

Guided **BU**ying Requisitioner Invoice Approval and Exception Training

Invoice-to-Pay Training Guide

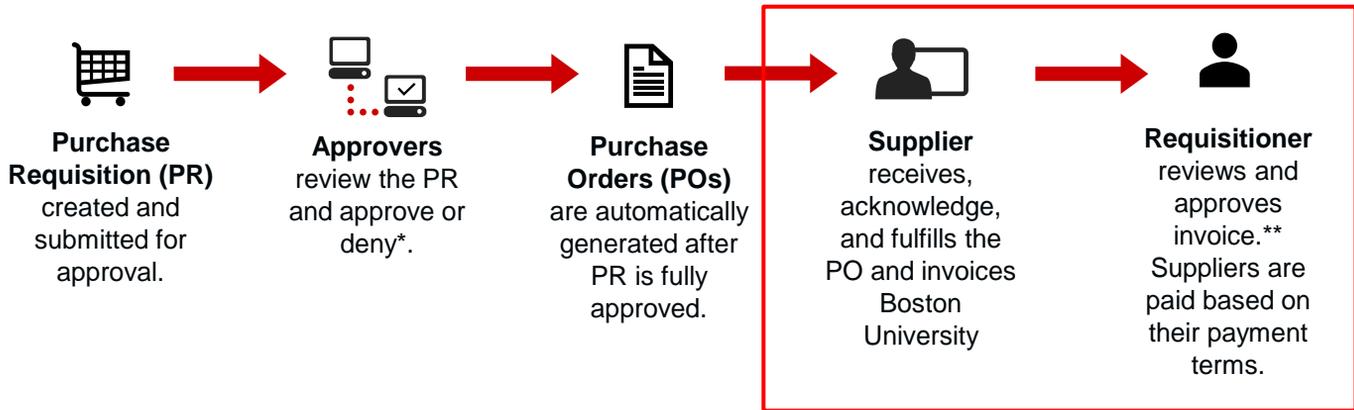
Upon completion of this lesson, you will be able to:

- Understand Requisitioner Role and Responsibilities regarding Invoices
- Know Invoice-to-Pay Process
- Know Key Benefits of Ariba Guided BUying
- Invoice Email Notification Process and Required Actions
- Understand Ariba Guided BUying Invoice Approval and Exception Process
- Understand Key Terms for the Invoicing Process



Procure-to-Pay Process in **Guided BU**ying

Guided BUying allows Requisitioners at Boston University to purchase products and services from a variety of suppliers. The procure-to-pay process includes the following steps: Purchase Requisition, Approval, Purchase Order, Invoicing, and Fulfillment.



*PRs will go through a series of approvals based on the dollar amount and commodity code.

Invoices <\$5,000: Requisitioners are notified as a watcher and invoices can be viewed **under Your Approvals -> To watch. Payment will release within three days. Invoices ≥\$5,000 will be routed to Requisitioners' **Your Approvals->To approve** for review and approval.

Introduction to Invoice-to-Pay

What is I2P in **Guided BUYing**?

Invoice-to-Pay (I2P) is the process by which shoppers at BU pay for goods and services procured. The I2P process includes the following key activities: Invoice Entry, Ariba Network (AN) Rules, Invoice Reconciliation, Approval, and Payment.



Invoice Entry

The standard process for invoices to be entered into the Ariba Network is through a Supplier submission via EDI, CXML, PO Flip, PDF Email, Paper

AN Rules

An automated quality check occurs; rejecting invoices containing errors before reaching Boston University systems.

Invoice Approval/Exceptions

The invoice is routed for approval to the requisitioner. Invoice Exceptions generated will also be sent to the requisitioner to resolve.

Invoice Reconciliation

The system auto-validates the invoice for exceptions; analyzing data in the header and line levels.

Payment

Payment is processed once the invoice is fully approved and reconciled. Payment is released on invoice due date (based on negotiated payment terms).



Introduction to Invoice-to-Pay

Benefits of Ariba in the Invoice-to-Pay Process



Fast Approval

Accelerates the invoice approval routing process.



Exception Handling

Prevents invoice failure by offering situation-based exception handling measures.



Automatic Capture

Captures and processes electronic invoices from multiple sources automatically.



Reduced Costs

Reduces invoice processing costs.

Invoice Approval



Overview of Key Topics Covered in Invoice Approval:

- Invoice Watcher Email Notification
- Invoice Approver Email Notification
- Invoice Approver Navigation to Invoices
- Invoice Approval Process
 - Approve/Deny Invoice
 - Manage/Split Accounting
 - Add Approvers/Watchers
 - Review/Add Attachments to an Invoice



Approval Process

The automated approval process in **Guided BUYing** maximizes efficiency, standardizes processes, and ensures transparency.

The approval flow for each invoice is **automatically determined by Ariba** based on multiple factors such as the invoice value, PO category, etc. The requisitioner will be able to add approvers where needed.

Three Main Approval Roles



Requisitioner

Requisitioners are responsible for validating, approving and resolving exceptions for an Invoice.

Required approvers are added automatically to a request when submitted. However, requisitioners may add watchers and additional approvers as necessary.



Approver

An Approver is someone who is required to approve a document before it can move forward.

Approvers receive notifications by email when a Invoice requires their review. Each approver is notified only after the approvers to the left on the approval flow have approved the document.



Watcher

A Watcher is someone who is notified of the submission and status of an invoice, but does not have require approval. For example, when a Requisitioner creates a PR on behalf of a user, that user becomes a watcher for the invoice as well.



Approval Flow Overview

Each approver involved in the approval flow of a Invoice will appear in the approval workflow. Each approver is notified only when the approvers to the left of the approval flow have approved the document. This approval flow can be viewed in the Invoice in Ariba.



A status of Active, means that the Approver has received notification of the request for approval but has not acted on the request.



Adding and Removing Approvers



System Generated Approvers

Ariba assigns approvers automatically based on the requisitioner's profile. The system generated approvers cannot be removed.



Adding Approvers

Requisitioners may add additional approvers as necessary. However, this may lengthen the request timelines.



Removing Approvers

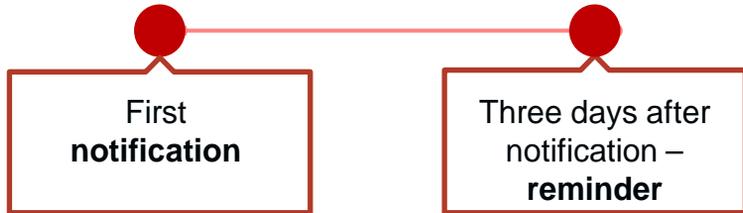
Requisitioners may remove manually added approvers from the approval flow only



Approval Timelines

Ariba automates notifications and escalations in the approval process to reduce approval lead-time and support business continuity.

| | |
|--------------|--|
| Notification | The approver is notified after the Invoice is ready for review or after the preceding approver has approved the Invoice. |
| Reminder | Three days after the notification, the approver will be sent a follow-up reminder notification to approve the Invoice. |



Approval Platforms

Approvers have the option of approving or denying an invoice via email or within the Ariba tool for standard purchase orders.



Email

Approvers can Approve / Deny a Requisition or Invoice through Email for standard purchase orders. Approvers need to click on the Approve / Deny button on the email notification.



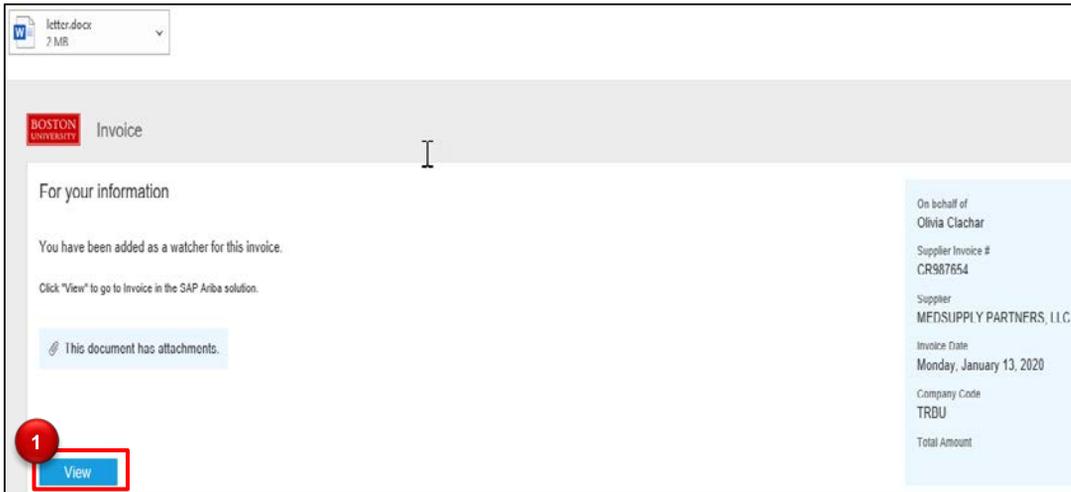
Ariba

Access from your laptop or desktop to the **Guided BUYing** section named “Your Approvals” will contain all items awaiting approval.

Invoice Watcher: Email Notification

All invoices require validation from the Requisitioner. Requisitioners are added as a Watcher to review all invoices for purchase orders submitted to a supplier.

1 Clicking **View** will redirect you to **Guided BUying** to validate the invoice.



Note: Watcher email notifications are sent to Requisitioners for invoice validation for all invoices under \$5000 in value.



Invoice Approval: Email Notification (1 of 4)

Invoice approval email notifications alerts the requisitioner when an invoice is ready to be approved.

The screenshot shows an email notification interface. At the top left, there is a file attachment icon and the text "Sample Invoice Attachment.txt" with "361 bytes" below it. The main header area features the Boston University logo and the word "Invoice". Below this, a section titled "Requires your action" contains the following text: "This invoice from supplier Apple Inc. requires your approval. Reason: Requester added to all invoices for review and approval to confirm the receipt of goods on invoices >= \$5,000." Below the text, there is a instruction: "Click 'Approve' or 'Deny' to approve or deny the Invoice, and enter your comments in the email that opens. To view the Invoice in the Ariba solution, click 'View'". At the bottom of this section are three buttons: "Approve" (highlighted in blue), "Deny", and "View". To the right of the main text, there is a light blue sidebar containing the following information: "On behalf of / Preparer: Shopper 1 / AP Clerk", "Supplier Invoice #: 1122", "Supplier: Apple Inc.", "Invoice Date: Monday, February 24, 2020", "Company Code: TRBU", and "Total Amount".

Note: Invoice approval is forwarded to the Requisitioner for all Invoices exceeding \$5000 in value.



Invoice Approval: Email Notification (2 of 4)

Invoice approval email notifications for a Contract Non-Release that requires accounting information, select View to navigate to **Guided BUying** to add the appropriate cost center.

1 Click on View for Contract Non-Release invoices.

 Invoice

Requires your action

This invoice from supplier Apple Inc. requires your approval.
Reason: For all Contract/BPO based Invoices, all Invoices should go for Requester for approval.

Click "Approve" or "Deny" to approve or deny the Invoice, and enter your comments in the email that opens. To view the Invoice in the Ariba solution, click "View"

 This document has attachments.

[Approve](#) [Deny](#) [View](#) ¹

On behalf of / Preparer
IAN POOLE / ariba:

Supplier Invoice #
testinvoice

Supplier
Apple Inc.

Invoice Date
Tuesday, June 30, :

Company Code
TRBU

Total Amount
\$14,220.00 USD

Note: Invoice approval is forwarded to the Requisitioner for all Invoices exceeding \$5000 in value.



Invoice Approval: Email Notification (3 of 4)

Invoice approval email notification

2 Scroll down in the email body to view line item details.

3 Once you have reviewed the information, click **Approve** or **Deny** as applicable.

Note: This does not apply to Contracts Non-Release. Click on View for Contracts.

4 If information available in the email is not sufficient, you can click **View** to review each section of the requisition in **Guided Buying**.

2

| Order Line # | Description | Qty | Unit | Price | Discount | Net Amount | Charges | Taxes | Gross Amount |
|--|--|----------------------------------|------|------------------|--------------------|------------|---------|-------|--------------|
| 1 | 11-inch iPad Pro Wi-Fi 64GB - Silver (10-pack) (AppleCare+ available separately) BNHP2LL/A | 1.00 | each | \$7,440.00 | | \$7,440.00 | | | \$7,440.00 |
| Account Assignment: K(Cost center) | | | | | | | | | |
| GL Account: 0000510100(NON-CAPITAL/MINOR EQUIPMENT-10) | | Cost Center: 1202020000(BIOLOGY) | | Type: Percentage | Proportion: 100.00 | | | | |
| 0 | Shipping Charges - header level | 1.00 | each | \$150.00 | | \$150.00 | | | \$150.00 |
| Account Assignment: K(Cost center) | | | | | | | | | |

Assignment: K(Cost center)

GL Account: 0000510100(NON-CAPITAL/MINOR EQUIPMENT-10) | Cost Center: 1202020000(BIOLOGY) | Type: Percentage | Proportion: 100.00

Approval Flow (As of Monday, February 24, 2020 at 11:10 AM, EST)

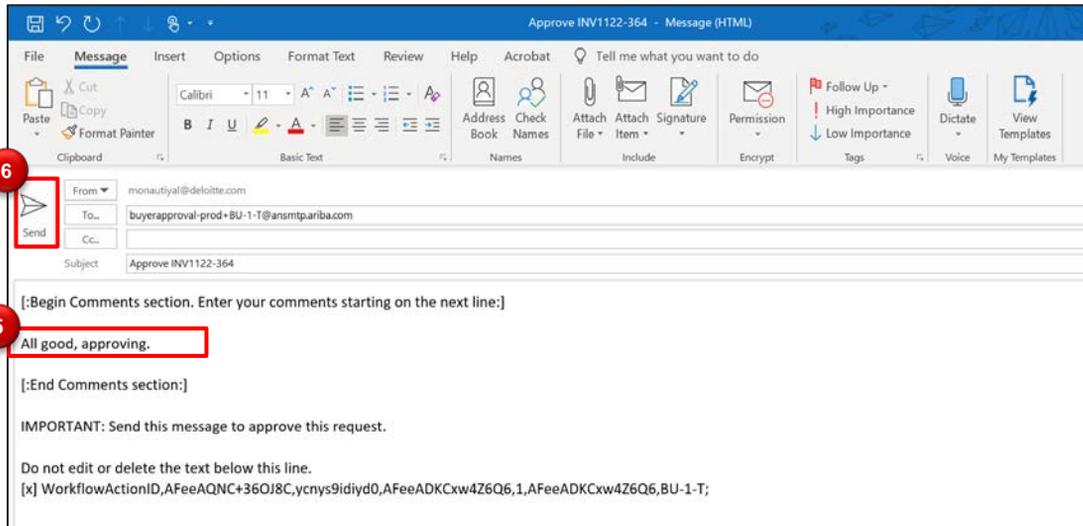
| Status | Required | Reason | Approver |
|--------------------|----------|---|-----------|
| Ready for approval | Yes | Requester added to all invoices for review and approval to confirm the receipt of goods on invoices >= \$5,000. | Shopper 1 |

3 4



Invoice Approval: Email Notification (4 of 4)

Invoice approval email notification

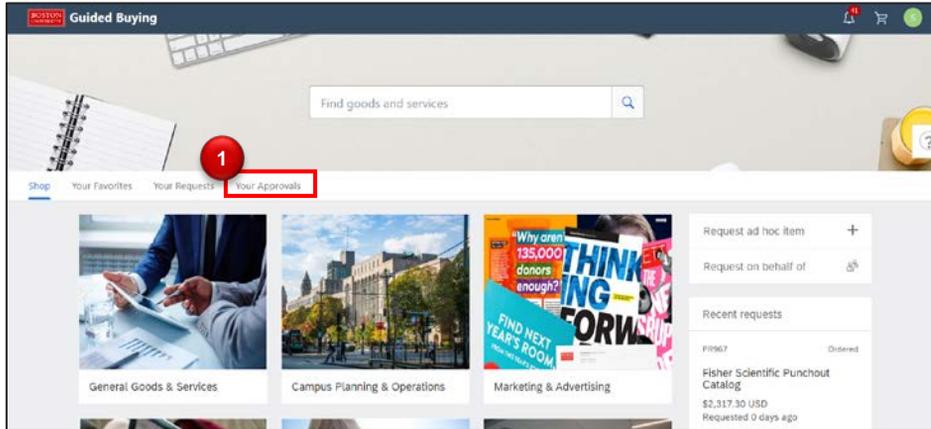


5 A new email window will open. Enter any comments below the **Begin Comments** section in the body of the email. This is an optional step. However, it is recommended to include comments when denying a request.

6 Click **Send**.

Invoice Approval Page

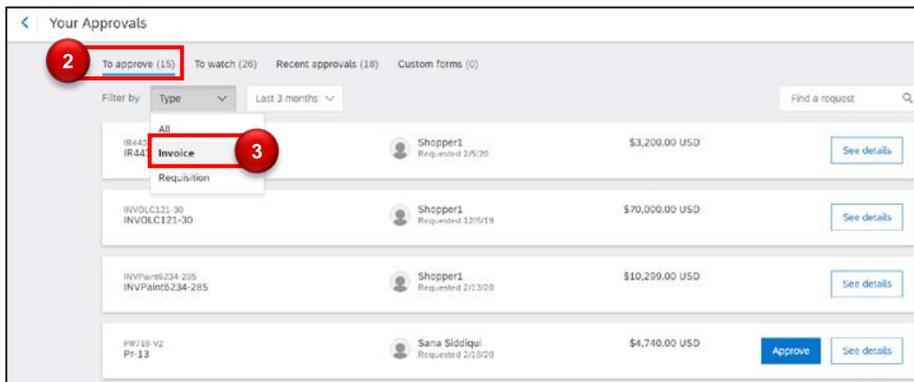
Search for the Invoice.



1 Click on **Your Approvals**

2 Make sure that **To Approve** tab is highlighted.

3 From the **Filter by** drop down, click **Invoice**.



Invoice Approval

Summary Tab - The initial step of the approval process is to review the Summary of the Invoice.

Your Approvals

To approve (15) To watch (26) Recent approvals (18) Custom forms (0)

Filter by Invoice Last 3 months Find a request

| | | | |
|--------------------------------------|-------------------------------|-----------------|-----------------------------|
| INVOLC121-30 INVOLC121-30 | Shopper1 Requested 12/6/19 | \$70,000.00 USD | See details |
| INVPaint6234-285 INVPaint6234-285 | Shopper1 Requested 2/13/20 | \$10,299.00 USD | See details |
| INVPaint4234-261 INVPaint4234-261 | Shopper1 Requested 2/13/20 | \$18,000.00 USD | See details |

4 Click **See details** on the Invoice that you want to approve. The invoice number is prefixed with INV and located to the right of the details button.

INVPaint6234-285

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request.

Buttons: Edit, Approve, Deny, Print

Navigation: Summary, Approvals, Requests, History

Header Information

| | |
|---|--|
| Supplier: 0010000647 (Apple Inc.) | Payment Terms: Z030 |
| Supplier Location: Apple Inc. | Sold To: Heather M. Gills |
| Invoice ID: INVPaint6234-285 | Ship From: Test Apple BU - TEST 975 Commonwealth Ave Boston MA 02215-1305 United States |
| Supplier Invoice #: Paint6234 | Ship To (Plant): General Plant 25 Buick Street Boston MA 02215 United States |
| Invoice Date: Thu, 13 Feb. 2020 | Remit To Address: Apple Inc. 12545 Rista Vista Circle Austin TX 78727 United States |
| Type: BlanketPurchaseOrder | |
| Contract: BPG31-V5 | |
| On Behalf Of: Shopper1 | |
| Invoice Submission Method: Online | |
| Invoice Origin: Supplier | |
| Company Code: TRBU (Trustees of Boston Univ.) | |

The **Summary** tab of the selected Invoice will display.

Note: All blue hyperlinks allow you to drill-down to additional information.

Invoice Approval

Invoice Line Items - The next step in the approval process is to review the invoice line item details and attachments where applicable.

Line Items (3)

| No. | Description | Contract | Qty | Unit | Price | Amount | Discount | Charges | Taxes | Gross Amount | Accounting | Details |
|-----|--------------------------------|----------|-----|------|--------------|----------------|----------|---------|-------|----------------|------------|-------------------------|
| 1 | Painting Services 100 per Hour | BPO31-V5 | 50 | hour | \$100.00 USD | \$5,000.00 USD | | | | \$5,000.00 USD | (1) | Details |
| 2 | Additional Materials | BPO31-V5 | | | | \$5,000.00 USD | | | | \$5,000.00 USD | (1) | Details |
| 3 | Additional Materials | BPO31-V5 | | | | \$299.00 USD | | | | \$299.00 USD | (1) | Details |

Base Amount: \$10,299.00 USD
Discount: \$0.00 USD
Charge: \$0.00 USD
Tax: \$0.00 USD
Payable to Supplier: \$10,309.00 USD

5 Scroll down to see the line item details and their corresponding amount.

Edit Approve Deny Print

Summary Approval Flow Reference History

Header Information

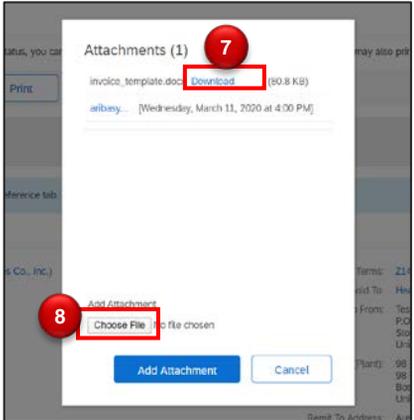
| | | | |
|----------------------------|--------------------------------|-------------------|---|
| Supplier: | 0010000647 (Apple Inc.) | Payment Terms: | 2030 |
| Supplier Location: | Apple Inc. | Sold To: | Heather M. Gillis |
| Invoice ID: | INVPaint6234-285 | Ship From: | Test Apple BU - TEST 075 Commonwealth Ave Boston MA 02215-1305 United States |
| Supplier Invoice #: | Paint6234 | ShipTo(Plant): | General Plant 25 Bulck Street Boston MA 02215 United States |
| Invoice Date: | Thu, 13 Feb, 2020 | Remit To Address: | Apple Inc. 12545 Riata Vista Circle Austin TX 78727 United States |
| Type: | BlanketPurchaseOrder | | |
| Contract: | BPO31-V5 | | |
| On Behalf Of: | Shopper1 | | |
| Invoice Submission Method: | Online | | |
| Invoice Origin: | Supplier | | |
| Company Code: | TRBU (Trustees of Boston Univ) | | |

6 Click on the Attachment icon to view existing attachment or add new attachment.



Invoice Approval

Review or Add Attachment and Review of Approval Flow tab on the Invoice.



7 Click **Download** to view the existing attachments.

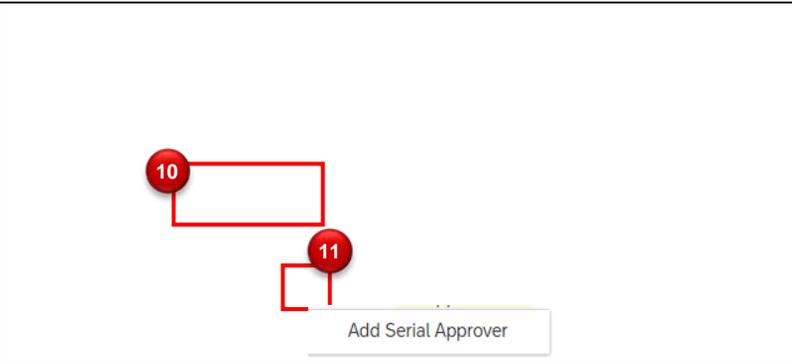
8 **Add Attachment** if applicable. Click **Choose File** to add a new attachment.

9 Scroll back to the top and click **Approval Flow** to view approvers and approval status.



Invoice Approval

Manually Adding Approvers or Watcher to an Invoice



10 Click on **Approval Flow** to view approvers or to **Add Approvers** to the invoice.

11 **Add Approvers** by clicking on the triangle and select **Add Serial Approver**.

12 Enter Approver Name and provide a reason to the approver. Select either Approver or Watcher. Click on OK.

Note: Click on down arrow and select **Search More** to find employee name.

Add Approval Request

Add approver to approval flow: * Olivia Clachar ▼ [Add more](#)

Add this approval request as: Approver Watcher

Provide a reason:

Choose Values for Add approver to approval flow

Add to Currently Selected

Name

| <input checked="" type="checkbox"/> | Name | ID | Email Address |
|-------------------------------------|----------------|----------|-----------------|
| <input checked="" type="checkbox"/> | Olivia Clachar | OCLACHAR | oclachar@bu.edu |



Invoice Approval

Review Reference tab to obtain more information on the Invoice and Invoice Payment. History tab documents date and time certain actions were taken on an invoice.

13

| Order ID | Date | Title | Supplier | Total Received | Total Invoiced | Total Reconciled | Total Ordered | Status |
|------------|-------------------|---------------------------|----------------------------------|----------------|------------------|------------------|-----------------|---------|
| 3600000440 | Thu, 12 Mar, 2020 | additional plumbing order | Austin Service & Sales Co., Inc. | \$0.00 USD | -\$20,000.00 USD | -\$20,000.00 USD | \$24,000.00 USD | Ordered |

| ID | Date Created | Supplier | Status | Summary |
|----------|--------------|----------|--------|---------|
| No Items | | | | |

| ID | Invoice Type | Invoice Date | Supplier | Invoice Amount | Scheduled Date | Status |
|-----------------------|-----------------------|-------------------|----------------------------------|------------------|-------------------|------------|
| JIVCRScenario9POI-554 | Line Item Credit Memo | Wed, 11 Mar, 2020 | Austin Service & Sales Co., Inc. | -\$20,000.00 USD | Wed, 11 Mar, 2020 | Reconciled |

| ID | Net Due Date | Scheduled | Discount | Amount To Pay | Transaction | Payment Method | Status |
|----------|--------------|-----------|----------|---------------|-------------|----------------|--------|
| No Items | | | | | | | |

13 Click **Reference** tab to view all related documents such as purchase orders, Invoice reconciliation and payment documents.

14 Click **History** tab to view changes date and time certain modifications were made to the invoice.

15 Click **Edit** to update an Invoice during approval.

14

| Date | User | Real User | Action | Summary |
|---------------------------|------------|-----------|--------|-----------------------|
| Thu, 12 Mar, 2020 7:32 PM | aribsystem | | Edited | Invoice Order changed |

Invoice Approval

Edit Invoice Summary – Change Ship to Address or Remit Address, etc

The screenshot shows the top navigation bar of the Invoice Approval system. It contains four buttons: 'Edit', 'Approve', 'Deny', and 'Print'. The 'Edit' button is highlighted with a red rectangular box, and a red circular callout with the number '15' is positioned over it. Below the buttons is a horizontal menu with four tabs: 'Summary', 'Approval Flow', 'Reference', and 'History'. The 'History' tab is currently selected. Below the tabs is a 'History' section with a table containing one row of data.

| Date ↓ | User | Real User | Action | Summary |
|---------------------------|-------------|-----------|--------|-----------------------|
| Thu, 12 Mar, 2020 7:32 PM | aribasystem | | Edited | Invoice Order changed |

15 Click **Edit** to update an Invoice during approval.

The screenshot shows the 'Header Information' section of the invoice approval interface. A large red rectangular box highlights the entire form area. A red circular callout with the number '16' is positioned in the top right corner of the red box. The form contains various fields for invoice details, including dates, purchase orders, suppliers, and addresses.

Header Information

Type: [dropdown]

Invoice Date: Wed, 11 Mar, 2020 [calendar icon]

Purchase Order #: 950000440 [dropdown] Add more

Supplier: 0010000295 (Austin Service & Sales Co., Inc.)

Supplier Location: Austin Service & Sales Co., Inc. [select]

Supplier Invoice #: UATScenario39PO1 [text input]

On Behalf Of: JILL BROWN [dropdown]

Sold To: Heather M. Gills [dropdown]

Company Code: TRBU (Trustees of Boston Univ) [dropdown]

Payment Terms: Z340 [select]

Ship From: Test Austin Service & Sales BU - TEST [dropdown]
P.O. Box 80079
Stoneham MA 02180
United States

ShipTo(Part): 001 (90 Mountfort Street) [dropdown]
90 Mountfort Street
Boston MA 02215
United States

Remit To Address: Austin Service & Sales Co., INC. [dropdown]
P.O. Box 80079
Stoneham MA 02180
United States

Deliver To: Shopper 1 [text input]

16 Update any header level information such as **Remit Address, Ship-To**, etc.

Invoice Approval

Manage Accounting (1 of 2)

At the invoice line item level, modify Cost Object, GL Account Number, and Account Assignment where applicable.

Copy Edit Print

Invoice Date: Wed, 11 Mar, 2020

Purchase Order: 5500000440

Supplier: 001000295 (Austin Service & Sales Co., Inc.)

Supplier Location: Austin Service & Sales Co., Inc. [select]

Supplier Invoice #: UATScenario19PO1

On Behalf Of: JILL BROWN

Sold To: Heather M. Glis

Company Code: TREU (Trustees of Boston Univ)

Payment Terms: Z140 [select]

Ship From: Test Austin Service & Sales BU - TEST

Ship To (Plant): 0451 09 Mountfort Street

Remit To Address: Austin Service & Sales Co., Inc.

17 Click on Edit and then check off the box next to each line item that require accounting modifications.

| No. | Description | Order ID | Qty | Unit | Price | Amount | Discount | Charges | Taxes | Gross Amount | Accounting | Details |
|-----|--------------------------|------------|-----|------|----------------|----------------|----------|---------|-------|----------------|------------|---------|
| 1 | Gavin's order 2 on weeds | 5500000440 | 1 | Each | \$4,000.00 USD | \$4,000.00 USD | | | | \$4,000.00 USD | (1) | Details |
| 2 | Gavin's order 2 on weeds | 5500000440 | 1 | Each | \$4,000.00 USD | \$4,000.00 USD | | | | \$4,000.00 USD | (1) | Details |
| 3 | Gavin's order 2 on weeds | 5500000440 | 1 | Each | \$4,000.00 USD | \$4,000.00 USD | | | | \$4,000.00 USD | (1) | Details |
| 4 | Gavin's order 2 on weeds | 5500000440 | 1 | Each | \$4,000.00 USD | \$4,000.00 USD | | | | \$4,000.00 USD | (1) | Details |
| 5 | Gavin's order 2 on weeds | 5500000440 | 1 | Each | \$4,000.00 USD | \$4,000.00 USD | | | | \$4,000.00 USD | (1) | Details |

Delete Copy Edit Manage Accounting Add Item Details Import Accounting Export Accounting Add Item Update

18 Click **Manage Accounting** to update line level accounting details such as cost object or GL account.

Note: Multiple lines can be selected at the same time to make a single modification for all lines.

Invoice Approval

Manage Accounting (2 of 2)

Modify an invoice on a single line or multiple lines simultaneously. Contracts require Cost Object and GL Account modification. Purchase Orders also can have the accounting modified prior to invoice submission when needed.

Update the required Cost Center and GL Account by entering the number. To Search, click on drop down arrow and click on Search More. Once accounting is complete, click on Validate and Exit then Submit.

Manage Accounting - INVUATScenario39PO1-552

| No. | Description | Commodity Code | Contract Workspace ID | Qty | Unit | Amount | Account | Charges | Taxes |
|-----|-------------------------|-------------------|-----------------------|-----|------|----------------|---------|---------|-------|
| 2 | Gavin's order 2 on webs | SUPPLIES-PLUMBING | | 1 | Each | \$4,000.00 USD | | | |

Line Item Accounting

Bill To: TRBU (Boston University) Account Assignment: * K (Cost center)

GL Account: 0000531020 (PLUMBING) Cost Center: 1202020000 (BIOLOGY) \$4,000.00 USD

1202020000 (BIOLOGY)
1011200000 (PRES VIDEO CONF ROOM)

Exit Validate and Exit

Line Accounting

| ✓ | No. | Invoice Line No. | Description | Commodity Code | Split By | Net Amount | Qty | Unit | Bill To | Account Assignment | GL Account | Cost Center | WBS | Asset Number | Internal Order |
|---|-----|------------------|------------------|---------------------|------------|----------------|-----|------|--------------------------|--------------------|---|-------------|-----|--------------|----------------|
| ✓ | 1 | 1 | Scenario26-Item | SERVICES-IT CONSULT | Percentage | \$1,000.00 USD | 10 | le. | TRBU (Boston University) | F (Order) | 0000510040 (CONSUMABLE SUPPLIES - RESEARCH LABORATOR) | | | | (no value) |
| ✓ | 2 | 2 | Scenario26-APPLE | SERVICES-IT CONSULT | Percentage | \$400.00 USD | 2 | le. | TRBU (Boston University) | K (Cost center) | 0000510040 (CONSUMABLE SUPPLIES - RADIO BOSTON) | 1471780000 | | | |

Copy Accounting Delete Accounting Splits Edit Commodity Code Create Accounting Splits Edit Accounting Fields

Multiple lines can be modified simultaneously by selecting the line items and clicking managing accounting then click on Edit Accounting Fields. Update the cost accounting fields as noted in step 19. Once complete, scroll to the top and click on **Submit**.



Account Assignment: * F (Order)

A (Asset)

F (Order)

K (Cost center)

P (Project)

Note: Account Assignment change for an invoice can occur for contracts only. If an invoice for a standard purchase order requires account assignment, then the purchase order will need to be modified.

Invoice Approval

Split Accounting on an Invoice (1 of 2)

Manage Accounting - INVUATScenario39P01-552

| No. | Description | Commodity Code | Contract Workspace ID | Qty | Unit | Amount | Discount | Charges | Taxes |
|-----|--------------------------|-------------------|-----------------------|-----|------|----------------|----------|---------|-------|
| 2 | Gavin's order 2 on weeks | SUPPLIES-PLUMBING | | 1 | Each | \$4,000.00 USD | | | |

Line Item Accounting

Bill To: TRBU (Boston University) Account Assignment: * K (Cost center)

GL Account: 0000531020 (PLUMBING) Cost Center: 1202020000 (BIOLOGY) \$4,000.00 USD

1202020000 (BIOLOGY)
1011200000 (PRES VIDEO CONF ROOM)

Exit Validate and Exit

21 Create split accounting on a single line by clicking on **Add Split**.

Line Accounting

| <input type="checkbox"/> | No. | Invoice Line No. | Description | Commodity Code | Split By | Net Amount | Qty | Unit | Bill To | Account Assignment | GL Account | Cost Center | WBS | Asset Number | Internal Order |
|-------------------------------------|-----|------------------|------------------|---------------------|------------|----------------|-----|------|--------------------------|--------------------|--|---------------------------|-----|--------------|----------------|
| <input checked="" type="checkbox"/> | 1 | 1 | Scenario26-Item | SERVICES-IT CONSULT | Percentage | \$1,000.00 USD | 10 | le. | TRBU (Boston University) | F (Order) | 0000510040 (CONSUMABLE SUPPLIES - RESEARCH LABORATOR) | | | | (no value) |
| <input checked="" type="checkbox"/> | 2 | 2 | Scenario26-APPLE | SERVICES-IT CONSULT | Percentage | \$400.00 USD | 2 | le. | TRBU (Boston University) | K (Cost center) | 0000510040 (CONSUMABLE SUPPLIES - RESEARCH LABORATORY) | 1471780000 (RADIO BOSTON) | | | |

Copy Accounting Delete Accounting Splits Edit Commodity Code **Create Accounting Splits** Edit Accounting Fields

22 Multiple lines can be modified simultaneously by selecting the line items and clicking on **Create Accounting Splits**.

Invoice Approval

Split Accounting on an Invoice (2 of 2)

Manage Accounting - INVtestinvoice-1045

Exit Validate and Exit

| No. 1 | Description | Commodity Code | Contract Workspace ID | Qty | Unit | Amount | Discount | Charges | Taxes |
|-------------------------------------|--|---|-----------------------|-----|-------|-----------------|----------|---------|-------|
| 1 | 10.5-Inch iPad Air Wi-Fi 64GB - Space Gray (...) | Computer accessories | | 3 | ip... | \$14,220.00 USD | | | |
| Line Item Accounting | | | | | | | | | |
| Split By: Percentage | | | | | | | | | |
| Amount | | | | | | | | | |
| Quantity | | | | | | | | | |
| Bill To: TRBU Percentage | | | | | | | | | |
| Account Assignment: K (Cost center) | | | | | | | | | |
| Add Split | | | | | | | | | |
| 1 | GL Account: 0000510100 (NON-CAPITAL/MINOR EQ...) | Cost Center: 1471780000 (RADIO BOSTON) | | | | 75% | | | |
| | | | | | | \$10,665.00 USD | | | |
| 2 | GL Account: 0000510100 (NON-CAPITAL/MINOR EQ...) | Cost Center: 1020400003 (SOURCING & PROC) | | | | 25% | | | |
| | | | | | | \$3,555.00 USD | | | |
| Update | | | | | | | | | |
| Unallocated: 0% | | | | | | | | | |
| Total: 100% | | | | | | | | | |
| Exit Validate and Exit | | | | | | | | | |

23 Create split accounting based on percentage, amount, or quantity in the drop down menu of the **Split By** field. Enter the corresponding amount.

24 Clicking on **Validate and Exit** then click on **Submit**.



Invoice Approval

Final step after complete review of the invoice is to approve or deny the Invoice.



25 Click on Invoice and click on **Approve or Deny**.

Note: Click **Deny** if you want to reject the invoice.

Approve - Comments

Other approvers and users will see your comments.

You chose to approve INVPaint6234-285.

Comments: Approved.

Archive items to label: Archive Items

OK Cancel

26 Enter comments in the **comments** box (Comments are optional).

27 Click **OK**.

Invoice Approval

Reviewing Approval Status - You can review the status of the invoice approval.

The screenshot shows the 'Your Approvals' section of a system. At the top, there are four tabs: 'To approve (13)', 'To watch (26)', 'Recent approvals (20)', and 'Custom forms (0)'. The 'Recent approvals (20)' tab is selected and highlighted with a red box and callout 28. Below the tabs, there are filters for 'Filter by Invoice' and 'Last 3 months'. A search bar labeled 'Find a request' is on the right. The main area displays a list of two invoice approvals:

| Invoice ID | Requester | Status | Amount | Action |
|--------------------------------------|-------------------------------|------------|-----------------|-----------------------------|
| INVPaint4234-261 INVPaint4234-261 | Shopper1 Requested 2/13/20 | Reconciled | \$18,000.00 USD | See details |
| INVPaint6234-285 INVPaint6234-285 | Shopper1 Requested 2/13/20 | Reconciled | \$10,299.00 USD | See details |

Callout 29 points to the 'See details' button for the second invoice.

28 Once you are redirected to Your Approvals screen, click on **Recent Approvals**.

29 Click **See Details**.

A large empty white box representing the next step in the process. A red callout 30 points to a red rectangular area, indicating where the user should click on the 'Approval flow' tab.

30 Click on **Approval flow** tab. The status has been updated to approved.

Invoice Approval

Once invoice is approved, an email notification will be sent to you.

BOSTON UNIVERSITY Invoice

For your information

Shopper 1 approved this invoice.

Click "View" to go to Invoice in the SAP Arriba solution.

This document has attachments.

View

On behalf of / Preparer
Shopper 1 / AP Clerk

Supplier Invoice #
1122

Supplier
Apple Inc.

Invoice Date
Monday, February 24, 2020

Company Code
TRBU

Total Amount

Approval Flow (As of Monday, February 24, 2020 at 11:59 AM, EST)

| Status | Required | Reason | Approver |
|----------|----------|---|-----------|
| Approved | Yes | Requester added to all invoices for review and approval to confirm the receipt of goods on invoices >= \$5,000. | Shopper 1 |

View

31 Upon completion of invoice approval, an email notification is sent to the requisitioner, approvers and watchers. The approver information is displayed in the email.

Scroll down to bottom of the email to view current status of the invoice.

Invoice Exceptions



Upon completion of this lesson, you will be able to:

- Understand Invoice Reconciliation (2 Way Match) Concept
- Know Invoice Exception Concepts and Navigation
- Understand Invoice Exception Notifications and Automatic Routing
- Invoice Exception Resolution Process
- Common Invoice Exceptions



Invoice Exceptions vs Reconciliation

Invoice Concepts



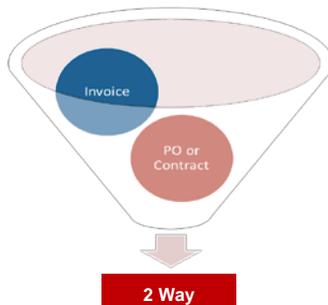
Invoice Reconciliation

If you find discrepancies on an invoice that do not meet the University's invoicing policies these exceptions must be reviewed. You can use the Invoice Reconciliation (IR) document to manage and track the exceptions.



Invoice Exception

An invoice exception is a discrepancy between the invoice and its associated order. Invoice Exceptions are used to detect invoice errors and exceptions (e.g. Price Variance), allowing only validated invoices to be routed for approval.

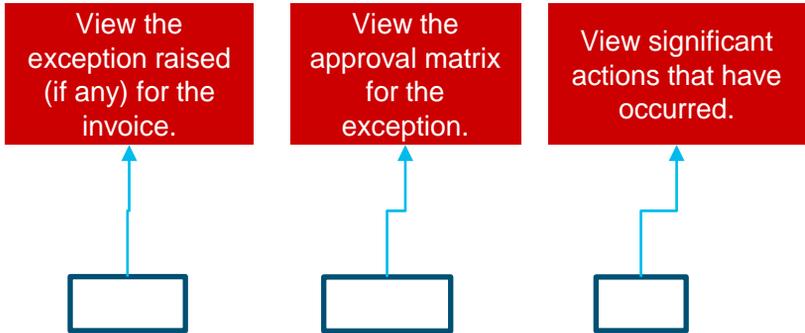


2 Way Match to Auto Reconciliation

Ariba matches invoices to other documents such as purchase orders and contracts; then exceptions are automatically generated

Invoice Exceptions

Invoice Reconciliation Document

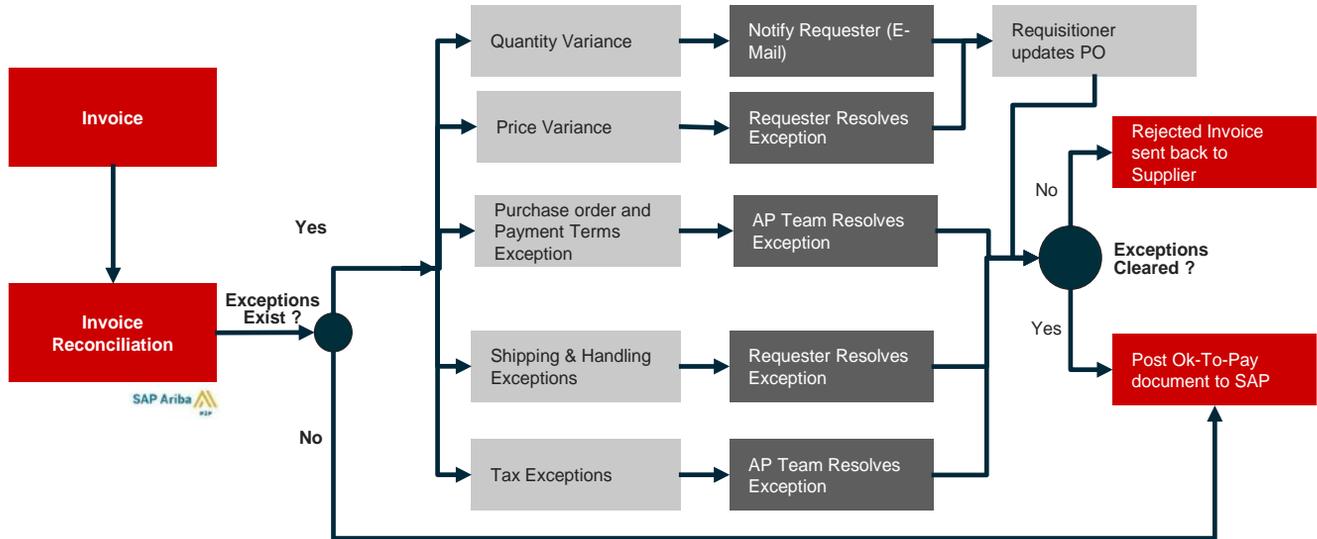


An Invoice Reconciliation (IR) document is created when the invoice is matched to its associated Purchase Order. If any discrepancies are found, they are listed in the IR document.

After all the exceptions are reconciled and approved, the IR document is submitted and the payment process is initiated.

Invoice Exceptions

Invoice Exception Handling



Invoice Exceptions occur when an invoice falls out of tolerance or does not meet basic system requirements. An approval flow is triggered on the Invoice Reconciliation (IR) document when an Invoice Exception occurs. The invoice is then *routed* to the most appropriate group to clear the exception or reject the invoice. Exception approvers can be systematically added or the exception can be routed to a single group, who then manually adds the most appropriate point of contact for review and action.

Roles and Responsibilities Involved in Exception Handling

Accounts Payable

Accounts Payable is responsible for conducting invoice processing / matching, exception routing, invoice approval workflows, invoice payments, etc.

Approver

An Approver needs to take an action on the document i.e. either approve it or reject it. Approver can be added automatically in the system or added manually by Requisitioner or another Approver.

Requisitioner

A Requisitioner is responsible for handling exceptions raised and assigned to them. For example, Price Variance, Received Quantity Variance, PO Amount Variance, etc.

Watcher

A Watcher is a person in the approval flow who is notified of the submission and status of an invoice. The watcher is responsible for reviewing and validating all invoices for orders submitted. The Requisitioner will be added as a watcher for all invoices less than \$5000.

Invoice Tolerances

What are Invoice Tolerances?



Invoice Tolerances are set in two places – Ariba Network and Ariba Buying & Invoicing.



Some exception types auto-clear when a specific action is taken (e.g. Received Quantity Variances auto-clear as additional quantities are received).



There are three primary actions a user can take when handling an exception: accept, defer or reject.



Tolerances errors can result in an automatic invoice reject back to the Supplier.

Common Invoice Exceptions reviewed by Requisitioner

| Name | Description | Absolute Tolerance | Percentage Tolerance | Approver | Auto Reject | Allow Req? |
|---------------------------|--|--------------------|----------------------|---------------|-------------|------------|
| PO Price Variance | The price on the invoice line item, is different from the price on the purchase order line item, and the difference is more than the tolerance set in your configuration. | \$100 | 50% | Requisitioner | No | No |
| PO Catalog Price Variance | The catalog item price on the invoice line item, is different from the price on the purchase order line item, and the difference is more than the tolerance set in your configuration. | \$100 | 50% | Requisitioner | No | No |
| PO Quantity Variance | The quantity on the invoice line item, is different from the quantity on the purchase order line item, and the difference is more than the tolerance set in your configuration. | | 0% | Requisitioner | No | No |
| PO Line Amount Variance | Mostly applicable for amount based invoicing commodity codes mostly. When user enters the amount more than the available amount on the invoice line item. | \$100 | 50% | Requisitioner | No | No |
| Special Handling Variance | The handling amount on the invoice, has exceeded the tolerance specified by your organization. Further evaluation is required. | \$100 | | Requisitioner | No | Yes |
| Shipping Variance | The shipping amount on the invoice, has exceeded the tolerance specified by your organization. Further evaluation is required. | \$100 | | Requisitioner | No | Yes |

Auto Rejected Invoice Exceptions (1 of 3)

Auto rejections will be sent back to supplier for resubmission.

| Name | Description | Auto Reject |
|--|--|-------------|
| Invalid Invoice Date | The date on the invoice is before the ordered date. | Yes |
| Item Unmatched | Ariba Invoice is unable to find a line item on the purchase order that matches the invoice line item of . | Yes |
| Invoice currency mismatch | The currency on the invoice does not match the currency on the purchase order. | Yes |
| Invoice ID Maximum Character Length Exceeded | The maximum characters for a supplier invoice number (16) has been exceeded and the Invoice will be auto-rejected. | Yes |
| Canceled Order | Ariba Invoice of amount is matched to a purchase order that has been canceled. | Yes |

Auto Rejected Invoice Exceptions (2 of 3)

Auto rejections will be sent back to supplier for resubmission.

| Name | Description | Auto Reject |
|---------------------------------|---|-------------|
| PO Closed for Invoicing | The purchase order has been closed for invoicing. | Yes |
| PO Line Closed for Invoicing | The purchase order line has been closed for invoicing. | Yes |
| PO Rejected for Invoicing | The purchase order has been rejected by Ariba Network supplier while confirming the order. | Yes |
| PO Line Rejected for Invoicing | The purchase order line item has been rejected by Ariba Network supplier while confirming the order. | Yes |
| Invoice has mixed currency | Different line items has different currency in invoice | Yes |
| Invoice has mixed amounts | The line items on the invoice contain positive and negative amounts | Yes |
| Invoice has mathematical errors | Amounts of invoice lines don't match to the invoice total. Applicable for cXML or EDI invoices if supplier's EDI configuration has issues. | Yes |

Auto Rejected Invoice Exceptions (3 of 3)

Following are the tolerance limits required to configure invoice exceptions on the Ariba Network

| # | Exception | Description | Percentage | Absolute |
|---|--|--|------------|----------|
| 1 | Allow suppliers to change the unit price | Due to variations in pricing or availability, suppliers might need to increase the unit price for an item. If you do not allow unit price changes, you can still set a price tolerance percentage that suppliers cannot exceed | 75% | |
| 2 | Allow suppliers to increase item quantities | Suppliers might need to increase item quantity for best pricing or shipment, particularly for non-catalog items | 10% | |
| 3 | Allow suppliers to increase line item subtotals | Suppliers might need to increase line item subtotals due to variations in pricing or availability | 75% | \$200 |

Invoice Exceptions

Invoice Exceptions Notification (1 of 2)

If an invoice exception is generated, the requester will be notified through email stating exception reason.

BOSTON UNIVERSITY Invoice Reconciliation

Requires your action

This invoice reconciliation from supplier Apple Inc. requires your approval.

Reason: The shipping amount on the invoice, {1}, has exceeded the tolerance specified by your organization. Further evaluation is required.

This document has attachments.

1 [View](#)

On behalf of / Preparer Shopper 1 / AP Clerk

Invoice Reconciliation I64

Supplier Invoice # 1122

Supplier Apple Inc.

Invoice Date Monday, February 24, 2020

Company Code TRBU

Total Amount **\$7,590.00 USD**

1 Open the email notification and click **view**.

You will be redirected to the invoice exception page in Ariba Guided Buying.

Invoice Exceptions

Invoice Exceptions Notification (2 of 2)

The notification also contains invoice status, line item detail and invoice attachment.

| | | | | | | | | |
|--|--------|---------------------------------|---------------------|------|-----------------|-----------------|--------|---------------------------|
| 5500000244 | LINE # | Shipping Charges - header level | 1.00 | each | \$150.00 USD | \$150.00 USD | \$0.00 | AMOUNT \$150.00 USD |
| Account Assignment K(Cost center) | | | | | | | | |
| GL Account | | | Cost Center | | Type | Proportion | | |
| 0000510100(NON-CAPITAL/MINOR EQUIPMENT-10) | | | 1202020000(BIOLOGY) | | Percentage | 100.00 | | |

Approval Flow (As of Monday, February 24, 2020 at 11:59 AM, EST)

| Status | Required | Reason | Approver | Date | Time |
|--------------------|----------|---|-----------|------|------|
| Ready for approval | Yes | The shipping amount on the invoice, {1}, has exceeded the tolerance specified by your organization. Further evaluation is required. | Shopper 1 | | |

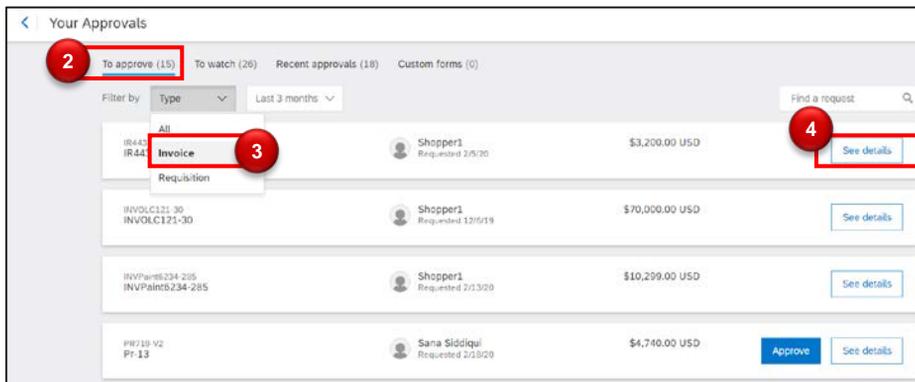
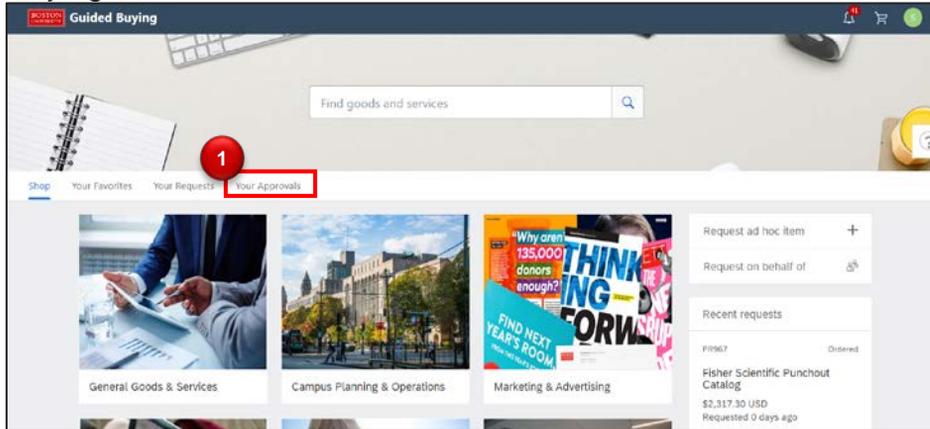
[Reject](#) [View](#)

- 2 Alternately, scroll down to view the current status, line item detail and reason for rejection.
- 3 Click **View**.



Invoice Exception Navigation

An alternative option to view an invoice exception is to search for the Invoice within Guide Buying



- 1 Click on **Your Approvals**
- 2 Make sure that **To Approve** tab is highlighted.
- 3 From the **Filter by** drop down, click **Invoice**.
- 4 Click the **See details** button next to the invoice for which you need to handle exceptions.

Invoice Exceptions

Handle Invoice Exceptions

In this example, we will look at the steps to handle a Shipping Variance.

5 Click the **Exceptions** tab to view the exceptions raised for the particular invoice.

6 Click the **Assigned To Me** tab to view the exceptions assigned to you for this invoice.

Submit Exit Reject Refer Manual Match Print

5 Exceptions Line View Approval Flow Reference History

IR4343-237

Invoice ID: INV4343-237 Total Amount: \$4,120.00 USD Details

Invoice From: Apple Inc. on Wed, 05 Feb, 2020

Invoice Type: Purchase Order

Purchase Order(s): 4500000013

Header Information

6 Assigned To Me (1) All Exceptions (1)

Shipping Variance 1 Open

Shipping Charges - header level Amount: \$120.00 USD Expected Amount: \$0.00 USD Action

View Details

Invoice Exceptions

Handle Invoice Exceptions

Accept Invoice Amount

The screenshot displays the 'Invoice Exceptions' interface. At the top, there are buttons for 'Submit', 'Ext', 'Reject', 'Refer', 'Manual Match', and 'Print'. Below these are tabs for 'Exceptions', 'Line View', 'Approval Flow', 'Reference', and 'History'. The main header shows 'IR4343-237' and 'Total Amount: \$4,120.00 USD'. The invoice details include 'Invoice ID: INV4343-237', 'Invoice From: Apple Inc. on Wed, 05 Feb, 2020', 'Invoice Type: Purchase Order', and 'Purchase Order(s): 4500000013'. Under 'Header Information', there are sections for 'Assigned To Me (1)' and 'All Exceptions (1)'. The 'Shipping Variance' section shows 'Shipping Charges - header level' with 'Amount: \$120.00 USD' and 'Expected Amount: \$0.00 USD'. A red circle '7' highlights the 'Action' dropdown menu, which is open and shows options: 'Accept Invoice Amount', 'Accept Expected Amount', and 'Defer to someone else'. A second red circle '8' highlights the 'Accept Invoice Amount' option. The bottom part of the screenshot shows the same 'Shipping Variance' section after the action is taken, with the 'Action' dropdown now showing '✓ Amount Accepted'.

7 Click the **Action** drop-down button next to the exception. Select the required option from the drop-down menu.

8 You will receive a confirmation from the system after you handle the exception.



Note: Select Accept Invoice Amount if you want to choose the invoice amount or select Accept Expected Amount if you want to choose the PO amount.

Invoice Exceptions

Handle Invoice Exceptions - Change Purchase Order (PO) details

For any amount or quantity variance between PO and Invoice, you need to update the PO details. You can also reject the invoice back to supplier.

The screenshot displays the 'Invoice Exceptions' interface. At the top, there are buttons for 'Submit', 'Exit', 'Reject', 'Refer', 'Manual Match', and 'Print'. A red circle with the number '1' is positioned over the 'Submit' button, and another red circle with the number '2' is positioned over the 'Reject' button. Below the buttons is a navigation bar with tabs for 'Exceptions', 'Line View', 'Approval Flow', 'Reference', and 'History'. The main content area shows details for an invoice with ID 'IRPO511-82'. It includes fields for 'Invoice ID', 'Invoice From', 'Invoice Type', and 'Purchase Order(s)'. A 'Total Amount' of '\$360.00 USD' is displayed. Below this, there is a section for 'Assigned To Me (1)' and 'All Exceptions (1)'. The 'PO Line Amount Variance' section shows a discrepancy: 'Order: P051, Test Amount Based' with an 'Invoice Line No.: 1' and 'Order Line No.: 1'. The 'Amount' is '\$360.00 USD' and the 'Expected Amount' is '\$250.00 USD'. An 'Action' dropdown menu is open, showing options: 'Accept Expected Amount', 'Manual Match', and 'Defer to someone else'. A red circle with the number '1' is positioned over the 'Accept Expected Amount' option.

1 If you want to accept the invoice amount, then you have to login to GB and update the PO details to match those in the invoice. Clicking on Action button doesn't allow you to accept the Invoice amount.

2 If you don't want to approve the expected amount, then you can reject the invoice by clicking **Reject** button.

Invoice Exceptions Confirmation Notification

A confirmation email is received once exception has been cleared stating the modifications to the invoice.

BOSTON UNIVERSITY Invoice Reconciliation

1 For your information
This invoice reconciliation has been fully approved.

Click "View" to go to Invoice Reconciliation in the SAP Ariba solution.

This document has attachments.

[View](#)

On behalf of / Preparer
Shopper 1 / AP Clerk

Invoice Reconciliation
IR1122-364

Supplier Invoice #
1122

Supplier
Apple Inc.

Invoice Date
Monday, February 24, 2020

Company Code
TRBU

Total Amount

1 The invoice reconciliation status can be seen in the notification.

BOSTON UNIVERSITY

2 Changes

"Shipping Variance: The shipping amount on the invoice, \$150.00 USD, has exceeded the tolerance specified by your organization. Further evaluation is required." for line 3 was changed from "Unresolved" to "Accepted".

Line Item 3, NeedsAccumulationOnMatchedObject changed from No to Yes

[View](#)

2 The details of the exception are available at the bottom of the email.

Invoice Exceptions

Handle Invoice Exceptions (Reject – 1 of 2)

You can also reject the invoice if amount is higher than allowed tolerance or the invoice contains incorrect information and requires resubmission from the supplier.

1 Click on the **Reject** button at the top.

Submit Exit **Reject** Refer Manual Match Print

Exceptions Line View Approval Flow Reference History

IR4343-237

Invoice ID: INV4343-237
Invoice From: Apple Inc. on Wed, 05 Feb, 2020
Invoice Type: Purchase Order
Purchase Order(s): 4500000013

Total Amount: \$4,120.00 USD

Header Information

Assigned To Me (1) All Exceptions (1)

Shipping Variance **1 Open**

Shipping Charges - header level

Amount : \$120.00 USD
Expected Amount : \$0.00 USD

Accept Invoice Amount
Accept Expected Amount
Defer to someone else



Invoice Exceptions

Handle Invoice Exceptions (Reject – 2 of 2)

There are two comments sections that allow you to send a message to the supplier regarding the invoice rejection. You also can create a separate message for internal recipients only.

The screenshot shows a web form for handling invoice exceptions. At the top left, the invoice ID 'IR4343-237' is displayed. To the right are 'Submit' and 'Cancel' buttons. Below this is a header instruction: 'You must explain your rejection of this invoice reconciliation document. Enter your comments in the Comments textbox.' The main section is titled 'Comments' and contains two text input areas. The first is labeled 'Comments to Supplier:' with the placeholder text 'Enter the reason for rejection here.' and a red circle '2' next to it. The second is labeled 'Internal Comments:' with the placeholder text 'Comments are optional.' and a red circle '3' next to it. At the bottom right of the form, there are 'Submit' and 'Cancel' buttons, with a red circle '3' next to the 'Submit' button.

2 Enter reason for rejection.

3 Click **Submit**.

Invoice Exceptions

Handle Invoice Exceptions (Defer to Someone – 1 of 3)

You can also defer the invoice to someone by following the steps below:

- 1 Click the **Action** drop-down button next to the exception. Select the **Defer to someone else** option from the drop-down menu. **Alternatively, you can click on the Refer button at the top.**

The screenshot displays the Ariba Invoice Exceptions interface for invoice IR4343-237. At the top, there are buttons for 'Submit', 'Exit', 'Reject', 'Refer', 'Manual Match', and 'Print'. The 'Refer' button is highlighted with a red box. Below the buttons, there are tabs for 'Exceptions', 'Line View', 'Approval Flow', 'Reference', and 'History'. The main content area shows the invoice ID 'IR4343-237' and details such as 'Invoice ID: INV4343-237', 'Invoice From: Apple Inc. on Wed, 05 Feb, 2020', and 'Total Amount: \$4,120.00 USD'. A 'Shipping Variance' section is visible, showing 'Shipping Charges - header level' with an amount of \$120.00 USD and an expected amount of \$0.00 USD. A red dashed arrow points from the 'Refer' button to a dropdown menu that is open, showing options: 'Accept Invoice Amount', 'Accept Expected Amount', and 'Defer to someone else'. The 'Defer to someone else' option is highlighted with a red box and a red circle containing the number '1'.

Note: Ariba uses both terms, Refer and Defer. Clicking on any of the button results in the same action. To avoid ambiguity, Defer has been used in this guide.



Invoice Exceptions

Handle Invoice Exceptions (Defer to Someone – 2 of 3)

Select the person to defer to by clicking on the drop down arrow and select the individual to defer the invoice.

The screenshot shows the 'Refer to' dropdown menu in the Invoice Exceptions interface. The dropdown is open, showing a search bar with a magnifying glass icon and the text 'Search more'. A red circle with the number '2' is positioned over the search bar. Below the search bar is a large text area for 'Comments' and a checkbox labeled 'Visible to Supplier'.

The screenshot shows the 'Choose Value for Refer to' dialog box. The dialog has a title bar and a search bar with a magnifying glass icon and the text 'Search'. A red circle with the number '3' is positioned over the search bar. Below the search bar is a list of names with 'Select' buttons next to them. The list includes: '<Customer> Accounts Payable Power User', 'AP Manager', 'AP Manager 1', 'Arvind Sethuraman', 'Bacci, Mary C', 'BU_Accounts Payable Manager', 'Colleen J, Mcginty', and 'EREARDON (SSP)'. A red circle with the number '4' is positioned over the 'Select' button for 'Bacci, Mary C'. At the bottom right of the dialog is a blue 'Done' button.

- 2 Click **Search more**. A new window opens.
- 3 Enter the name of the person/role you want to refer to and click **Search**.
- 4 From the available results, click on **Select** button against the name of person/role you want to refer to.

Invoice Exceptions

Handle Invoice Exceptions (Defer to Someone – 3 of 3)

You can enter a detail comment to the person that will receive the invoice to handle the invoice exception.

5 Click **Submit**.

IR4343-237 Submit Cancel

Refer to: Bacci, Mary C

Comments

Comments: Comments are optional

Visible to Supplier

5 Submit Cancel

Invoice Exceptions

Handle Invoice Exceptions (Manual Match – 1 of 6)

Supplier submits Invoice against some other PO.
In such a case, you need to Manually match the correct PO number against the invoice by following the below procedure:

1 Click the **Action** drop-down button next to the exception.

2 Select the **Manual Match** option from the drop-down menu.

The screenshot shows a software interface for handling invoice exceptions. At the top, there are tabs for 'Assigned To Me (1)' and 'All Exceptions (1)'. Below this is a section titled 'PO Quantity Variance' with a '1 Open' indicator. The main area displays details for an exception: Order 5500000057, BackSafe Crib (with Clear View Ends), Invoice Line No. 1, Order Line No. 1, Quantity 100, and Expected Quantity 50. At the bottom left, there are links for 'View Details', 'Reference', and a chat icon. On the right side, an 'Action' dropdown menu is open, showing three options: 'Accept Expected Quantity', 'Manual Match', and 'Defer to someone else'. Red circles with numbers 1 and 2 are overlaid on the image. Circle 1 points to the 'Action' dropdown button, and circle 2 points to the 'Manual Match' option in the dropdown menu.

Invoice Exceptions

Handle Invoice Exceptions (Manual Match – 2 of 6) Select Line Items

You can manually match the invoice line item with the PO line item.

- 3 Click the radio button next to **Show PO**.
- 4 Enter the correct PO number and click **search**
- 5 Click **Select**.

Manual Match - Purchase Order or Contract

Invoice Reconciliation IRMAXOUTCR-208

Order ID: 5500000056

Order ID: 5500000056 Title: BackSafe Crib (with Clear) Supplier: Apple Inc.

SAP Ariba

Shopper 3 (BUMTH505) (last visit 1/31/2025 10:20 AM) | Trustees of Boston University-child1 - TEST | C37_U3

Security Disclosure Privacy Statement Cookie Statement

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Invoice Exceptions

Handle Invoice Exceptions (Manual Match – 3 of 6)

Submit Invoice

After you handle the exception for the invoice, you can submit it as displayed:

The invoice is now reconciled.

7 Submit Exit Reject Print

Exceptions Line View Approval Flow Reference History

IRMAXOUTCR-208

Invoice ID: INVMAXOUTCR-208 Total Amount: \$64,500.00 USD Details
Invoice From: Apple Inc. on Wed, 29 Jan, 2023
Invoice Type: Purchase Order
Purchase Order(s): 5500000056

Header Information ▾

Assigned To Me (0) All Exceptions (1)

PO Quantity Variance

| Order | Invoice Line No. | Invoice Line No. | Quantity | Expected Quantity |
|--|------------------|------------------|----------|-------------------|
| 5500000056 BackSafe Crib (with Clear View Ends) | : 1 | : 1 | 100 | 50 |

View Details ▾ Reference ▾

6 Action ▾
✓ Cleared

6 The exception status has updated to cleared.

7 Click the **Submit** button.

Invoice Exceptions

Handle Invoice Exceptions (Manual Match – 4 of 6) – Unmatched Item Exception

- In case a Supplier submits Invoice with an additional item which is not present/available on the original PO (e.g. service charge, freight charge)
- In such a case, an Unmatched Item Exception will be raised on the Invoice and will be sent to the Shopper
- If you want to accept the additional item on the Invoice, you need to change the PO and add the exact same line item to the PO.
- After adding the item to the PO, manually match the invoice item with the correct PO item number by following the below procedure:

1 Click the **Action** drop-down button next to the exception.

2 Select the **Manual Match** option from the drop-down menu.

Header Information ▾

Assigned To Me (1) All Exceptions (1)

Item Unmatched

Ariba Invoice is unable to find a line item on the purchase order that matches the invoice line item of \$10 USD.

View Details ▾ Reference ▾

1 Open

1 Action ▾

2 Manual Match

Accept Expected Amount

Defer to someone else

Invoice Exceptions

Handle Invoice Exceptions (Manual Match – 5 of 6) – Unmatched Item Exception Select Line Items

You can manually match the invoice line item with the PO line item.

- 3 Select the check box against the Invoice item that is not matched.
- 4 Select the newly added item on the PO that now matches the invoice item
- 5 Click **Match**.
- 6 Success message will be shown after the match is complete
- 7 Click on **Save and Exit** button.

Manual Match of Line Items

Match Clear Save and Exit Exit

Invoice Line Item All

| No. | Invoice Line# | Order | Description | Part # | Commodity Code | Qty | Unit | Price | Amount | Receipts | Order Line# | |
|-------------------------------------|---------------|-------|-------------|----------------|----------------|-----------------|------|-------|----------|----------|-------------|-------------|
| <input checked="" type="checkbox"/> | 1 | 2 | 5500000956 | Service Charge | | SUPPLIES-OFFICE | 1 | Each | \$10 USD | \$10 USD | | Not Matched |

Order Line Item

| No. | Order | Description | Part # | Commodity Code | Qty | Unit | Price | Amount | Invoice Line# | |
|-------------------------------------|-------|-------------|----------------|----------------|-----------------|------|-------|----------|---------------|-------------|
| <input type="checkbox"/> | 1 | 5500000956 | Laptop Mouse | | Paper materials | 5 | Each | \$55 USD | \$275 USD | Not Matched |
| <input checked="" type="checkbox"/> | 2 | 5500000956 | Service Charge | | SUPPLIES-OFFICE | 1 | Each | \$10 USD | \$10 USD | Not Matched |

1 Invoice Items selected with a matching Order Line Item

Match Clear Save and Exit Exit

Invoice Line Item All

| No. | Invoice Line# | Order | Description | Part # | Commodity Code | Qty | Unit | Price | Amount | Receipts | Order Line# | |
|--------------------------|---------------|-------|-------------|----------------|----------------|-----------------|------|-------|----------|----------|-------------|------|
| <input type="checkbox"/> | 1 | 2 | 5500000956 | Service Charge | | SUPPLIES-OFFICE | 1 | Each | \$10 USD | \$10 USD | 2 | Edit |

Order Line Item

| No. | Order | Description | Part # | Commodity Code | Qty | Unit | Price | Amount | Invoice Line# | | |
|-------------------------------------|-------|-------------|----------------|----------------|-----------------|------|-------|----------|---------------|-------------|------|
| <input type="checkbox"/> | 1 | 5500000956 | Laptop Mouse | | Paper materials | 5 | Each | \$55 USD | \$275 USD | Not Matched | |
| <input checked="" type="checkbox"/> | 2 | 5500000956 | Service Charge | | SUPPLIES-OFFICE | 1 | Each | \$10 USD | \$10 USD | 1 | Edit |

Successfully matched the invoice items with Order Line Item

Match Clear Save and Exit Exit

Invoice Exceptions

Handle Invoice Exceptions (Manual Match – 6 of 6) – Unmatched Item Exception

Submit Invoice

After you handle the exception for the invoice, you can submit it as displayed:

The invoice is now reconciled.

9 **Submit** Exit Reject Print

Exceptions Line View Approval Flow Reference History

IR9561-1011

Invoice ID: INV9561-1011
Invoice From: Austin Service & Sales Co., Inc. on Wed, 03 Jun, 2020
Invoice Type: Purchase Order
Purchase Order(s): 5500000956

Total Amount: \$120 USD Details

Header Information

Assigned To Me (0) All Exceptions (1)

Item Unmatched

Ariba Invoice is unable to find a line item on the purchase order that matches the invoice line item of \$10 USD.

View Details Reference

8 **Cleared**

8 The exception status has updated to cleared.

9 Click the **Submit** button.

Managing Notification Preferences

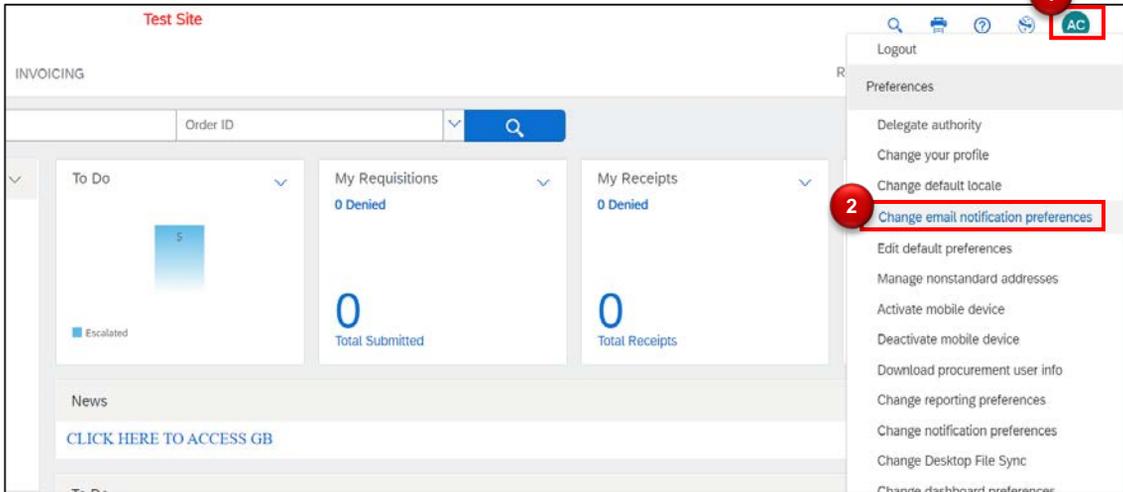


Upon completion of this lesson, you will be able to:

- Manage which notifications show up in email
- Manage the event types which trigger email notification



Managing Notification Preferences



1 Login to the B&I dashboard and click on user profile (AP Clerk in this illustration) on top right corner.

2 Click on **Change email notification preferences**

3 Email notification preferences window will open.

3 **Edit Email Notification Preferences**

For each document type listed, specify the types of email notification messages to receive and how often you want to receive them. The option

Edit preferences for: (no value) ▼

No document type selected.

Managing Notification Preferences

Edit Email Notification Preferences

For each document type listed, specify the types of email notification messages to receive and how often you want to receive them.

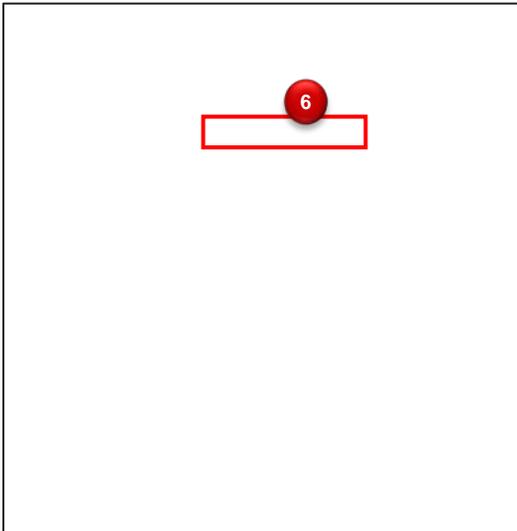
| Document Type | Notification Type | Frequency |
|--------------------------|-------------------|------------|
| Requisition | Requisition | |
| Contractor Expense Sheet | | |
| Time Sheet | | |
| Supplier Data Update | | |
| Template | | |
| Expense Report | | |
| Travel Authorization | | |
| Receipt | | |
| Cancel Invoice Request | | |
| Invoice Reconciliation | | |
| Charge Reconciliation | | repeatedly |
| Contract Request | | once |
| Milestone Tracker | | |
| Collaboration Request | | once |
| User Profile | | |
| Supplier Profile Request | | |

Save Cancel

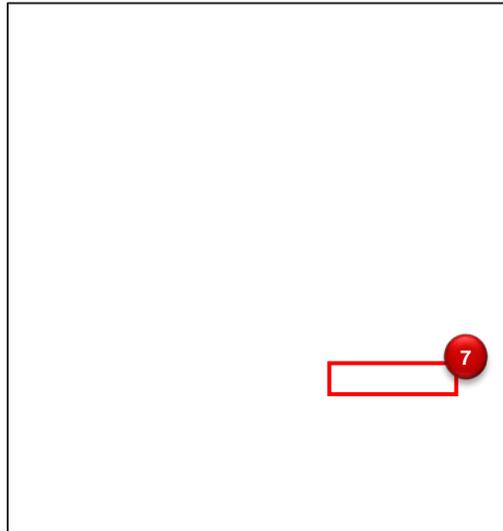
4 Click on the drop down against **Edit preferences** for.

5 Select **Invoice Reconciliation** from the options available in the drop down list, (or any other option for which you want to change email notification preferences).

Managing Notification Preferences



6 Under **Notification method**, select the required option (individual or consolidated).



7 Under **Notification frequency**, select the required option from the drop down list.

Managing Notification Preferences

Notification Method

When I am an approver: ⓘ

When I am a watcher: ⓘ

Notification Frequency

Send email each time my document is approved: ⓘ

Send email when my document is fully approved: ⓘ

When I need to approve a document: ⓘ

When my approval is overdue: ⓘ

When I am a watcher: ⓘ

Attachments

Exclude attachments from approval notifications: ⓘ

8

8 Click **Save**.

9 Click **Yes** to confirm the changes.

Confirmation

Are you sure you want to save all your changes?

9





Training Sessions

- Training sessions will be held on a monthly basis. Stay up-to-date on training information by [subscribing](#) to the Sourcing & Procurement Newsletter.

Guides & FAQs

- [How to Place Orders](#)
 - Step-by-Step Guides
 - Video Tutorials
- [FAQs](#)
- [Invoice Guides and FAQ](#)

Contact Us

- Ordering Information: Submit a ticket to Sourcing & Procurement via the [Financial Affairs Customer Service Portal](#).
- Invoice & Payment Information: Submit a ticket to Accounts Payable via the [Financial Affairs Customer Service Portal](#).

Guided **BU**ying Requisitioner Invoice Approval and Exception Training

Invoice-to-Pay Training Session

Questions?