PO#: N/A Site Name: 3452-89 Mid Wis Bank Medford C

ERP Order#: 0 Shipping Address:

Entered Requisition#:

Date Ordered: 04/15/2008 City:

Order Status: ERP Released State:

ZIP Code:

- In addition, the system will present the original purchase order line item data.

Original PO Items									
Line	Desc	Dist Sku	Dist Cost	Dist Qty	Ord Cost	Ord Qty	Prev Inv Qty	Recvd Qty	Taxable
1	Scott Surpass 2 Ply White Facial Tissue	KCI-21340	\$17.71	2	\$17.71	2	0	0	N
2	SCOTT® JRT® Jr Jumbo Roll Tissue	KCI-07805	\$27.10	1	\$27.10	1	0	0	N
3	38 in x 58 in Black Can Liner	CBC-CRTGG-58X	\$26.25	1	\$26.25	1	0	0	N

9. Enter the **Invoice Total**. This is a **mandatory field** that must be filled in.

### Invoice Information

Invoice Date:  \*      Invoice #:  \*

Total:  \*

Freight:

Requested Freight: \$0.00      Shipping Address:

Misc Charges:

Requested Misc Charges: \$0.00      Invoice Status Code:

Tax:       Note:

Calculated Tax: \$0.00      City:

Requested Tax: \$0.00      State:

Actual Sub-Total: \$0.00      ZIP Code:

Received Total: \$0.00

10. Scroll to the bottom of the screen and match any open items.

Line # match to sku	Dist Sku	Sys Sku	Itm Desc	UOM	Pack	Status	ERP Acct	Ord Qty	Inv Qty	Ord Cost	Inv Cost	Net	Calc Tax
Line# 1	101.747	124045	Applicator Sharps Kit	EA	1	SENT	Materials	10		3.57 GBP		0.00 GBP	0.00 GBP
Line# 2	101.700	124052	Body Fluid Kit Single	EA	1	SENT	Materials	20		5.79 GBP		0.00 GBP	0.00 GBP
Line# 3	067.230	124106	7133 Wypall L10 C/feed White	CS	6	SENT	Materials	1		9.78 GBP		0.00 GBP	0.00 GBP
Line# 4	065.258	154229	8042 KC Narrow Bulk Pack Toilet Tissue	CS	36	SENT	Materials	5		8.95 GBP		0.00 GBP	0.00 GBP
Line# 5	001.094S	166259	Vileda Cloth Red	PK	100	SENT	Materials	20		4.61 GBP		0.00 GBP	0.00 GBP
Line# 6	001.095S	166260	Vileda Cloth Blue	PK	100	SENT	Materials	20		4.61 GBP		0.00 GBP	0.00 GBP
Line# 7	001.096S	166261	Vileda GP Light Cloth Green 23x13" (PK100)(Each) 113382	EA	100	SENT	Materials	20	13	4.61 GBP	4.61	59.93 GBP	0.00 GBP
Line# 8	001.197S	166262	Vileda Cloth Yellow	PK	100	SENT	Materials	20		4.61 GBP		0.00 GBP	0.00 GBP
Line# 9	061.274	166264	Purell Retaining Clips	PK	24	SENT	Materials	1		31.22 GBP		0.00 GBP	0.00 GBP
Line# 10	061.275	166265	Purell Personal Bottles	PK	24	SENT	Materials	1		26.07 GBP		0.00 GBP	0.00 GBP
Line# 11	083.094C	166283	Performer Latex Glove PF	PK	100	SENT	Materials	7		2.58 GBP		0.00 GBP	0.00 GBP
Line# 12	070.682	174615	Clear Sack (Tube) 18x28x38" (Case 500)	EA	500	SENT	Materials	5	3	16.04 GBP	16.04	48.12 GBP	0.00 GBP
Line# 13	<div><div></div><div></div></div>	001097S 0	Vileda GP Light Cloth Yellow 23x13" (PK100)(Each) 113383	EA					5		4.61 GBP	23.05 GBP	0.00 GBP
Actual Sub Total: 131.10 GBP													

Submit Updates

Back

Print

Reject Invoice

Manually Resolved

Add New Line

Recalculate

11. Select **Submit Updates** button.

12. The system will present a pop up box “You are about to release this invoice, click ok to proceed”. Select **OK** button.

Order Status: ERP Released State: ZIP Code

Original PO Items

Line	Desc	Prev Inv Qty	Recvd Qty	Taxable
1	Scott Surpass 2 Ply White F	0	0	N
2	SCOTT® JRT® Jr Jumbo Ro	0	0	N
3	38 in x 58 in Black Can Li	0	0	N

Line # match to sku	Dist Sku	Sys Sku	Itm Desc	UOM	Pack	Status	ERP Acct	Ord Qty	Inv Qty	Ord Cost	Inv Cost	Net	Calc Tax
Line# 1	KCI-21340	103228	2 Ply White Facial Tissue	CS	30	SENT	Janitorial	2	2	\$17.71	17.71	\$0.00	\$0.00
Line# 2	KCI-07805	72879	SCOTT® JRT® Jr Jumbo I	CS	12	SENT	Janitorial	1	1	\$27.10	27.10	\$0.00	\$0.00
Line# 3	CBC-CRTGG-5	78709	38 in x 58 in Black Can Li	CS	100	SENT	Janitorial	1	1	\$26.25	26.25	\$0.00	\$0.00

Actual Sub Total: \$0.00

Submit Updates Back Add New Line

13. You have now matched the purchase order in the system to the invoice received.

Recalculate

Submit Updates Back Print Reject Invoice Manually Resolved

Invoice Information

Invoice Date: 04/20/2008 \* Invoice #: 100101-00 \* Invoice approved by CustAdmin 04/20/2008

Total: 123.21 \* Freight: 30 Requested Freight: \$0.00 Shipping Address: 132 West State St

Misc Charges: 0 Requested Misc Charges: \$0.00 City: Medford

Tax: 4.44 State: WI

Calculated Tax: \$0.00 ZIP Code: 54451

Requested Tax: \$0.00 Invoice Status Code: DIST\_SHIPPED

Actual Sub-Total: \$88.77 Add Note

Received Total: \$124.19 Order NOT Received

## Additional Functions

- **Next** – Moves to the next invoice from the original query list on the search page.
- **Previous** – Moves to the prior invoice from the original query list on the search page.
- **Recalculate** – Presents changes made BEFORE Submit Updates is selected. **NOTE:** Changes are not committed until Submit Updates is selected.
- **Reject Invoice** – This invoice will NOT be sent to your ERP system but WILL appear on the vendor short pay report.
- **Manually Resolved** – The invoice will NOT be sent to your ERP system. This means that the invoice was entered directly into your ERP system rather than the web portal and that it will NOT appear on the vendor short pay report.

- **Add Note** – A field for administrators to add specific notes for an invoice.

**Master Items**   **Catalogs**   **Item Manager**   **Vendor Invoices**   **Accounts**   **Sites**   **Users**  
**POs**   **Cost Centers**   **Distributor**   **Manufacturer**   **My Password**   **Help**

Submit Updates   Back   Print   Recalculate   Reject Invoice   Manually Resolved   Next

**Invoice Information**

Invoice Date: 07/08/2006 \*   Invoice #: 58394-00RI \*

Look Up PO   Re-Assign PO Number

Shipping Address: 500 Main Street   Invoice Status Code: PENDING\_REVIEW

Add Note

Total:   \*   Requested Freight: \$0.00   City: Dallas   State: TX   ZIP Code: 75201

Misc Charges: 0   Requested Misc Charges: \$0.00   Tax: 0

Calculated Tax: \$0.00   Requested Tax: \$0.00   Actual Sub-Total: \$4.80   Received Total: \$4.80

**Notes**

08/18/2006   Distributor price model is set to: EXCEPTION and the cost on the invoice does not match the pre-determined cost for item: 41076 (requested,pre-determined) (1,2,1,18)

- **Print** – Generates an Adobe PDF of the invoice.

Save a Copy   Print   Email   Search   Review & Comment   Sign

121%

**Remit To:**   **PAGE:** 1

**INVOICE:** 57721-A

**ENTERED PO:**

**SYSTEM PO:** #57721-00

**INVOICE DATE:** Feb 8, 0006

**REMIT TO:** Demo JanSan Distributor   **SHIP TO:** BigCo Industrial Complex  
 1 Maple Way  
 Marlborough MA 01752

Currency: USD, Conf # 57721

LINE	ORD QTY	QTY/UOM/PACK	ITEM	PO PRICE	PRICE	NET
1	3	3/CS/4	Item#: 37026 Crew(TM) ST&T Concentrate Shower, Tub & Tile Cleaner Containers Ven Item#: 4605	48.44	48.44	145.32

- **Look Up PO** – Quick lookup for the next purchase order you would like to match. Enter the PO number in the blank field to the right of the Look Up PO button.
- **Re-Assign PO Number** – Moves the invoice to a new purchase order number. This means that all previous changes will be lost and the system will match to the new purchase order.

- **Back** – Returns you to the Vendor Invoice Search screen.
- **Add New Line** – Allows you to add a line to the invoice that is NOT on the purchase order.

Line # match to sku	Dist Sku	Sys Sku	Itm Desc	UOM	Pack	Status	ERP Acct	Ord Qty	Inv Qty	Ord Cost	Inv Cost	Net
<a href="#">Line# 1</a>	<input type="text" value="4605"/>	<input type="text" value="37026"/>	<input type="text" value="Crew(TM) ST&amp;T Conce"/>	<input type="text" value="CS"/>	<input type="text" value="4"/>	<input type="text" value="PEND&lt;br/&gt;FULL"/>	<input type="text" value="Chemice"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="\$48.44"/>	<input type="text" value="48.44"/>	<input type="text" value="\$145.32"/>
<a href="#">Line# 2</a>	<input type="text" value="4607"/>	<input type="text" value="37019"/>	<input type="text" value="Crew(TM) ST&amp;T SC Shc"/>	<input type="text" value="CS"/>	<input type="text" value="4"/>	<input type="text" value="PEND&lt;br/&gt;FULL"/>	<input type="text" value="Chemice"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="\$50.00"/>	<input type="text" value="50"/>	<input type="text" value="\$50.00"/>
<a href="#">Line# 3</a>	<input type="text" value="3730"/>	<input type="text" value="36955"/>	<input type="text" value="Extraction Rinse Conce"/>	<input type="text" value="CS"/>	<input type="text" value="4"/>	<input type="text" value="PEND&lt;br/&gt;FULL"/>	<input type="text" value="Chemice"/>	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="\$47.70"/>	<input type="text" value="47.7"/>	<input type="text" value="\$238.50"/>
<a href="#">Line# 4</a>	<input type="text" value="4705"/>	<input type="text" value="37003"/>	<input type="text" value="Glance RTU Glass and"/>	<input type="text" value="CS"/>	<input type="text" value="12"/>	<input type="text" value="PEND&lt;br/&gt;FULL"/>	<input type="text" value="Chemice"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="\$20.73"/>	<input type="text" value="20.73"/>	<input type="text" value="\$20.73"/>
<a href="#">Line# 5</a>	<input type="text" value="4171"/>	<input type="text" value="36979"/>	<input type="text" value="Plaza Plus Sealer Finis"/>	<input type="text" value="EA"/>	<input type="text" value="1"/>	<input type="text" value="PEND&lt;br/&gt;FULL"/>	<input type="text" value="Chemice"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="\$76.92"/>	<input type="text" value="76.92"/>	<input type="text" value="\$230.76"/>
<a href="#">Line# 6</a>	<input type="text" value="22500"/>	<input type="text" value="37072"/>	<input type="text" value="Sandwich Foam-Hinged"/>	<input type="text" value="CS"/>	<input type="text" value="500"/>	<input type="text" value="PEND&lt;br/&gt;FULL"/>	<input type="text" value="Paper"/>	<input type="text" value="3"/>	<input type="text" value="3"/>	<input type="text" value="\$27.68"/>	<input type="text" value="27.68"/>	<input type="text" value="\$83.04"/>
<a href="#">Line# 7</a>	<input type="text" value="TOY"/>	<input type="text" value="37070"/>	<input type="text" value="Toy Broom"/>	<input type="text" value="CS"/>	<input type="text" value="12"/>	<input type="text" value="PEND&lt;br/&gt;FULL"/>	<input type="text" value="Janitoria"/>	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="\$32.93"/>	<input type="text" value="32.93"/>	<input type="text" value="\$32.93"/>
<a href="#">Line# 8</a>	<input type="text" value="3732"/>	<input type="text" value="37000"/>	<input type="text" value="Wall Power Foam Actio"/>	<input type="text" value="CS"/>	<input type="text" value="12"/>	<input type="text" value="PEND&lt;br/&gt;FULL"/>	<input type="text" value="Chemice"/>	<input type="text" value="2"/>	<input type="text" value="2"/>	<input type="text" value="\$54.51"/>	<input type="text" value="54.51"/>	<input type="text" value="\$109.02"/>
											<b>Actual Sub Total:</b> \$910.30	
<div><input type="button" value="Submit Updates"/> <input type="button" value="Back"/> <input type="button" value="Print"/> <input type="button" value="Reject Invoice"/> <input type="button" value="Manually Resolved"/> <input type="button" value="Add New Line"/></div>												



## Matching a Substitution

1. The substitution line item will display at the bottom of the invoice.
2. Select the correct Dist Sku from the dropdown menu and process.

**Original PO Items**

Line	Desc	Dist Sku	Dist Cost	Dist Qty	Ord Cost	Ord Qty	Prev Inv Qty	Recvd Qty	Taxable
1	Black Nylon Spotting Brush with Wood Handle	4572-02	\$67.94	1	\$67.94	1	0	0	Y
2	Toy Broom	TOY	\$32.93	1	\$32.93	1	0	0	Y

  

Line # match to sku	Dist Sku	Sys Sku	Itm Desc	UOM	Pack	Status	ERP Acct	Ord Qty	Inv Qty	Ord Cost	Inv Cost	Net	Calc Tax
Line# 1	4572-02	37067	Black Nylon Spotting Brus	CS	12	PEND FULL	Janitorial S	1		\$67.94		\$0.00	
Line# 2	TOY	37070	Toy Broom	CS	12	PEND FULL	Janitorial S	1		\$32.93		\$0.00	
Line# 3	TOY	4689-TOY	12" Toy Broom	CS	12		Janitorial S	1		\$33.50		\$0.00	

**Actual Sub Total:**  
\$0.00

## Error Messages

The system will present a **red** error message in the top middle of the screen when it cannot commit your changes. Below are some examples of the kinds of error messages that can be displayed.

Server: fozzie.cleanwise.com/192.168.3.180

<b>Master Items</b>	<b>Catalogs</b>	<b>Item Manager</b>	<b>Vendor Invoices</b>	<b>Sites</b>	<b>Change Password</b>	<b>Help</b>
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The total purchase order amount (910.3) is greater than the configured minimum order for this distributor (500). Are you sure you want to approve this freight charge? Hit "Submit Updates" again if you are.

**Invoice Information**

**Invoice Date:** 02/08/06 \*      **Invoice #:** 57721-A \*

**Total:** 935.30 \*

**Freight:** 25.00

**Requested Freight:** \$0.00

**Misc Charges:**

**Requested Misc Charges:** \$0.00

**Tax:**

**Calculated Tax:** \$45.52

**Requested Tax:** \$0.00

**Actual Sub-Total:** \$910.30

**Received Total:** \$0.00

**Shipping Address:**

**City:**

**State:**

**ZIP Code:**

**Invoice Status Code:**

**Note:**

Server: tozzie.cleanteam.com 192.168.3.100

Master Items	Catalogs	Item Manager	Vendor Invoices	Sites	Change Password	Help
--------------	----------	--------------	-----------------	-------	-----------------	------

The entered invoice total does not match the calculated invoice total of 935.30.

### Invoice Information

Invoice Date:	02/08/06 *	Invoice #:	57721-A *	Look Up PO	
				Re-Assign PO Number	

Total:	930.30 *	Shipping Address:	
Freight:	25.00		
Requested Freight:	\$0.00	City:	
Misc Charges:		State:	
Requested Misc Charges:	\$0.00	ZIP Code:	
Tax:			
Calculated Tax:	\$45.52		
Requested Tax:	\$0.00		
Actual Sub-Total:	\$910.30		
Received Total:	\$0.00		

Invoice Status Code:

Note:

## Invoice Status

**DUP** – Duplicate invoice

**DSHIP** – Temporary status. The invoice is being processed after the administrator has selected “Submit Updates”. It will change to PROC within a few minutes.

**REV** – Review. The invoice is being held for the administrator to process.

**PROC** – Processed. The invoice has been processed by the administrator and is waiting to be sent to OpenAccounts.

**REL** – Released. The invoice has been sent to OpenAccounts.

**REJ** – Rejected. The administrator rejected the invoice. It will not be sent to OpenAccounts. The administrator will need to contact Bunzl UK to communicate the rejection.

**Manually Resolved** – Assumes the invoice has been matched manually outside of Connexion. An invoice in this state will not be sent to OpenAccounts.

Search results count: 11

[Print All Invoices](#)

Dist Name	Acct Name	PO #	PO Date	Invoice #	Invoice Date/ Recvd Date	Site Name	City	State	Zip Code	Status
Bunzl Cleaning & Hygiene	ISS Facility Services Ltd	#743858-00	02/11/2009	14/020821	02/16/2009 / 03/02/2009	Siac Ltd	Hertfordshire		HP2 7YU	DUP
Bunzl Cleaning & Hygiene	ISS Facility Services Ltd	#734743-00	02/02/2009	44/736220	02/26/2009 / 03/02/2009	ISS Newcastle National Express	Newcastle		NE1 5DL	PROC
Bunzl Cleaning & Hygiene	ISS Facility Services Ltd	#749744-00	02/22/2009	14/022309	02/24/2009 / 03/02/2009	Kuehne & Nagel Brinklow	Buckinghamshire		MK10 0AA	PROC
Bunzl Cleaning & Hygiene	ISS Facility Services Ltd	#743856-00	02/11/2009	15/582995	02/16/2009 / 03/02/2009	United Glass	Essex		CM20 2HA	DUP
Bunzl Cleaning & Hygiene	ISS Facility Services Ltd	#734743-00	02/02/2009	44/735282	02/20/2009 / 03/02/2009	ISS Newcastle National Express	Newcastle		NE1 5DL	REJ
Bunzl Cleaning & Hygiene	ISS Facility Services Ltd	#745397-00	02/13/2009	45/713527	02/18/2009 / 03/02/2009	ISS Crewe	Cheshire		CW2 6HR	DUP