PAYMENT SERVICES USER MANUAL

ENTER AND AUTHORIZE AN INVOICE

INTRODUCTION

The basic **Invoice** workflow is to enter, save, and authorize the invoice. You may enter invoices as soon as you receive them. In addition to the vendor name and dollar amount details of an invoice, you can use fields such as a **Group** name or an **Accoun**t number to help identify and find invoices in the application.

You can pay Bank of America P-Card payments in Payment Services. The important point is that the **Invoice Description** must begin with the agency's unique 16-digit account number. The remaining 14 characters can be descriptive information. And although you must enter an **Invoice Number** in Payment Services, the Invoice Number will not be included when the batch is uploaded to STARS.

BATCH NUMBERS

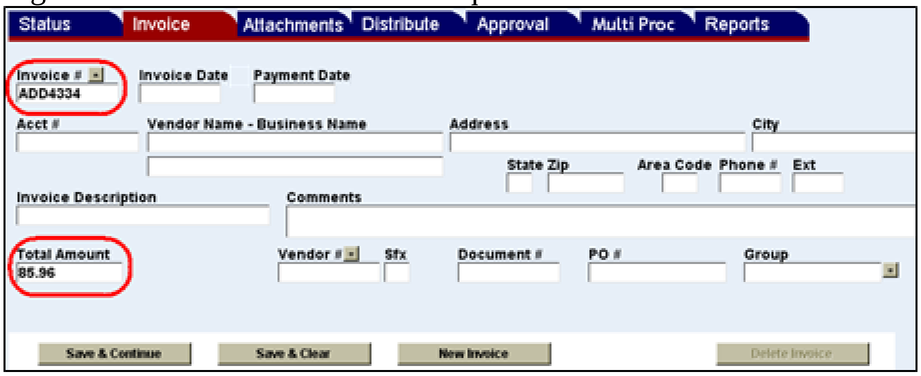
If your agency records or tracks batch numbers, the "Today's Batch Number" is displayed at the top of the Payment Services page. Invoices will be automatically assigned this batch number when they are approved and released from Payment Services (this applies to all invoice payments released that day).

Figure 1 - Batch number in banner

ENTER AN INVOICE

1. Open Payment Services and select **Invoice**.
2. Click the **Invoice** tab if necessary. (Your Payment Services administrator can set up which screen appears first; therefore, your Payment Services may open on the **Status,** the **Invoice,** or some other screen.)
3. Only two fields are actually required to be able to save an invoice in Payment Services – the **Invoice #** and the **Total Amount**. However, the **Vendor #** is required to complete the fiscal coding on the **Distribute** screen and must be entered on the **Invoice** screen.

Figure 2 – Invoice screen and the required fields



4. Enter the **Invoice #** (14 alphanumeric characters) - do not use special characters or symbols. The invoice number will print on a warrant. If you enter an invoice number that you have used before, a **Possible Duplicate Invoice** warning will be displayed. Click the warning message to display details about the other invoice. This is only a warning and you can use the same invoice number if necessary. (See the Duplicate Invoice Number Warning section below.)
5. Enter the **Invoice Date** or select a date using the calendar.
6. Enter the **Payment Date** or select a date using the calendar – the date Payment Services will send the invoice to STARS.
   - On the final Approval screen, this date will automatically populate both the **Payment Request Date** and the **STARS Effective Date**, and the final Approver se can change these.
   - If you do not enter anything in the **Invoice Date** or **Payment Date**, the current date will be entered automatically when the invoice is saved.
   - If an Approver changes the **STARS Effective Dat**e on the Approval screen, the **Payment Date** on the Invoice screen will not be changed.
7. Enter an account number (17 alphanumeric characters) in the **Acct #** field. (This does not get sent to STARS and does not appear on warrants. This is not the Bank of America P-Card account number.)
8. Enter the **Vendor Name** and/or **Business Name** (40 alphanumeric characters each) and other vendor information. You can also enter a **Vendor Number** or click the asterisk next to Vendor # to search for a vendor. When you enter a valid Vendor Number (including suffix) and save the invoice, the vendor name and address will be populated automatically.
   a. Enter the **Address**, the **City**, and the **State** (two character abbreviation), and the **Zip** (for 9-digit zip code – do not use a hyphen, dash, or space. The 9-digit zip will print on a warrant with a hyphen).
   b. Enter the **Area Code**, **Phone #**, and **Ext** (extension). You must enter the phone number as seven digits *without* a hyphen, e.g., 5552211.
9. Enter an **Invoice Description** (30 alphanumeric characters). Do not use special characters or symbols, including **&**, ', **“**, <, and \. This description will be entered

automatically on the line item of the **Distribute** screen. The description from the **Distribute** screen is uploaded to STARS, printed on the remittance advice to the vendor, and can be seen on reports.

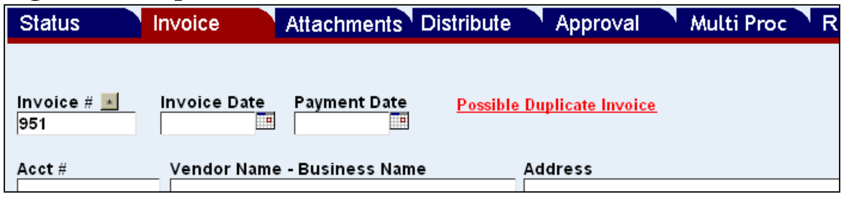
- If paying Bank of America P-Card, the **Invoice Description** must begin with the agency's unique 16-digit account number. The remaining 14 characters in the Invoice Description field can be descriptive information.

10. Enter **Comments**. Use this for notes or instructions to approvers, or for general information. This information does not get sent to STARS and does not appear on warrants. Do not use special characters or symbols, including **&**, ', **“**, <, and \.
11. Enter the **Total Amount**. You can enter a negative amount using a minus sign (e.g., -250.00). If you do, then the amount will be displayed in parentheses ($250.00) and the reversal (**R**) indicator will be automatically entered on the **Distribute** or **Multi Proc** screen.
12. Enter the vendor number (**Vendor #**) and the vendor number suffix (**Sfx**). Click in the next field or press TAB and the **Vendor Name** and **Address** will be populated automatically. You can search for vendor numbers by using the look up. See Find a Vendor Number document.
    - A vendor that has been added in STARS or Vendor Maintenance will not be available in Payment Services until the day after it is entered.
    - Some Transaction Codes do not allow or require a vendor number, but a vendor name and address is still required on the invoice.
13. Enter a document number (**Document #**), if needed.
14. Enter a purchase order number (**PO#**), if applicable.
15. Select a group name from the **Group** drop-down menu, if needed. (Groups are managed by your Payment Services administrator)
16. Click **Save & Continue** or **Save & Clear**. See the Saving the invoice section for more details. You can update the invoice even after you have saved the invoice - enter whatever information you need and click one of the Save buttons.
    - Click **Delete Invoice** to delete it.
17. Click the **Attachments** tab to attach scanned invoices or other documents for the invoice. See the Attaching Scanned Invoices document.
18. The invoice is ready to be authorized or for fiscal coding and/or cost distribution, depending on how your administrator has set up your agency. See the Review and Authorize the Invoice section. If you can authorize invoices, you can update any part of the invoice and save the changes even after the invoice has been authorized.

DUPLICATE INVOICE NUMBER WARNING

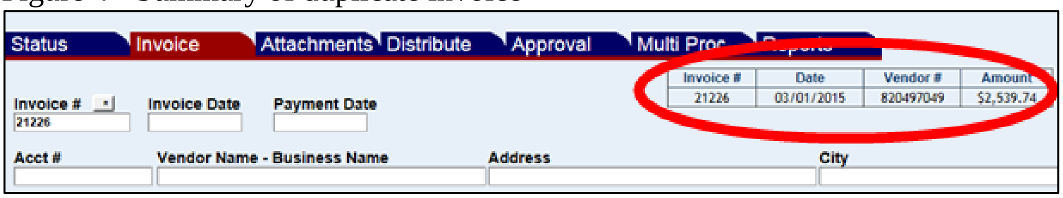
Enter the invoice number in the **Invoice #** field, and then press TAB or click into another field. If a previous invoice has been entered with the same invoice number, a red, hyper-linked message, **Possible Duplicate Invoice,** will be displayed. It is not an error and you can use the same invoice number if needed.

Figure 3 - Duplicate Invoice link



Click the **Possible Duplicate Invoice** link to see a summary of the existing invoice. Be sure it is not the exact same invoice as the one you are about to enter. If not, you will have to click **New Invoice** at the bottom of the web page, re-enter the invoice number and then click **Save & Continue**.

Figure 4 - Summary of duplicate invoice



AUTHORIZE AN INVOICE

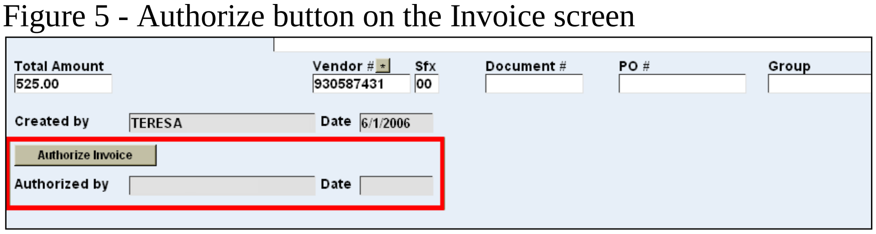
Authorizing an invoice is an option that some agencies may use as a way to review the invoice - to verify the vendor or the appropriateness of the expenditure or other review criteria - before fiscal coding. However, an agency's Payment Services administrator can set up automatic authorization so that no user intervention is required.

The Payment Services administrator may also set up Authorizers as both an Authorizer and Fiscal Coder, or Authorizer and Approver, or whatever combination is best for the agency. An invoice can be viewed on the **Distribute** screen, but the distribution grid will not be available until the invoice is authorized.

Authorization can be done in three different areas in the Payment Services application:

- Automatically authorized – this is set up by the Payment Services administrator. If enabled, no user intervention is required. Invoices would be ready for cost distribution as soon as they are entered and saved.
- **Approval** screen – click the **Authorize Invoice** button.
- **Multi Proc** screen – check invoices to authorize and save the changes.

Figure 5 - Authorize button on the Invoice screen



Each agency's processes will vary as to who authorizes invoices and when.

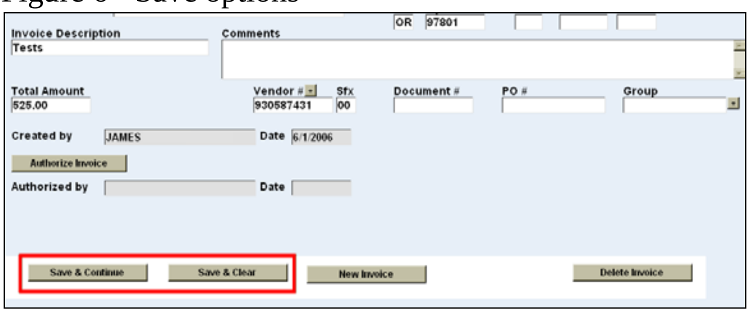
OPTIONS TO SAVE AN INVOICE

There are two options to save the invoice: **Save & Continue** and **Save & Clear**.

- **Save & Continue** will save the invoice as a record in a database. It will leave the Invoice with the data that you have entered on screen. This option would be useful to enter several invoices from the same vendor and need only to change an invoice number, amount and description.
- **Save & Clear** will save the invoice as a record in a database and clear the fields on the Invoice screen. This option would be useful to enter a new invoice from a different vendor.

When saved, the user's name and the date are automatically saved in the **Created by** and the **Date** field. To start over with the invoice, click **New Invoice** to clear the screen without saving. In addition, you can update any part of the invoice and save the changes even after you have authorized the invoice.

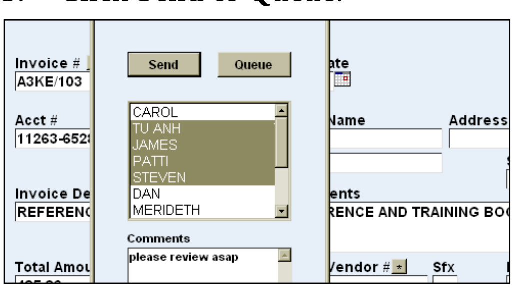
Figure 6 - Save options



SEND E-MAIL NOTIFICATIONS

When the invoice is authorized on the **Invoice** or **Approval** screen and e-mail functionality is enabled by your administrator, an e-mail dialog box will appear.

1. Highlight the recipient's name. Hold down CTRL and click the left mouse button to highlight multiple names.
2. Type a comment if desired. Do not use special characters or symbols, including **&**, ', ", <, and \.
3. Click **Send** or **Queue**.



- **Send** will send the e-mail immediately.
- **Queue** will save e-mail messages in a queue to be sent later in the day. If you do not open the queue to send an e-mail, the application will send it automatically by the end of the day.
- **Queue** will store *multiple* e-mail messages for the same recipients, but only send *one* e-mail for each recipient. The one e-mail will contain messages regarding each invoice.

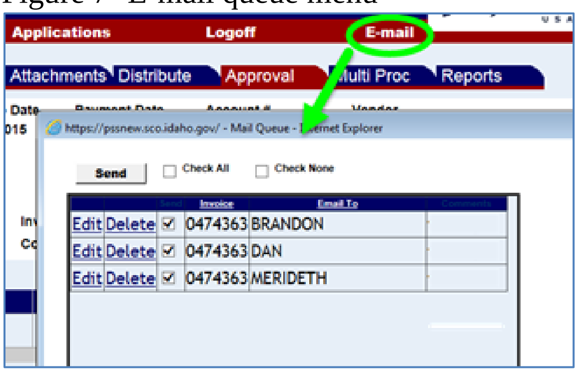
4. After sending or queuing, a verification message will appear. Click **OK** and then click **X** in the corner of the e-mail dialog box to close.

SEND E-MAIL NOTIFICATIONS FROM THE QUEUE

If you do not open the queue to send an e-mail the application will send it automatically by the end of the day. To send e-mails that are in the queue right away, do the following:

1. Click **E-mail** in the top menu bar

Figure 7- E-mail queue menu



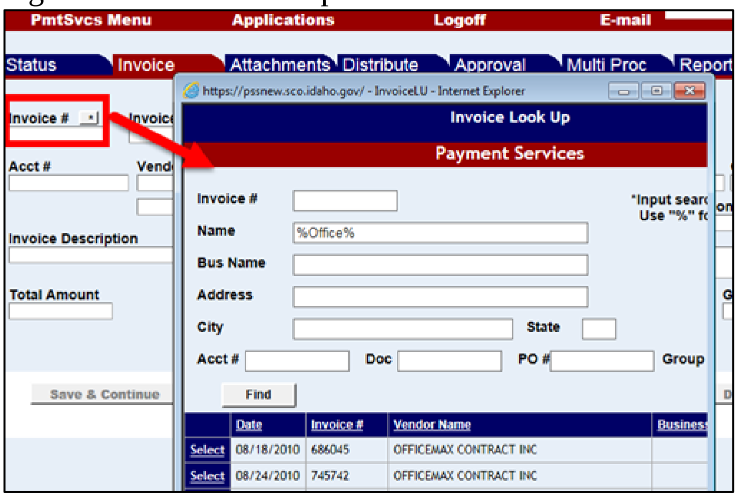
2. By default, all recipients are selected. Uncheck the check box in the **Send** column if you do not want to send an email to a particular person. However, any unsent e-mails in the queue will be sent automatically at the end of business day.
3. Click **Edit** next to an invoice and recipient to change the recipient for that invoice message. Note: This may clear all of the check marks for all recipients.
4. Select a recipient's name from the **Email To** menu.
5. Type **Comments** if desired. Do not use special characters or symbols, including **&**, ', **"**, <, and \.
6. Click **Update** to save the change. (Click **Cancel** to cancel the change.)
7. To prevent a recipient from receiving an e-mail, click **Delete** next to the invoice(s) invoice and recipient.
8. Select **Check All** if necessary. (You could select **Check All** and uncheck individual boxes in the **Send** column to not send e-mails for certain invoices and recipients.)
9. Click **Send** to send all selected e-mails from the queue.

SEARCH FOR A PREVIOUSLY ENTERED INVOICE

Besides using the **Status** screen, you can look up an invoice to finish data entry, authorize, attach a document, etc., or reuse it for a new invoice. If you are looking for an invoice for research or auditing purposes, use the **Processed Invoice** or **Report** section of Payment Services.

1. On the **Invoice** screen, click the asterisk next to **Invoice #**.

Figure 8 - Invoice look up



2. Enter any combination of search criteria – Name (will search for vendor name or business name), City, Invoice #, etc. in the dialog box. You can enter just the first part of your search criteria, e.g., a vendor name or invoice number.
3. Click **Find**. Use the scroll bar at the bottom of the search results to view all of the column headers (e.g., **Address**, **Status**, etc). Click the column headers of the search results to sort the list, if needed.
4. Click **Select** next to an invoice number to open it. You cannot make changes to invoices already sent to STARS, but you can attach scanned documents. You could also reuse the same invoice data (vendor, description, etc.) by changing the **Invoice #** and clicking **Save As**.

FISCAL CODING AND COST DISTRIBUTION

After an invoice is saved and authorized, it is ready for fiscal coding and/or cost distribution. If e-mail notification has been enabled and is used as described above, the person responsible for fiscal coding/cost distribution will be notified that invoices are ready. See the Approval or Multi Proc documentation for details.