

Electronic Invoicing

InvoiceWorks[®] Customer User Guide

(Power Customer)

Technical Support / Questions About InvoiceWorks® Functionality

Check the Help Menu item for assistance with that screen and more links to more extensive Help.

Questions and/or concerns can be addressed by contacting your Accounts Payables department Help Line.

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1. Purpose of This Document

This document is for Customer employees who are new to InvoiceWorks and also serves as a reference guide for current InvoiceWorks Customer users. This document describes the sign up process, as well as functionality of InvoiceWorks Customer.

InvoiceWorks Customer allows users to:

- Review, code and approve their invoices
- Search for their invoices
- View status of their invoices
- Dispute their invoices via e-mail and respond to invoice disputes and issues via e-mail
- Modify their account information (e.g., Next in line, name, e-mail, phone, add proxy, modify password, etc.)

In addition to the functionality listed above, certain users (called power users) will have access to the following enhanced InvoiceWorks Customer functionality:

- Create invoices in InvoiceWorks Customer through the Customer Data Entry functionality.
- Review/edit scanned invoices that did not pass edits or require additional data through the Imaging Worklist.
- Search for invoices both on their own Approver Worklist as well as all on other users' Approval Worklists.
- View reports

This document will also discuss the various administration functions supported by InvoiceWorks such as those listed below:

- Creating and managing approval stops
- Creating new users

2. New InvoiceWorks User

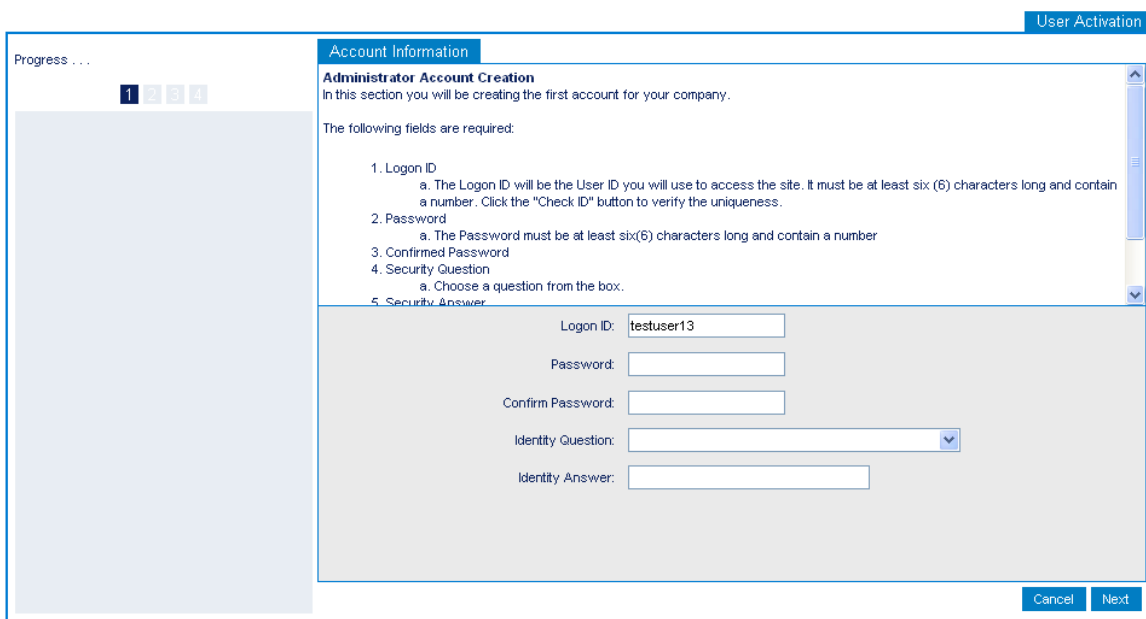
2.1 Receive Invitation E-Mail and Sign Up for InvoiceWorks

2.1.1 Receive Invitation E-Mail

An e-mail will be sent to you to invite you to sign up with InvoiceWorks. This email indicates how to activate your account and is initiated when an invoice submitted by a supplier through InvoiceWorks requires your coding and/or approval.

2.1.2 Activate Your InvoiceWorks Account

By clicking on the 'New User Activation' link you will be taken to the following screen:



The screenshot shows a web interface titled "User Activation" in the top right corner. On the left, there is a "Progress" indicator with four steps, the first of which is highlighted. The main content area is titled "Account Information" and "Administrator Account Creation". Below this, it states: "In this section you will be creating the first account for your company. The following fields are required:" followed by a list of five requirements: 1. Logon ID (with a sub-note about length and uniqueness), 2. Password (with a sub-note about length and numbers), 3. Confirmed Password, 4. Security Question (with a sub-note to choose from a box), and 5. Security Answer. Below the list are five input fields: "Logon ID:" (containing "testuser13"), "Password:", "Confirm Password:", "Identity Question:" (a dropdown menu), and "Identity Answer:". At the bottom right of the form are "Cancel" and "Next" buttons.

- The user will be asked to create a password and an answer to an identity question.
- Click the Next button to continue the sign up process.

You will be directed to the following screen:

User Activation

Progress ... 1 2 3 4

Account Information

Personalized Account Information
In this section you will be filling in your personal account information. Please fill in all fields.

Local Options
Language, Locale, and Time Zone are required to proceed.

Email Options
Please choose in which scenarios you want to receive emails from our system.

User profile	Locale Options
First Name: <input type="text" value="Test"/>	Language: <input type="text" value="English"/>
Last Name: <input type="text" value="User13"/>	Locale: <input type="text" value="English (United States)"/>
Phone: <input type="text" value="666-666-6666"/>	Time Zone: <input type="text" value="(GMT-08:00) Pacific Time (US & Canada), Tijuana"/>
Title: <input type="text" value="NA"/>	
Department: <input type="text" value="NA"/>	Email Options
Email: <input type="text" value="test@user13.com"/>	Receive Emails for:
	Approval Notification - Per Invoice <input checked="" type="checkbox"/>
	Approval Notification - Per Day <input type="checkbox"/>
	Dispute Resolution <input checked="" type="checkbox"/>

[Back](#) [Next](#)

This screen displays the user information, the locale settings, and the email notification options. These will be pre-populated and the user will just need to verify everything is correct before clicking on the Next button.

The following screen will appear to confirm the user's information:

User Activation

Progress ... 1 2 3 4

Account Information

Account Setup Review
Please verify that the information below is correct.
You will be able to change this information, excluding LogonID, after completing activation.

Logon ID: testuser13	Language: English
Full Name: Test User13	Locale: English (United States)
Phone Number: 666-666-6666	Time Zone: (GMT-08:00) Pacific Time (US & Canada), Tijuana
Email Address: test@user13.com	Receive Emails for
Title: NA	Approval Notification - Per Invoice: Yes
Department: NA	Approval Notification - Per Day: No
Security Question: What is your pet's name?	Dispute Resolution: Yes
Security Answer: Copper	

[Back](#) [Next](#)

The final screen contains the user agreement and two questions to which the approver must answer Yes to in order to complete the sign up process (Note: the approver can only click the I Accept button after scrolling to the bottom of the user agreement).

User Activation

Progress . . .

1 2 3 4

Agreement Review

Please read the entire agreement before agreeing.
The system will not allow you to proceed until you have reviewed the entire agreement

You must be authorized to act on behalf of your Company in entering into this agreement.

The agreement is available for download.
Click the "Download Agreement" button below the agreement window.

Agreement

READ THESE TERMS CAREFULLY BEFORE ACCESSING OR USING THE AMERICAN EXPRESS INVOICEWORKS' SERVICES ("SERVICES"). BY ACCESSING OR USING THE SERVICES, YOU REPRESENT AND WARRANT THAT YOU HAVE READ THIS AMERICAN EXPRESS INVOICEWORKS SUPPLIER AGREEMENT ("AGREEMENT"), THAT YOU UNDERSTAND SUCH AGREEMENT, AND YOU, YOUR EMPLOYEES AND AGENTS WILL BE BOUND BY THE AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, YOU WILL NOT BE ABLE TO ACCESS OR USE THE SERVICES. IN CONSIDERATION OF THE RIGHTS AND OBLIGATIONS IN THIS AGREEMENT, AMERICAN EXPRESS TRAVEL RELATED SERVICES COMPANY, INC. ("AMEXCO", "WE", "US" AND "OUR") AND YOU ("SUPPLIER", "YOU" AND "YOUR") AGREE AS FOLLOWS: 1. DESCRIPTION OF SERVICES. The Services allow the Supplier to access AMEXCO's internet-based electronic invoicing service (the "American Express Invoiceworks Program") enabling Supplier to electronically exchange and process invoices and related data in standardized or custom formats with AMEXCO Cardmembers participating in the American Express Invoiceworks Program who utilize AMEXCO

[Download Agreement](#)

You are authorized to act on behalf of your Company in entering into this agreement.

Yes
 No

You accept and agree to the terms and conditions of the Agreement on behalf of your company.

Yes
 No

2.1.3 Enter User Profile Information

Once you have completed the sign up process, you should click on the 'My User Profile' link on the Main Menu to add your next in line information. Your 'next in line' is the user that is selected when you do not have sufficient authority to approve an invoice. Your next in line will probably be your immediate supervisor.

When you complete entering your Next In Line user, click on the Worklist button to see any invoices requiring your review/coding/approval.

The screenshot shows the 'User Profile' window with the 'Approval Routing' tab selected. A red box highlights the 'Next in Line' section, which includes the following fields and buttons:

- Approver ID: [Lookup] [Verify]
- Approver Name: [Delete]
- Email:
- Department:

At the bottom of the window are 'Cancel' and 'Done' buttons.

After you have entered your next in line information and pressed 'Save', you will be directed to your home page, the 'Approval Work List' screen. This screen contains all of the invoices that have been routed to you for coding/approval. Please see section 4.1 for more information about the 'Approval Work List.'

The screenshot shows the 'Approval Worklist' screen. The left sidebar menu is open, displaying the following options:

- Invoices
- Approval Worklist
- Invoice Entry
- Invoice Search
- Analysis/Reporting
- Reports
- Administration
- Manage Users
- Approval Rules
- Company Info
- My User Profile

The main area displays a table with the following columns: Vendor Name, Invoice Date, Type, Total Due, Currency, Terms, Business Unit, and Pass Edits. A 'Search' button is located at the bottom left of the table area.

3. Current InvoiceWorks User

3.1 Receive E-Mail Notification of an Invoice Requiring Coding/Approval

If an invoice has been routed to you for approval and you are a current InvoiceWorks user/approver, you will receive an e-mail with key information about the invoice. When a supplier sends an invoice to Customer through InvoiceWorks, a notification is sent to the appropriate approver(s) through e-mail. This e-mail contains summary information from the invoice and a link to the InvoiceWorks website.

Click on the link to InvoiceWorks, and you will be directed to your home page on InvoiceWorks Customer, which displays a list of invoices that you need to code and/or approve (called the 'Approval Work List').

3.2 Accessing InvoiceWorks

- Go to <https://www.ipayables.net/new>
- If necessary click on Go To Payer on bottom left of screen.
- Select the appropriate Customer
- Enter your User ID and password and click on Sign In. You will be directed to your InvoiceWorks homepage.

More Information	Existing Users	Sales and Marketing
<p>For technical questions about InvoiceWorks, please contact Support at Invoiceworks.Support@iPayables.com or 1-949-215-9122.</p> <p>Go to Supplier</p>	<p>If your company already uses InvoiceWorks, and you have an IATA InvoiceWorks User ID, enter your User ID and Password and click the "Sign In" button.</p> <p>Your current default customer is Customer: Click here to change customer.</p> <p>User ID: <input type="text"/></p> <p>Password: <input type="password"/></p> <p><input type="button" value="Sign In"/></p> <p>Forgot your password? Forgot your User ID?</p>	<p>If you require a User ID, please contact your Accounts Payable – InvoiceWorks Administrator to have an account and User ID created for you.</p>

4. Approving an Invoice

4.1 Approval Work List

The 'Approval Work List' contains invoices that have been routed to you for coding/approval. To approve an invoice, click on the 'Approve' button. Deny an invoice by clicking on the 'Deny' button. To see invoice details, click on the [InvoiceNbr](#).

Priority	Invoice Nbr	Vendor Name	Invoice Date	Type	T
	1020	AKRON BEACON JOURNAL	3/24/2006	Non-PO	2
1	EEAIRBORNETST01	AIRBORNE EXPRESS	3/24/2006	Non-PO	
	test031606	MICHAEL R. SCHIAVONI	3/16/2006	Non-PO	
	12234	CREATIVE TEAM DESIGN	3/15/2006	Non-PO	
	test031406c	CANADIAN NATIONAL	3/14/2006	Non-PO	
	031406test1	DOLPHIN YOUTH CONNECTION	3/13/2006	Non-PO	
	456	KRISTEN LAPIDES	3/4/2006	Non-PO	

Please note that an invoice cannot be approved until all required fields have been completed. If all required fields have not been completed, the invoice will 'fail edits'.

This **Pass Edits** field, indicates whether or not the invoice passes or fails edits checks; if the invoice fails edits either additional information is required or certain information is incorrect on the invoice.

Note: If an invoice has been routed to you incorrectly, do not deny the invoice. Please contact the Customer AP Help Line to find out how to re-route the invoice to the correct approver.

4.2 Invoice Approval

Click on the hyperlinked [Invoice Nbr](#) to review, code, approve or deny the invoice. At this point, you will be directed to the 'Invoice Approval' screen for either a Non-PO invoice or a PO-based Invoice.

Non-PO Invoices:

One or more of the following activities can occur in 'Invoice Approval':

- Enter coding for the invoice (i.e., cost center and general ledger account information).
- Add line distributions as required.
- View attachments associated with invoice.
- Approve or deny the invoice.
- Check the invoice and save the invoice as a draft for later review.
- View approval stops which indicate who else has or will approve this invoice.
- View invoice history which shows each stage of the invoice creation and approval process.
- Create an issue / dispute for the invoice. Please note that an email notification is sent to the vendor indicating that one of their invoices has been disputed by United.
- Reroute an invoice.

The following is a sample invoice within the 'Invoice Approval' screen.

Non-PO Invoice- sample

Invoice		Attachments	Approval Stops	Issues	History																																				
Vendor Name		<table border="1"> <thead> <tr> <th>Header</th> <th>Payment</th> <th>Addresses</th> <th>Supplier Notes</th> <th>Approver Notes</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Status</td> <td>Draft</td> <td>Approver ID</td> <td>ABC123</td> <td>Project Bus. Unit</td> <td></td> </tr> <tr> <td>Source</td> <td>Invoice Import</td> <td>Location ID</td> <td>USA024</td> <td>Project ID</td> <td></td> </tr> <tr> <td>Invoice Type</td> <td>Non-PO</td> <td>Department ID</td> <td>8210140</td> <td>Activity ID</td> <td></td> </tr> <tr> <td>Vendor Number</td> <td>13579</td> <td>GL Account #</td> <td>16000010</td> <td>Purchase Order #</td> <td>BE472904</td> </tr> <tr> <td></td> <td></td> <td>Operating Unit ID</td> <td>400000</td> <td>Ship/Service Date</td> <td>05/05/2005</td> </tr> </tbody> </table>				Header	Payment	Addresses	Supplier Notes	Approver Notes	Status	Status	Draft	Approver ID	ABC123	Project Bus. Unit		Source	Invoice Import	Location ID	USA024	Project ID		Invoice Type	Non-PO	Department ID	8210140	Activity ID		Vendor Number	13579	GL Account #	16000010	Purchase Order #	BE472904			Operating Unit ID	400000	Ship/Service Date	05/05/2005
Header	Payment	Addresses	Supplier Notes	Approver Notes	Status																																				
Status	Draft	Approver ID	ABC123	Project Bus. Unit																																					
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Invoice Type	Non-PO	Department ID	8210140	Activity ID																																					
Vendor Number	13579	GL Account #	16000010	Purchase Order #	BE472904																																				
		Operating Unit ID	400000	Ship/Service Date	05/05/2005																																				
Business Unit	USA01																																								
Invoice Number	920779																																								
Invoice Date	12/12/2005																																								
Quantity	Unit of Measure	Ref#/Part#	Description	Unit Price	Line Total																																				
1	Each	H16673	T43 1.7 GHZ 512MB 40GN D (267A44)	1,147.00	1,147.00																																				
Serial Number	L3AD333	Asset Tag #	XY4968	Asset Profile ID	COMP_EQUIP																																				
				Employee ID	1735854																																				
				Resource Type	MATER																																				
				Resource Category	EQPCM																																				
Tracking Nbr																																									
2	Each	KTM-TP3840/1G	1GB Module (KTM-TP3840/1G)	108.07	216.14																																				
Serial Number		Asset Tag #		Asset Profile ID	COMP_EQUIP																																				
				Employee ID																																					
				Resource Type	MATER																																				
				Resource Category	EQPCM																																				
Tracking Nbr																																									
				SubTotal	1,363.14																																				
				Miscellaneous Tax	97.61																																				
				Freight	31.35																																				
				Total Due	1,592.10																																				
Currency USD - United States Dollar																																									
Inv. Line #	Business Unit	Location ID	Department ID	GL Account #	Distribution Amount																																				
1	USA01	USA024	8210140	16000010	1,592.10																																				
	Operating Unit ID	Project Business Unit	Project ID	Activity ID																																					
	40000																																								
					Total Distributions	1,592.10																																			
					Save	Approve																																			

Sample Screen

PO-based Invoices:

One or more of the following activities can occur in 'Invoice Approval':

- View attachments associated with invoice.
- Approve or deny the invoice.
- Check the invoice and save the invoice as a draft for later review.
- View approval stops which indicate who else has or will approve this invoice.
- View invoice history which shows each stage of the invoice creation and approval process.
- Create an issue / dispute for the invoice. Please note that an email notification is sent to the vendor indicating that one of their invoices has been disputed by United.
- Reroute an invoice.

The following is a sample invoice within the 'Invoice Approval' screen.

PO-based Invoice- sample

Invoice		Attachments	Approval Steps	Issues	History																									
Vendor Name	<table border="1"> <thead> <tr> <th>Header</th> <th>Payment</th> <th>Addresses</th> <th>Supplier Notes</th> <th>Approver Notes</th> </tr> </thead> <tbody> <tr> <td>Status</td> <td>Submitted</td> <td>Approver ID</td> <td>ABC123</td> <td></td> </tr> <tr> <td>Source</td> <td>Online Entry</td> <td>Buyer</td> <td>Nino Tejada</td> <td></td> </tr> <tr> <td>Invoice Type</td> <td>PO</td> <td>Ship/Service Date</td> <td>12/30/2005</td> <td></td> </tr> <tr> <td>Vendor Number</td> <td>208020</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>					Header	Payment	Addresses	Supplier Notes	Approver Notes	Status	Submitted	Approver ID	ABC123		Source	Online Entry	Buyer	Nino Tejada		Invoice Type	PO	Ship/Service Date	12/30/2005		Vendor Number	208020			
Header	Payment	Addresses	Supplier Notes	Approver Notes																										
Status	Submitted	Approver ID	ABC123																											
Source	Online Entry	Buyer	Nino Tejada																											
Invoice Type	PO	Ship/Service Date	12/30/2005																											
Vendor Number	208020																													
Business Unit	123456																													
Invoice Number	123456																													
Invoice Date	1/10/2006																													
Purchase Order #	4500000178																													
PO	Quantity	Unit of Measure	Ref#/Part#	Description	Unit Price	Line Total																								
1 1	80	MHR		Dale Blanchard	130.00	10,400.00																								
Serial Number	<input type="text"/>	Expense Type	<input type="text"/>	Subcontractor ID	LC1245	Asset Tag Number	<input type="text"/>																							
				Employee ID	<input type="text"/>	Activity ID	10																							
2 2	520.00	EXP		Dale Blanchard	1.00	520.00																								
Serial Number	<input type="text"/>	Expense Type	Lodging	Subcontractor ID	LC1245	Asset Tag Number	<input type="text"/>																							
				Employee ID	<input type="text"/>	Activity ID	10																							
3 1	520.00	EXP		Dale Blanchard	1.00	520.00																								
Serial Number	<input type="text"/>	Expense Type	Air	Subcontractor ID	LC1245	Asset Tag Number	<input type="text"/>																							
				Employee ID	<input type="text"/>	Activity ID	10																							
4 2	520.00	EXP		Dale Blanchard	1.00	520.00																								
Serial Number	<input type="text"/>	Expense Type	Lodging	Subcontractor ID	LC1245	Asset Tag Number	<input type="text"/>																							
				Employee ID	<input type="text"/>	Activity ID	10																							
SubTotal					10,920.00																									
Miscellaneous Tax					<input type="text"/>																									
Freight					<input type="text"/>																									
Currency					USD - United States Dollar																									
Total Due					11,120.00																									
<input type="button" value="Save"/> <input type="button" value="Approve"/>																														

Sample Screen

4.2.1 Coding

Certain fields are not provided by the supplier and are required by the approver in order for the invoice to be submitted into Customer AP system. These fields can be seen in the 'Distributions' section of the 'Invoice Approval' screen. Highlighting appears on required fields that are missing data or contain invalid data.

	Account Number	Oper Unit (Office)	Product (LOB)	GL Business Unit	Unit of Measure	Distribution Amount
1						2,500.00
Description						
Total Distributions						2,500.00

You may enter account information in two ways, manually or by looking up account and cost center codes by clicking on the icon. You will see a 'smart list' of GL accounts you have recently used.

Code	Description
130600	ACCOUNT -A/R - OTHER
131300	ACCOUNT -A/R - FOREIGN CORRESPONDENTS
192000	ACCOUNT -INVESTMENT IN RIGHT WAY STATIO
215400	ACCOUNT -401(K) PAYABLE - EMPLOYEE
221400	ACCOUNT -401(K) LOANS

If the code you need is not listed, click on 'More'. At this point, a search box will open. Click on 'Search' to see a list of all available codes or enter a specific code or description. If you know part of the code, you may enter the numbers/description that you know followed by the wildcard symbol '*'.


Smart List Lookup




Filter	Account Number	
	Code	Description
Code <input style="width: 100%;" type="text"/> Description <input style="width: 100%;" type="text"/>	221400	ACCOUNT -401(K) LOANS
	215400	ACCOUNT -401(K) PAYABLE - EMPLOYEE
	215500	ACCOUNT -401(K) PAYABLE - EMPLOYER
	215600	ACCOUNT -401(K) PAYABLE-VOLUNTARY
	131500	ACCOUNT -401K FORIETURE
	130100	ACCOUNT -A/R - ACCRUED
	130300	ACCOUNT -A/R - AFFILIATE
	131600	ACCOUNT -A/R - AUSTRALIA
	131300	ACCOUNT -A/R - FOREIGN CORRESPONDENTS
	130600	ACCOUNT -A/R - OTHER
	130200	ACCOUNT -A/R - TRADE
	215100	ACCOUNT -ACCOUNTS PAYABLE - ACCRUED
	215900	ACCOUNT -ACCOUNTS PAYABLE - ACQUISITION
	216200	ACCOUNT -ACCOUNTS PAYABLE - AUSTRALIA
	215000	ACCOUNT -ACCOUNTS PAYABLE - TRADE


Search
Cancel

<< Page 1 of 17 >>

4.2.2 Distributions

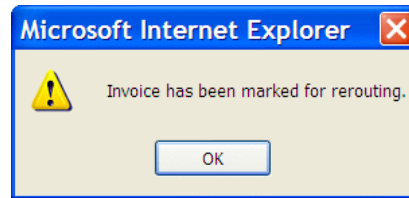
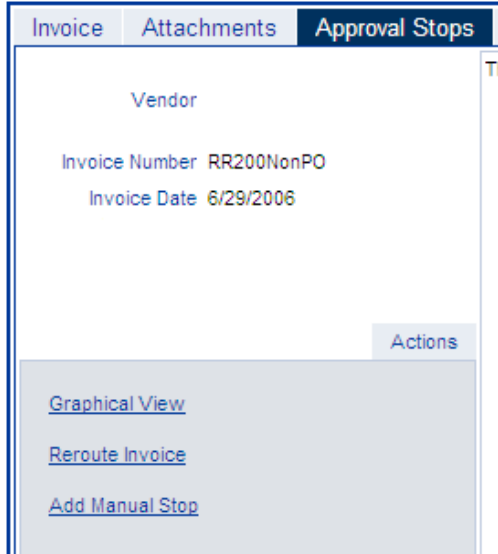
By default, one distribution line appears with the invoice total. If you require additional distribution lines, click on the  button to the left of the first field name (i.e. to the left of Account Number in the image below):

	Account Number	Oper Unit (Office)	Product (LOB)	GL Business Unit	Unit of Measure	Distribution Amount
1						2,500.00
Description						
						Total Distributions 2,500.00

Any additional distributions may be deleted by clicking on the  button when it is activated.

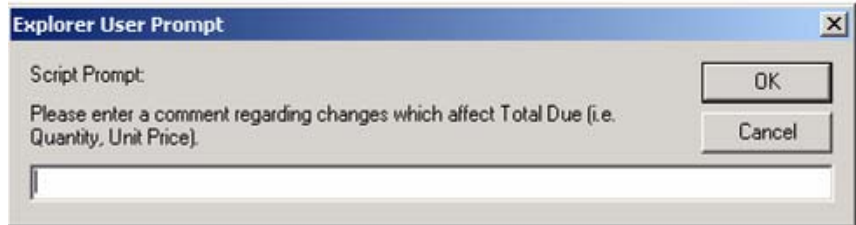
4.2.3 Re-route an invoice

From the Invoice Approval screen click on the Approval Stops tab and select Reroute Invoice. This will mark the invoice for rerouting.



4.2.4 Modify Invoice

Certain fields can be modified on the invoice if they are incorrect. Quantity and unit price changes require additional comments. When the invoice is saved, approved or denied, you will be prompted to enter comments indicating the reason for the change. This will be part of the history of the invoice and will be available for the supplier to read.

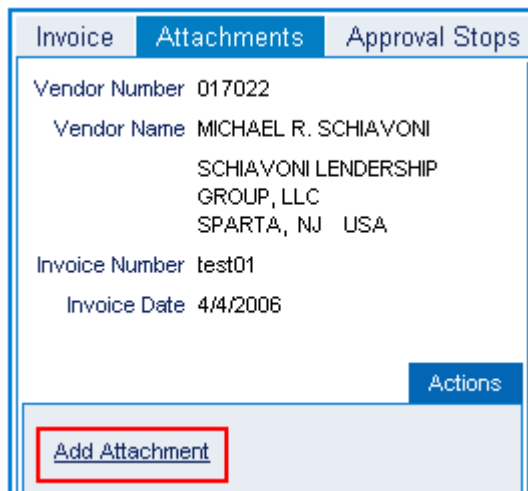


4.2.5 Attachments

Click on the Attachments tab on the 'Invoice Approval' screen to view and/or add documents to the invoice. Each invoice can have documents attached by the vendor and/or by the approver(s).



Click on Add Attachment to add additional documents. See the image below.



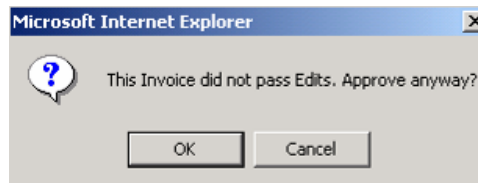
Documents can be added or deleted until the invoice is completely approved. Click on the hyperlinked [File Name](#) to view the attachment.

File Name	Description	File Size	Upload Date/Time
Report1.txt	Invoice Report	196 Bytes	4/10/2006 9:20 PM
Report2.txt	Invoice Report 2	196 Bytes	4/10/2006 9:21 PM

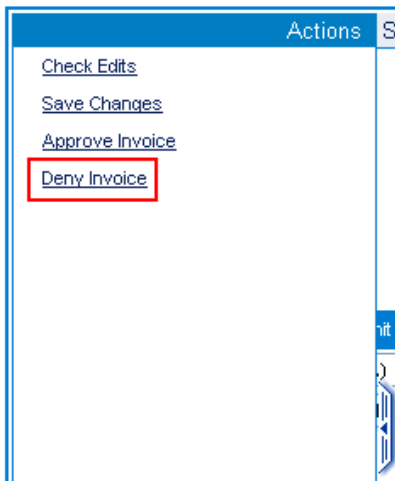
4.2.6 Approve or Deny Invoice

Click on the [Approve](#) button to approve at the bottom right of the invoice or on the [Approve Invoice](#) action on the left tab of the invoice.

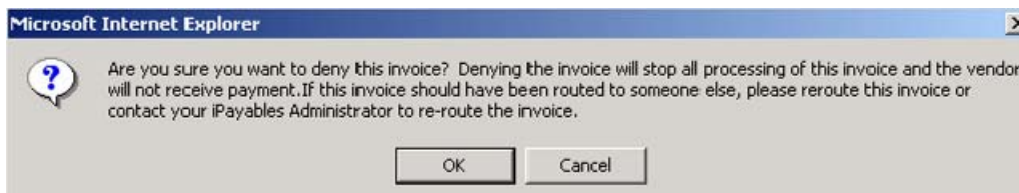
If the invoice has not passed edits, you may still approve the invoice. Before approving the invoice, you will see the following message box:



Click on the [Deny Invoice](#) action on the left tab to deny the invoice.



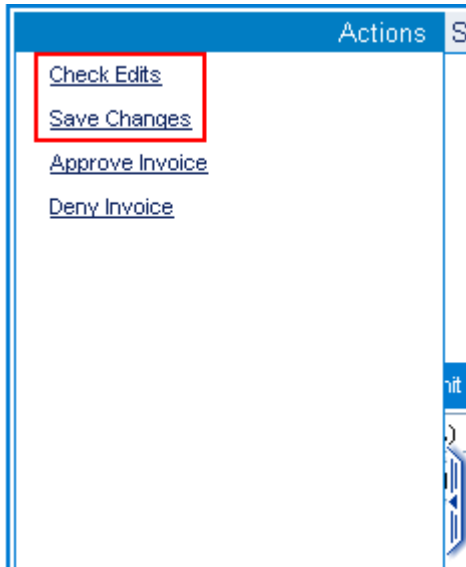
Before the invoice is denied you will see the following message box:



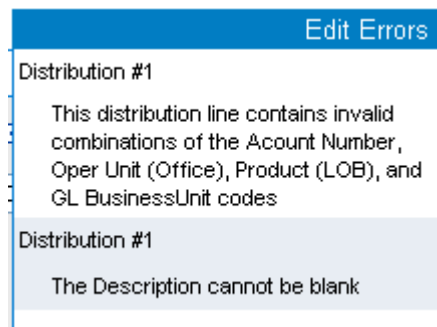
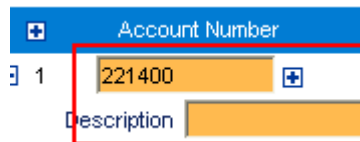
You will then be required to enter a comment explaining the reason for denying the invoice.

4.2.7 Check and Save Invoice

Click on the [Check Edits](#) action on the left tab to verify that all required fields have been completed.



If items are missing or incorrect, the fields will be highlighted in orange and an edit message will display to the right giving the reason for the error.



Click on the [Save Changes](#) action on the left tab to save the invoice as a draft without submitting it. You can continue to review or code the invoice at a later time.

4.2.8 View Approval Steps

From the 'Invoice Approval' screen, click on the **Approval Steps** tab. This screen presents the list of approvers for this invoice.

Sequence	User	Source	Date Notified	Result
01	John Roberts (testuser2)	Primary Stop - Rule #33292	4/5/2006 8:25 PM	Approved

Note: If there are any problems or inaccuracies with the list of approvers, please contact the Customer AP Help Line.

4.2.9 Invoice History

From the 'Invoice Approval screen', click on the **History** tab.

This screen shows the history of the invoice from the beginning to date.

Date/Time	User	Process	Action
4/5/2006 8:24 PM	test uatvendor3	InvoiceWorks.aspx	Invoice Created by Vendor Online Entry
4/5/2006 7:28 PM	test uatvendor3	InvoiceWorks.aspx	Invoice Submitted
4/6/2006 7:52 PM	John Roberts	InvoiceWorks.aspx	Invoice Modified
4/6/2006 7:52 PM	John Roberts	InvoiceWorks.aspx	Invoice Modified
4/6/2006 7:52 PM	John Roberts	InvoiceWorks.aspx	Invoice Modified
4/6/2006 7:52 PM	John Roberts	InvoiceWorks.aspx	Invoice Approved
4/6/2006 7:53 PM	InvoiceWorks Automation	Routing Engine	Final Approval
4/7/2006 12:25 AM	InvoiceWorks Automation	InterfaceExtract.vb	Invoice Transmitted
4/8/2006 12:23 AM	InvoiceWorks Automation	Interface_Standard_InvoiceStatus	Status Updated

Some of the actions at the right will be hyperlinked to indicate that further details may be viewed by clicking that action. Clicking on the [Final Approval](#) action displays the old and new value of the status.

The screenshot shows a modal window with a breadcrumb trail: John Roberts > InvoiceWorks.aspx > Invoice Modified. Below the breadcrumb is a table with three columns: Field, Old Value, and New Value. The 'Status' row shows a change from 'Submitted' to 'Approved', with both values highlighted by a red border.

Field	Old Value	New Value
Status	Submitted	Approved

4.2.10 Issues / Dispute Resolution

From the 'Invoice Approval screen', click on the **Issues** tab.

To create a new issue, click on the **New Issue** button. You may either choose a subject or enter from the drop down list or enter your own subject, then enter the text of the issue in the box provided. Click 'Save' when done. An e-mail notification is sent to the supplier indicating that an issue has been posted for that invoice.

4.3 Invoice Search and Status

From the 'Invoice Search' screen, you will be able to see all of your invoices, whether the invoices have been approved or whether they are yet to be approved. If you are a proxy for another user (described under User Profile), you can also search for invoices for that individual by changing the 'Search for Invoices assigned to' drop down list. If you are a power user, administrator, or a custom user you will also be able to search under all users.

Click on the 'Invoice Search' option under the Main Menu to search for invoices.

You can search by the following:

- Invoices Assigned To
- Invoice #
- Invoice Type
- Status
- Vendor Name
- Invoice Date (range)
- PO #
- Payment Ref #

You can also use wildcards (*). To see all invoices available, leave all fields blank and click on search. Click on the hyperlinked [Invoice Number](#) to see the details for the selected invoice.

The primary status options are follows:

Submitted -- As soon as the vendor submits the invoice it is marked as submitted. The invoice will remain with a status of 'Submitted' until all approvers listed on an invoice have approved the invoice.

Approved -- When all approvers listed on an invoice have approved the invoice, it is then marked as 'Approved.'

Denied -- When an approver denies an invoice, the invoice is marked as 'Denied' and the invoice is removed from all other approvers' worklists. This is the final status for these invoices.

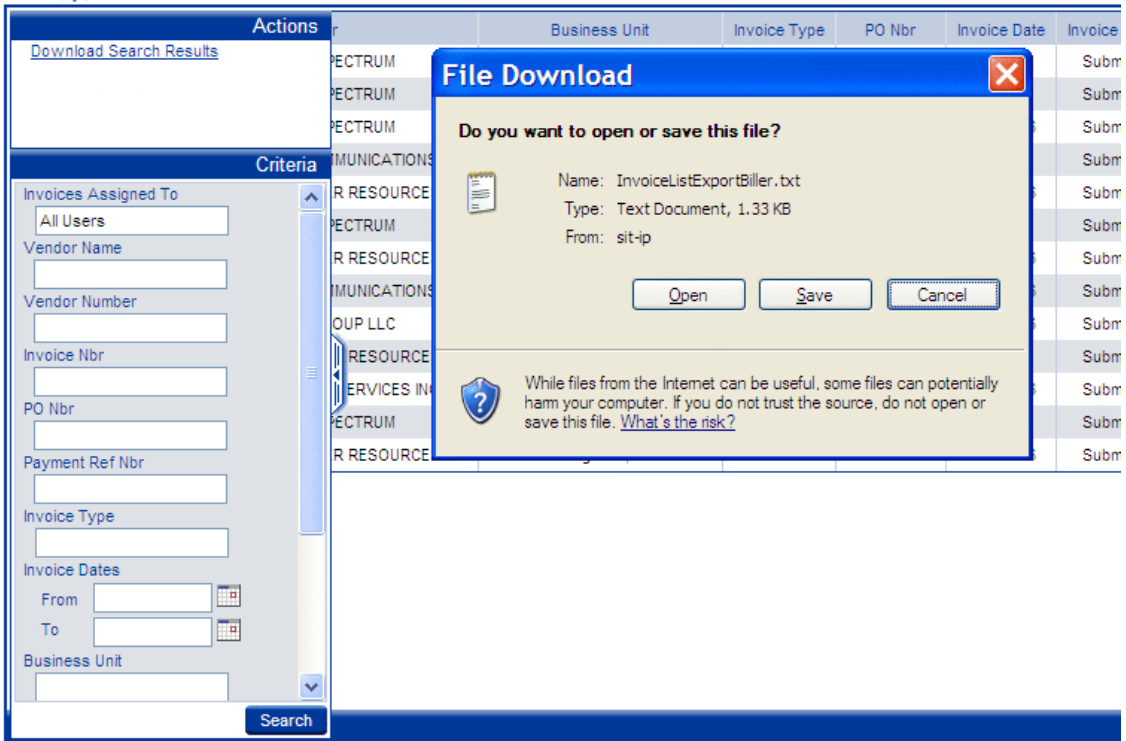
Transmitted -- After an invoice has been 'Approved', the invoice transmitted in a batch from InvoiceWorks to Customer' AP system.

Received -- The 'Received' status is provided by Customer' AP system to show that the invoices have been received and are awaiting payment.

Paid -- When an invoice has been paid, a 'Paid' status and check number are posted with the invoice. This is the final status for these invoices.

4.3.1 Export Invoices

To export invoices go to Invoice Search and enter the criteria for the invoices that are requested. On the left sliding tab select 'Download Search Results'. You will be prompted to either save the file to your desktop or to open the file directly. To view in Excel, save the file to your desktop and open with Excel.



5. User Administration

5.1 User Profile and Email Options

From the 'User Profile' screen, you can:

- Change the following personal information
 - First Name
 - Last Name
 - Phone Number
 - Department
 - Title
 - E-mail Address

User Profile

Actions	General
Change Password Change Identity Q & A	<div style="display: flex; justify-content: space-between;"> <div> <p>Status: Active</p> <p>Logon ID: IPAdmin905</p> <p>First Name: <input type="text" value="iPayables"/></p> <p>Last Name: <input type="text" value="Admin"/></p> <p>Department: <input type="text"/></p> <p>Title: <input type="text"/></p> <p>Phone Number: <input type="text"/></p> <p>Email Address: <input type="text" value="ryan.gibson@ipayables.co"/></p> <p>Classic View: <input type="checkbox"/></p> </div> <div> <p>Business Unit: <input type="text" value=""/></p> <p>No Auto Update: <input type="checkbox"/></p> </div> </div>

Cancel
Done

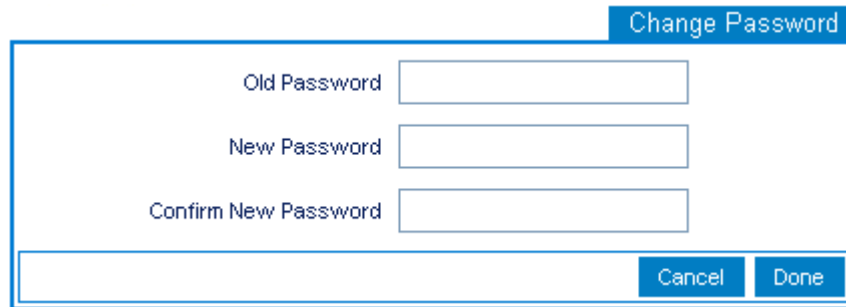
- Change e-mail options: To turn off e-mail notifications, deselect the check box next to the type of e-mail.

User Profile

Actions	Email Options
Change Password Change Identity Q & A	<p>Email Address: <input type="text" value="ryan.gibson@ipayables.com"/></p> <p>Receive Email Notifications for:</p> <p>Approval Notification - Per Invoice <input checked="" type="checkbox"/></p> <p>Approval Notification - Per Day <input type="checkbox"/></p> <p>Dispute Resolution <input checked="" type="checkbox"/></p>

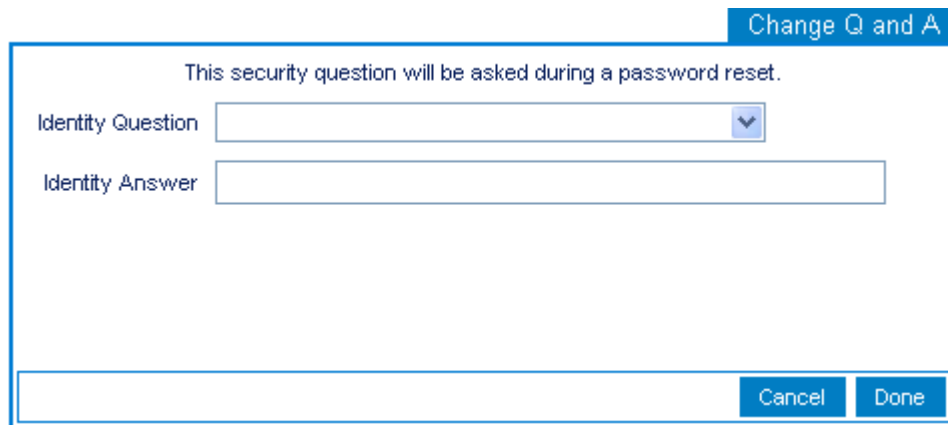
Cancel
Done

- Change your password (see below)



The 'Change Password' dialog box contains three text input fields: 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom right, there are two buttons: 'Cancel' and 'Done'.

- Change your identity question and answer.



The 'Change Q and A' dialog box features a title bar and a subtitle: 'This security question will be asked during a password reset.' It includes a dropdown menu for 'Identity Question' and a text input field for 'Identity Answer'. 'Cancel' and 'Done' buttons are located at the bottom right.

5.2 Next in Line

You will need to select your next in line as part of the user activation process. Your 'next in line' is the user that is selected when you do not have sufficient authority to approve an invoice. Your next in line will probably be your immediate supervisor. At a later date, you may change your next in line by doing the following. Select the 'Home' menu and the 'User Profile' sub menu. The bottom of the 'User Profile' screen contains the Next in Line information:

User Profile

Actions | General | Email Options | Locale Options | **Approval Routing** | Security | History

Next in Line | Vacation Reroute | Approval Limits

Approver ID: **Lookup** **Verify**

Approver Name: **Delete**

Email:

Department:

Cancel **Done**

Select the 'Lookup' button to select a user as the next in line. The following screen appears:

Logon ID

First Name

Last Name

Phone Number

Email Address

Department

Title

Search


Select the hyperlinked Logon ID to select the user as the next in line.

Select the 'Delete' button to delete a user as the next in line.

5.3 Adding Proxies

A proxy is an individual who can see your list of invoices to code/approve. A proxy can code your invoices and/or make any modifications to these invoices but cannot approve or deny the invoices.

The screenshot shows the 'User Profile' interface with the 'Security' tab selected. On the left, there are links for 'Change Password' and 'Change Identity Q & A'. The main area is divided into 'Access Level' and 'Proxies'. Under 'Access Level', there are radio buttons for 'User', 'Power User', 'Support', and 'Admin' (which is selected). A red box highlights a '+' button in the 'Proxies' section. Below this is a table with a header 'Name' and an empty body. At the bottom right, there are 'Cancel' and 'Done' buttons.

To add one or more proxies click on the 'Add a Proxy'  button. You will be directed to the 'Select User' screen where you can select the individual to add as a proxy. To search for a proxy, enter one or more search criteria and click search as shown below.

Please note that you may use wildcards (*).

To choose an individual as a proxy, click on the hyperlinked Logon ID.

The screenshot shows a search form with the following fields: 'Logon ID', 'First Name', 'Last Name', 'Phone Number', 'Email Address', 'Department', and 'Title'. Each field has a corresponding text input box. A 'Search' button is located at the bottom right of the form.

6. Power User Functionality

Select employees of Customer will be considered power users. Power users have access to additional functionality, including 'Customer Data Entry' and 'Imaging Worklist.' Power users can also see all invoices that have been submitted to Customer. However, power users will only be able to modify invoices for which they have direct coding/approval authority.

6.1 Customer Data Entry

In certain instances, Customer power users will need to create invoices on behalf of a supplier.

6.1.1 Non PO Invoice

To create a non-PO invoice, click on the 'Invoice Entry' selection on the Main Menu.

Sample Screen

The functionality available here is similar to the invoice entry functionality available to a vendor. (Review the **InvoiceWorks Biller User Guide's** section called **Enter Non-Purchase Order Invoices**). Generating an invoice via the 'Invoice Entry' screen has the following differences from the invoice entry process performed by a vendor:

- The Customer' power user will select the vendor ID. This will populate the vendor name. If the power user does not know the vendor number, the power user may click on the Lookup button to search for the appropriate vendor.
- The 'Source' will be 'Cust Data Entry'

6.1.2 PO Invoice

To create a PO Invoice, click on the 'Purchase Order Search' option on the Main Menu.



You will then be presented with the Purchase Order Search tab as seen below:

Vendor Name [Clear](#)
 [Look Up](#)
PO Nbr

Purchase Order Dates
 To

Status

PO Total

Using this search tab enter the PO number or other criteria to find the PO. Then click on the hyperlinked PO Nbr to open the PO.

PO Nbr	Vendor	
B2B0021225	ADP Inc	

The purchase order will open up as seen below:

Purchase Order Display

Purchase Order | History

Vendor ID 30758
Vendor Name

PO Number B2B0021225
PO Date 4/11/2006

Header | Notes

Notes:

Line Nbr	Quantity	Unit of Measure	Ref#/Part#	Description	Unit Price	Line Total
1	50	EACH	3456	Area Rugs	500.00	25,000.00
2	5	EACH	5878	Desk	275.00	1,375.00

Currency USD Total Due 26,375.00



Click on the left tab and then click the Create Invoice action. The purchase order will then be flipped into an invoice as seen below:

Invoice Entry

Invoice | Attachments

Vendor Number 30758

Invoice Number

Invoice Date

PO Number B2B0021225

Header | Payments | Addresses | Notes

Payment Type

Terms American Express CPC

Quantity	Unit of Measure	Ref#/Part#	Description	Unit Price	Line Total	Line Tax
1	0	EACH (EA)	3456 Area Rugs	0.00	0.00	0.00
2	0	EACH (EA)	5878 Desk	0.00	0.00	0.00

Sub Total 0.00

Line Tax Sub Total 0.00

Miscellaneous Tax

Freight

Total Due 0.00

Currency USD

Sample Screen

From this point invoicing is similar to a Non-PO invoice. Just fill in the appropriate fields and click the Submit button when the invoice is complete.

6.1.3 Advanced Duplicate Invoice Detection

As invoices are entered for the supplier via the on-line interface or other methods such as file upload or imaging, it is possible that duplicate electronic invoices could be created. InvoiceWorks maintains a mechanism that detects these possible duplicates and alerts users by using a warning edit. This edit will not prevent an invoice from being approved but offers a warning of potential duplicates.

A possible duplicate will produce an automatic warning edit error coupled with all edit errors of the invoice under the section “Advance Duplicate Detection” any time the edit checks are ran.

Duplicate Detection searching all invoices looking for duplicates referencing the following criteria:

1. If an invoice has the same VendorID, BusinessUnit, InvoiceDate, and Invoice Amount as another invoice.
2. Same VendorID, InvoiceNbr, and Invoice Amount as another invoice.
3. If an invoice number would be the same as another invoice number if the last character of the invoice number were dropped
4. Same InvoiceNbr and InvoiceAmount as another invoice, even for different vendors

Advance Duplicate Detection	
Potential Duplicate Invoices Detected	
Click to view possible duplicates	
Edit Errors	
Distribution #1	GL Account is required
Distribution #1	Cost Center is required
Distribution #1	Please make an entry in the Line Item Text field. It is free text.
Distribution #1	The Taxable field is required
Recheck	

To list the possible duplicates “click to view Possible Duplicates”

Advance Duplicate Detection
Potential Duplicate Invoices Detected
Click to view possible duplicates

Possible duplicates will be displayed via a popup.


Advanced Duplicate Invoice Detection					
Vendor ID	Vendor Name	Business Unit	Invoice Nbr	Invoice Date	Invoice Amount
			stest100207455	10/2/2007	20,430.00

Dismiss Notice for All Users Close

Click on the invoice number link to display the potential duplicates for review

Invoice Nbr	Invoice Date	Invoice Amount
stest100207455	10/2/2007	20,430.00

A user can also dismiss the notice for all future users by selecting the option Dismiss Notice for All Users. Such an action will be logged in the invoice history. Even if the automatic notifications are dismissed a user can manually run duplicate detection.

A user should use the left slider  which will display a menu from which “Advanced Duplicate Detection” should be selected.

Actions
Check Edits
Save Changes
Copy Distributions
Advanced Duplicate Detection
Print

All the potential duplicates will be displayed.

When the possible duplicates are examined the user can then determine if it is in fact an inadvertent duplicate or a separate invoice for processing.