Electronic Invoicing

IATA InvoiceWorks
Powered By BearingPoint

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 the Power Airline AP Help Line at

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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

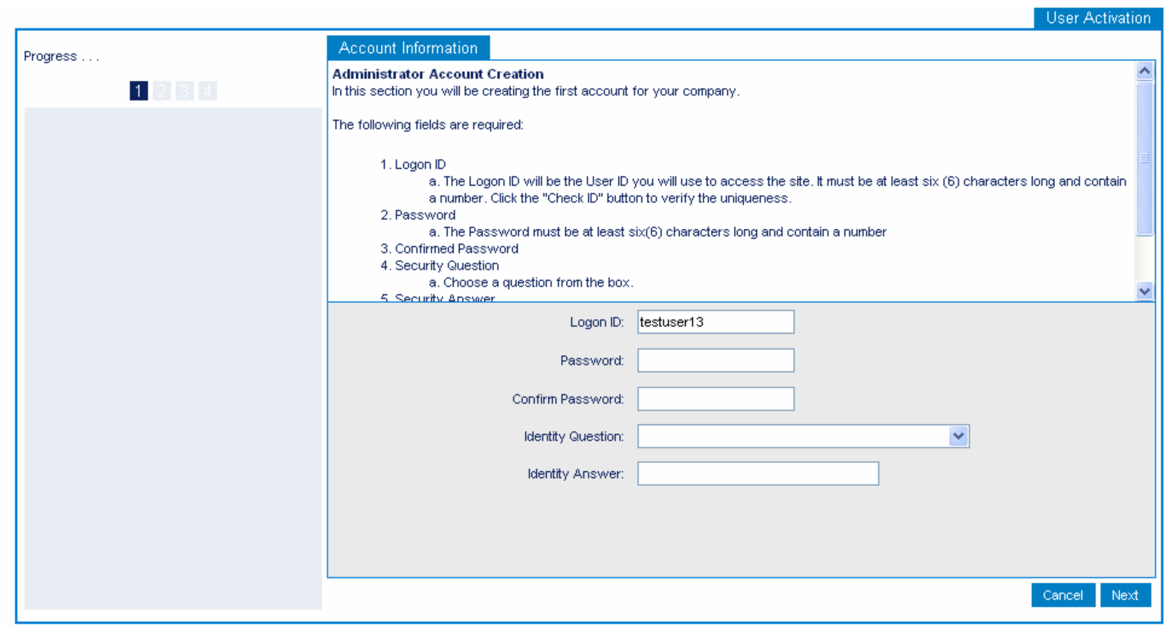
2.1 Receive Invitation E-Mail and Sign Up for InvoiceWorks

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.

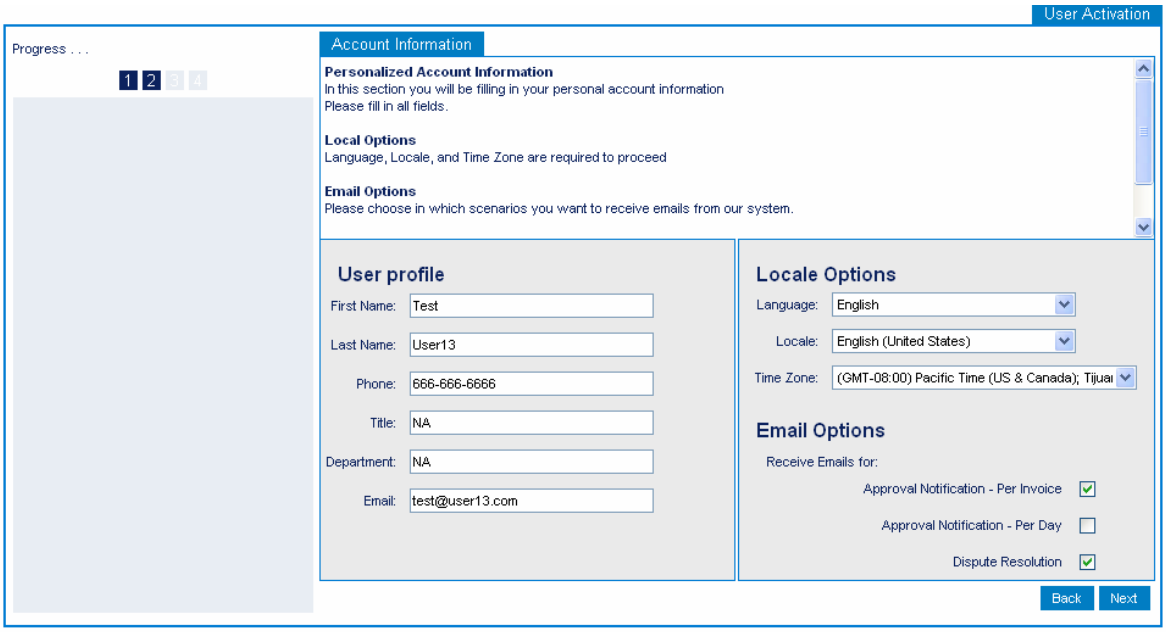
2.1.2 Activate Your InvoiceWorks Account

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



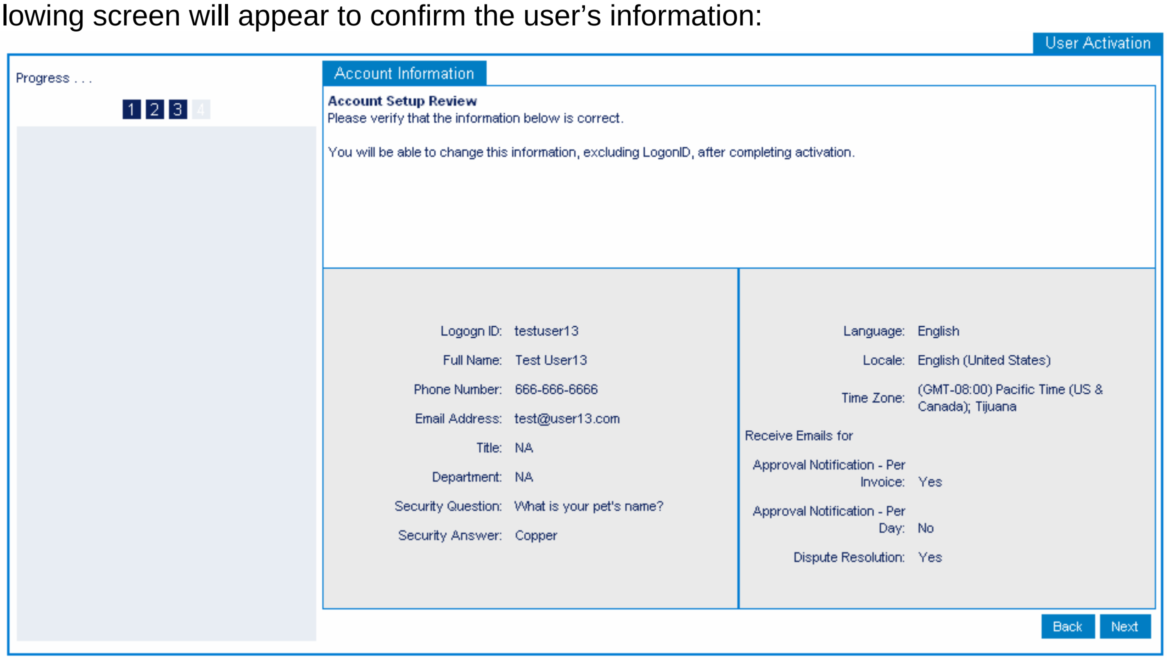
- The user will be asked to create a password and an answer to an identity question.
- Click the Next button to continue the sign up process.

You will be directed to the following screen:

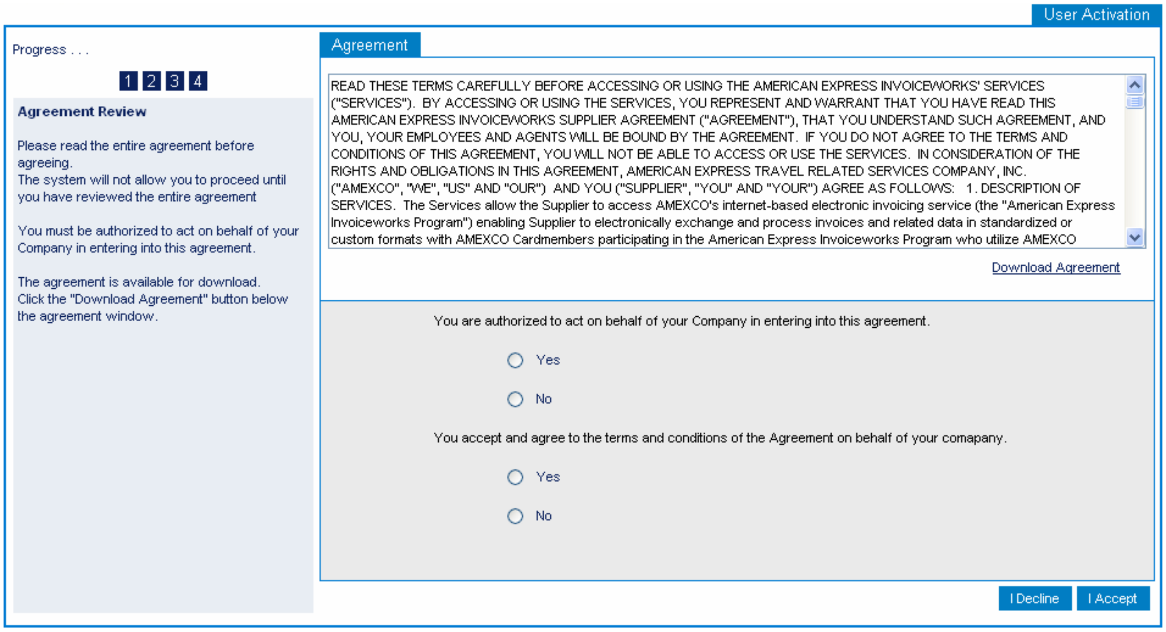


This screen displays the user information, the locale settings, and the email notification options. These will be pre-populated and the user will just need to verify everything is correct before clicking on the Next button.

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

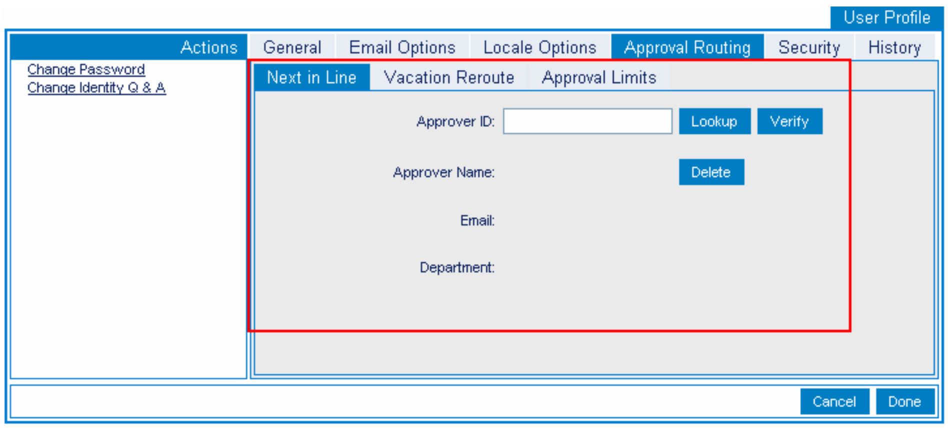


The final screen contains the user agreement and two questions to which the approver must answer Yes to in order to complete the sign up process (Note: the approver can only click the I Accept button after scrolling to the bottom of the user agreement).

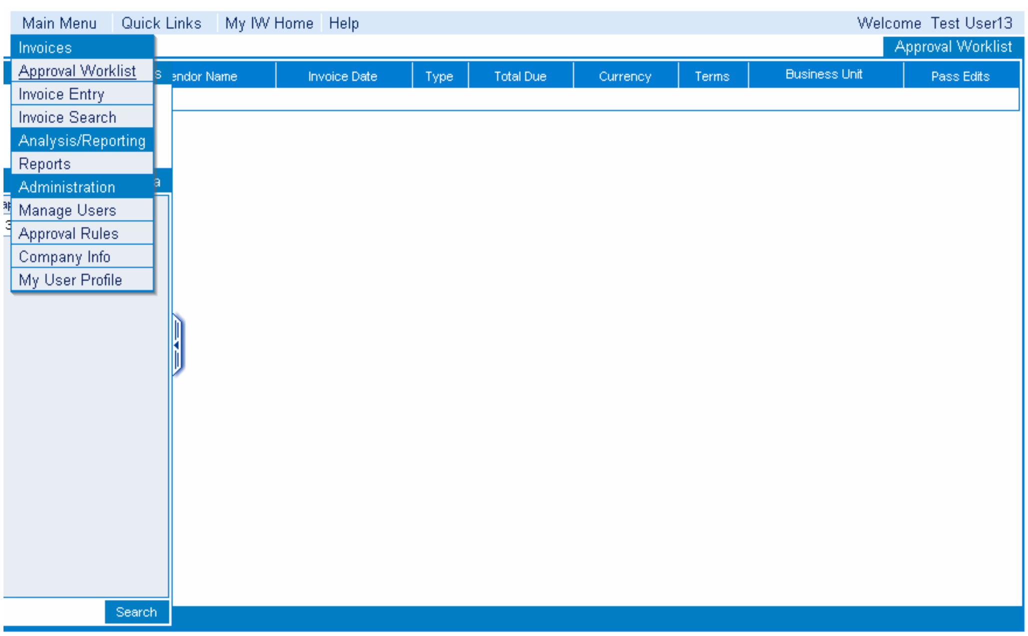


2.1.3 Enter User Profile Information

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.



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.’



3. Current InvoiceWorks User

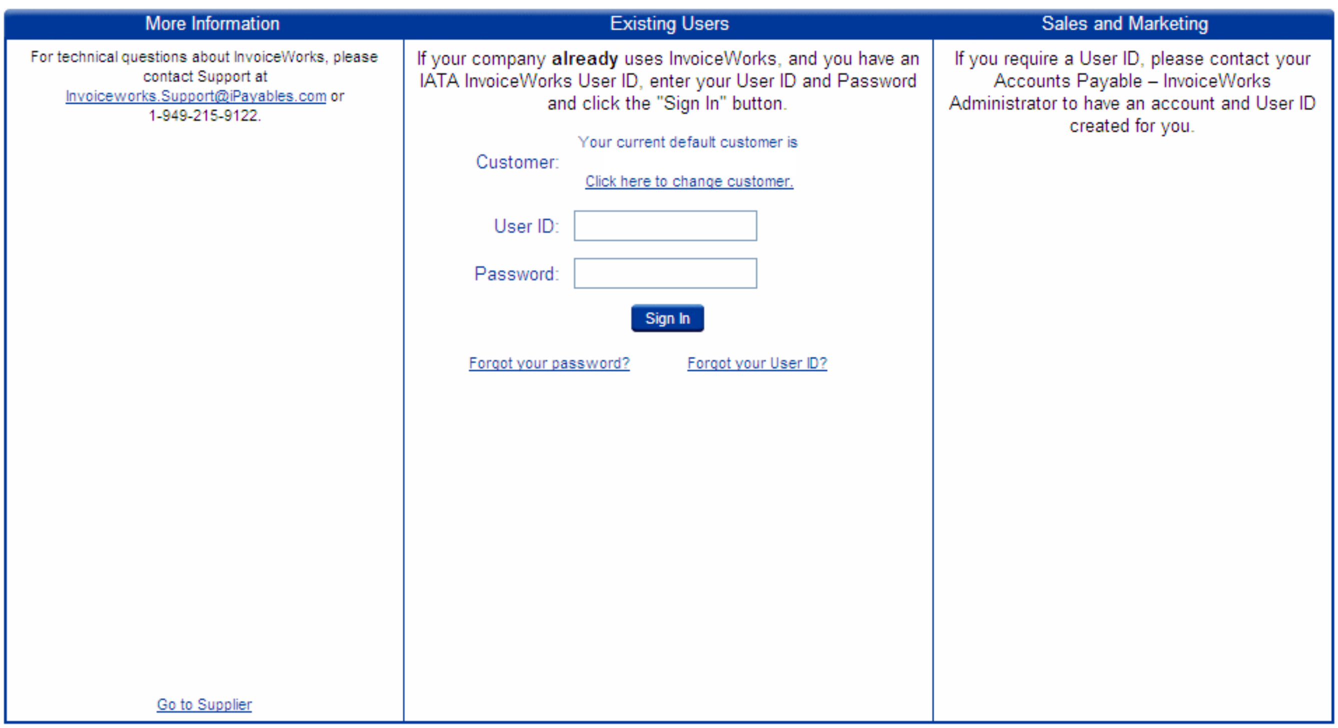
3.1 Receive E-Mail Notification of an Invoice Requiring Coding/Approval

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://iata.invoiceworks.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.



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

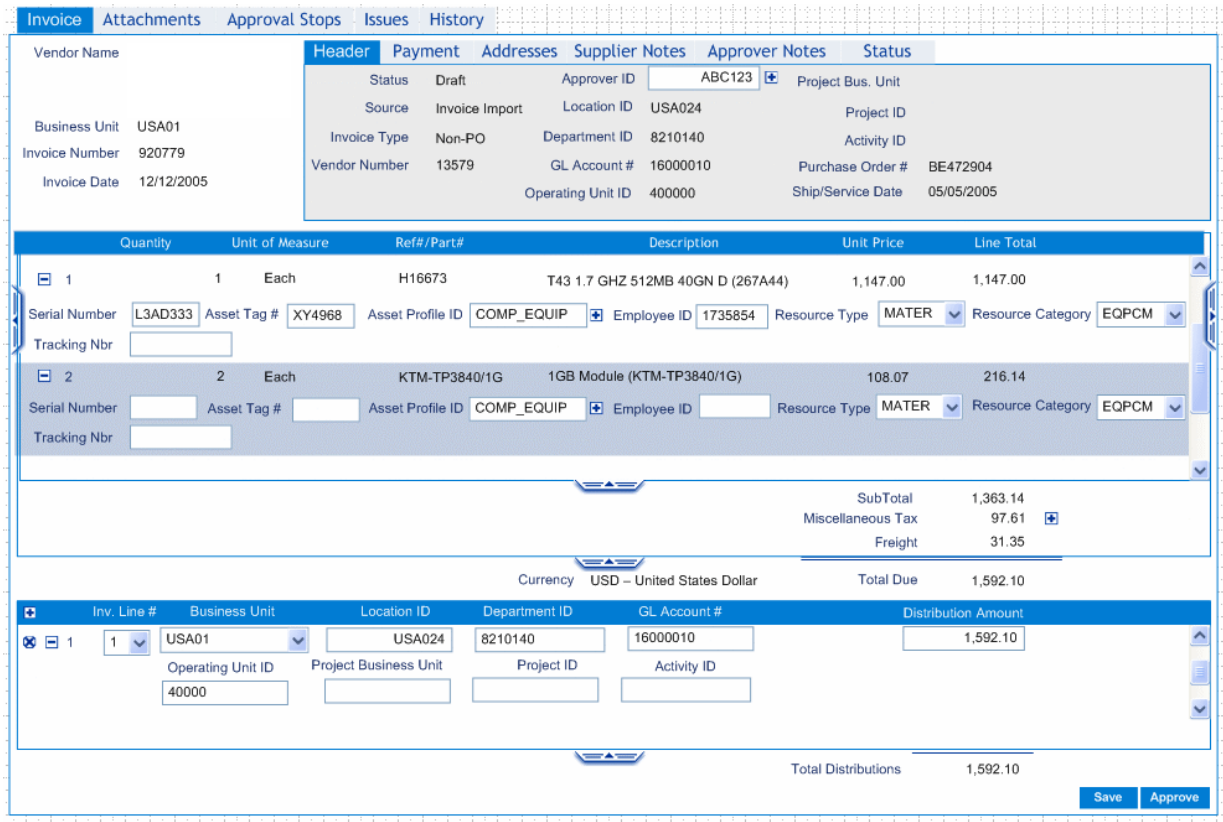
Click on the hyperlinked Invoice Nbr to review, code, approve or deny the invoice. At this point, you will be directed to the ‘Invoice Approval’ screen for either a Non-PO invoice or a PO-based Invoice.

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



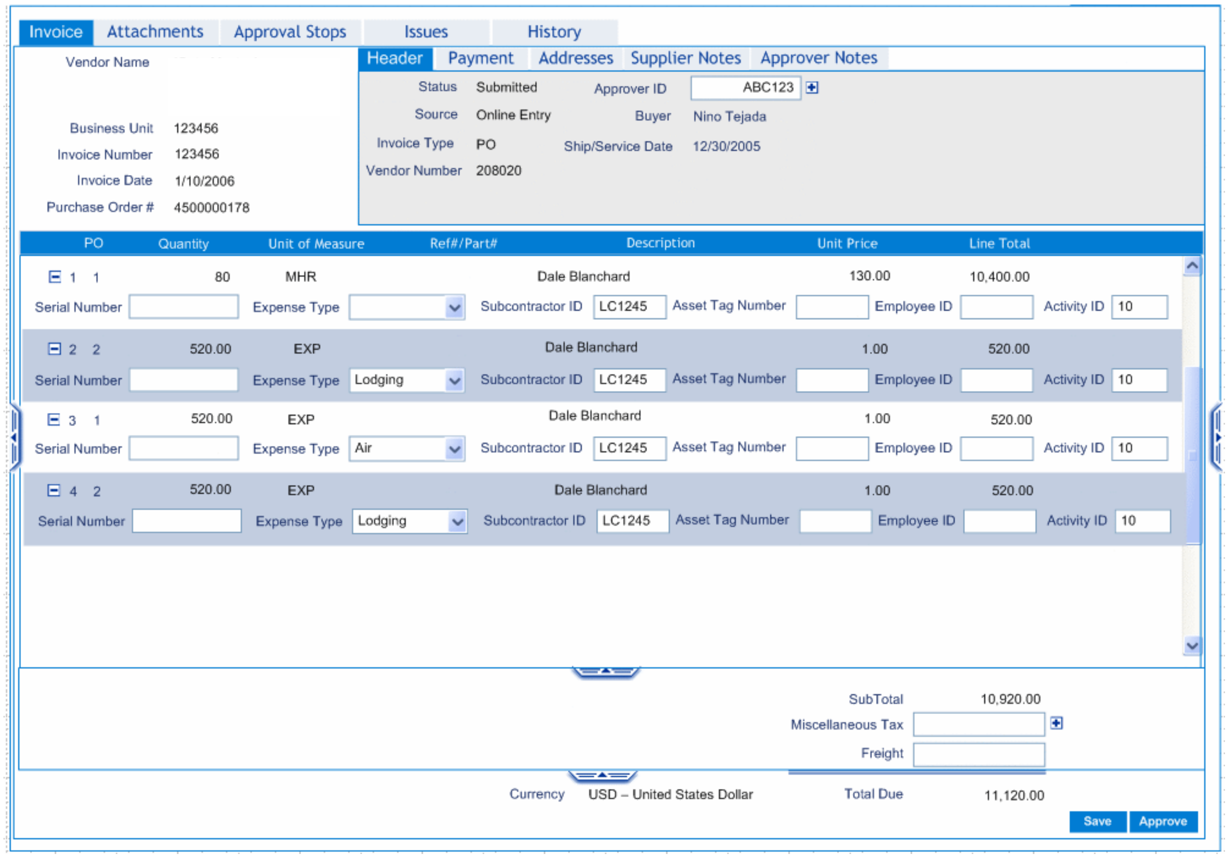
<u>PO-based Invoices:</u>

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.

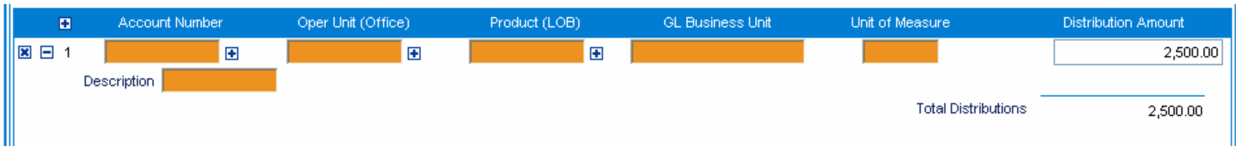
The following is a sample invoice within the 'Invoice Approval' screen.

<u>PO-based Invoice- sample</u>

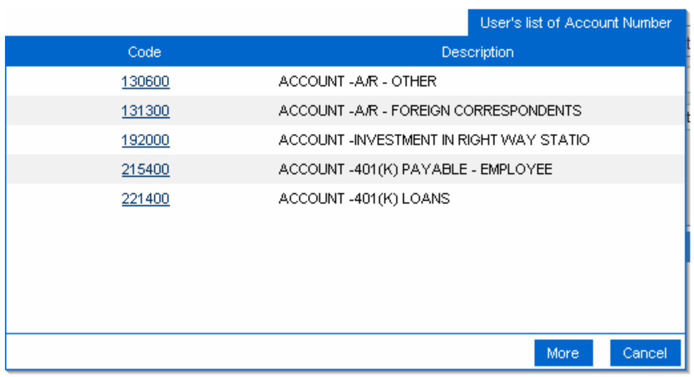

Invoice
Attachments
Approval Stops
Issues
History
Vendor Name
Business Unit 123456
Invoice Number 123456
Invoice Date 1/10/2006
Purchase Order # 4500000178
Header
Payment
Addresses
Supplier Notes
Approver Notes
Status Submitted
Approver ID ABC123
Source Online Entry
Buyer Nino Tejada
Invoice Type PO
Ship/Service Date 12/30/2005
Vendor Number 208020
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
Expense Type
Subcontractor ID LC1245
Asset Tag Number
Employee ID
Activity ID 10
2 2 520.00 EXP Dale Blanchard 1.00 520.00
Expense Type Lodging
3 1 520.00 EXP Dale Blanchard 1.00 520.00
Expense Type Air
4 2 520.00 EXP Dale Blanchard 1.00 520.00
Expense Type Lodging
SubTotal 10,920.00
Miscellaneous Tax
Freight
Currency USD – United States Dollar
Total Due 11,120.00
Save
Approve

4.2.1 Coding

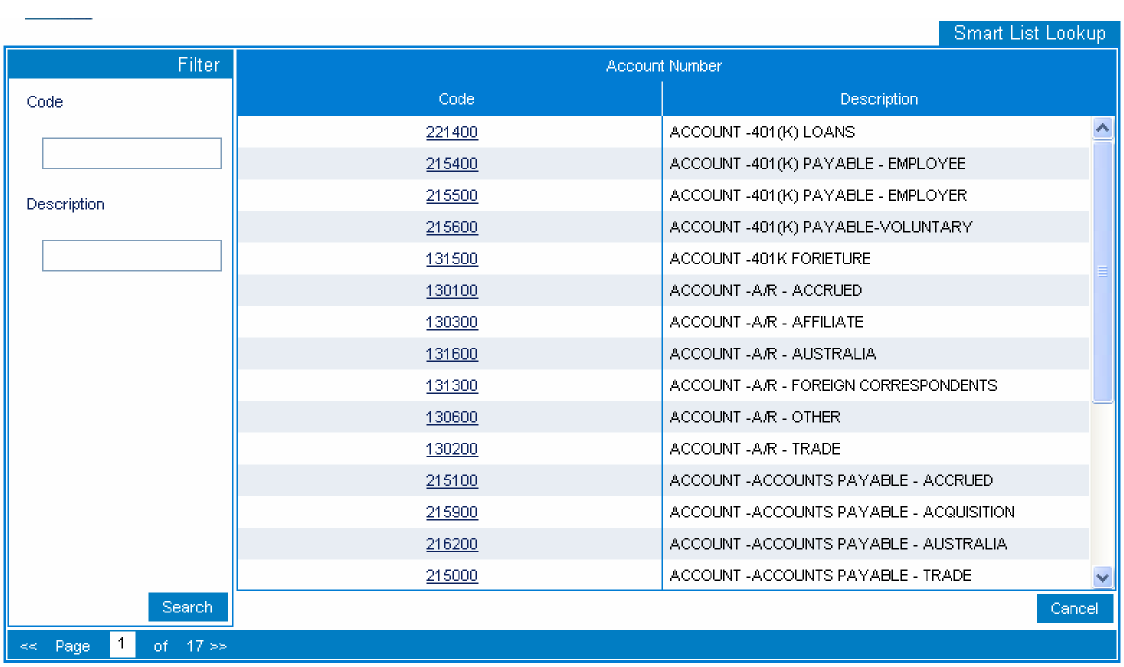
Certain fields are not provided by the supplier and are required by the approver in order for the invoice to be submitted into Customer AP system. These fields can be seen in the ‘Distributions’ section of the ‘Invoice Approval’ screen. Highlighting appears on required fields that are missing data or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



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.

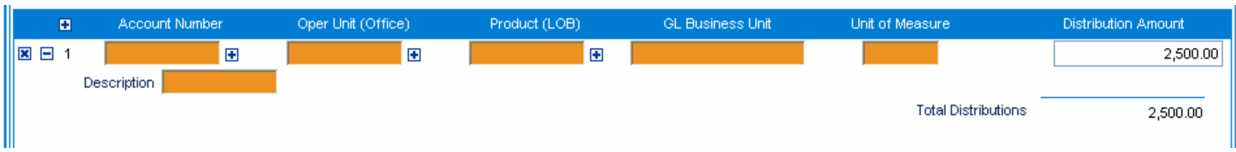


If the code you need is not listed, click on ‘More’. At this point, a search box will open. Click on ‘Search’ to see a list of all available codes or enter a specific code or description. If you know part of the code, you may enter the numbers/description that you know followed by the wildcard symbol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



4.2.2 Distributions

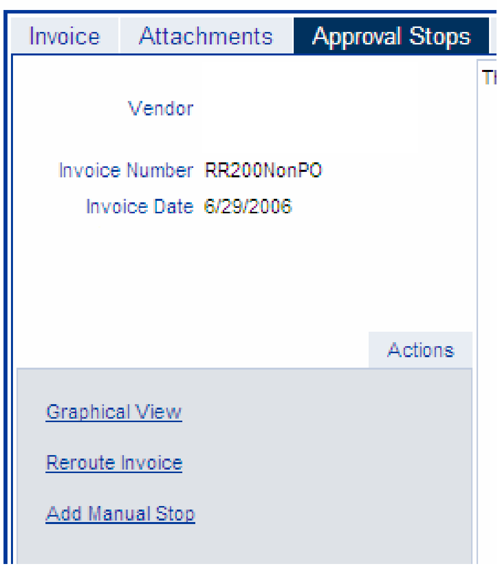
By default, one distribution line appears with the invoice total. If you require additional distribution lines, click on the button to the left of the first field name (i.e. to the left of Account Number in the image below:

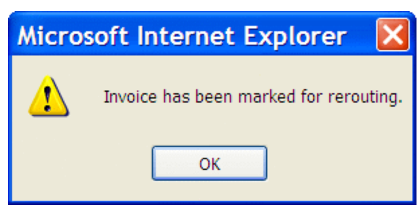


Any additional distributions may be deleted by clicking on the button when it is activated.

4.2.3 Re-route an invoice

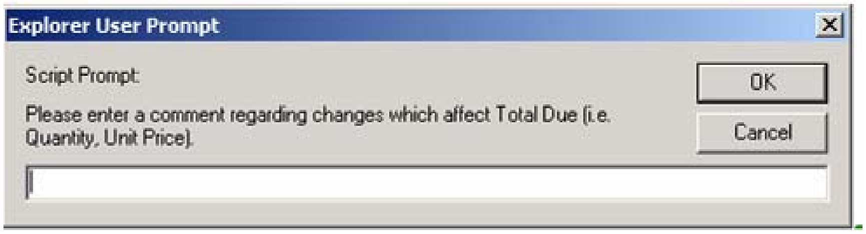
From the Invoice Approval screen click on the Approval Stops tab and select Reroute Invoice. This will mark the invoice for rerouting.





4.2.4 Modify Invoice

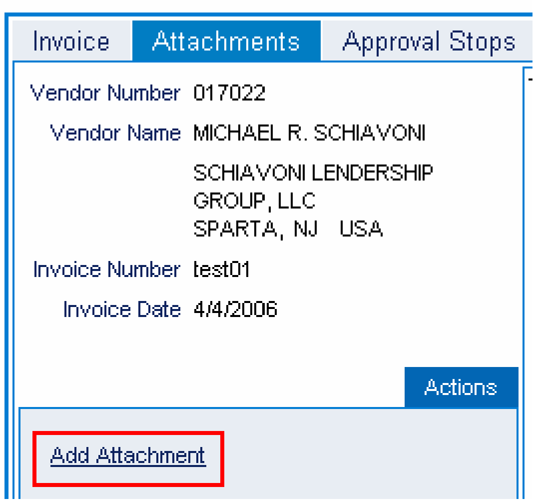
Certain fields can be modified on the invoice if they are incorrect. Quantity and unit price changes require additional comments. When the invoice is saved, approved or denied, you will be prompted to enter comments indicating the reason for the change. This will be part of the history of the invoice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



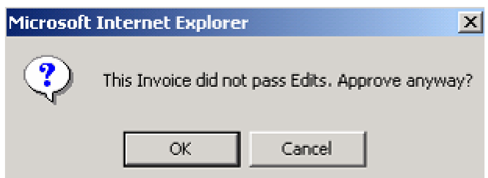
Documents can be added or deleted until the invoice is completely approved. Click on the hyperlinked File Name to view the attachment.

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

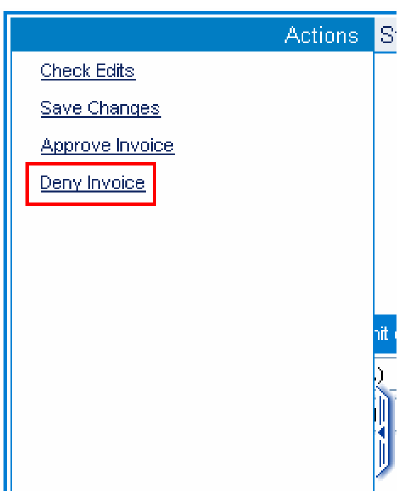
4.2.6 Approve or Deny Invoice

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.

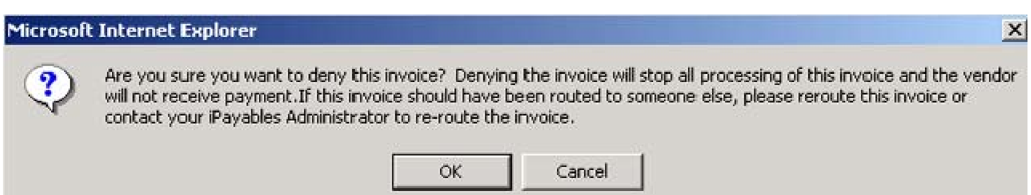
If the invoice has not passed edits, you may still approve the invoice. Before approving the invoice, you will see the following message box:



Click on the Deny Invoice action on the left tab to deny the invoice.



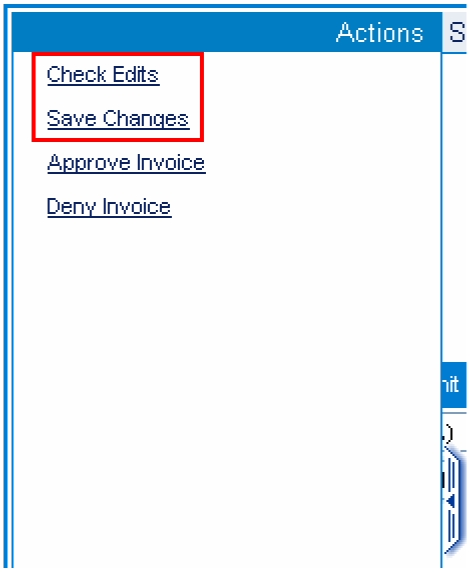
Before the invoice is denied you will see the following message box:



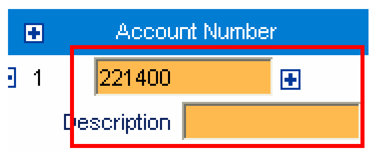
You will then be required to enter a comment explaining the reason for denying the denying the invoice.

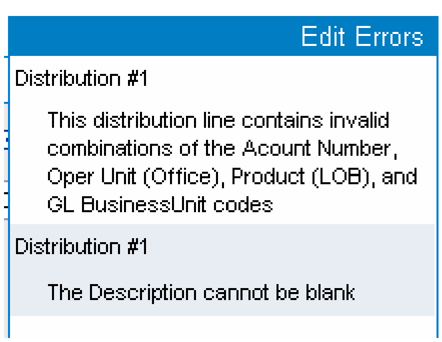
4.2.7 Check and Save Invoice

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 Stops

From the 'Invoice Approval' screen, click on the Approval Stops 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.

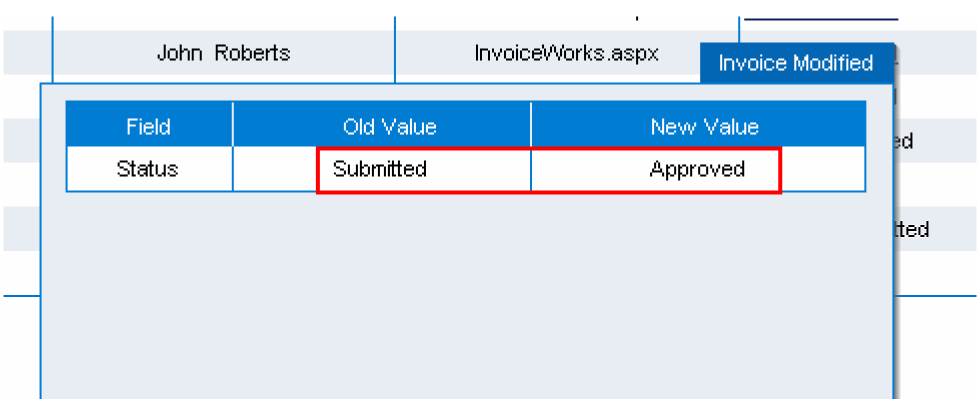
4.2.9 Invoice History

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

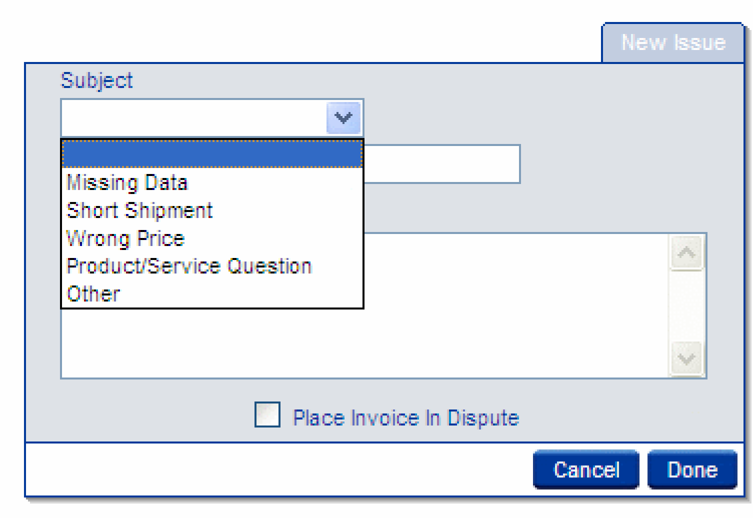
Some of the actions at the right will be hyperlinked to indicate that further details may be viewed by clicking that action. Clicking on the Final Approval action displays the old and new value of the status.



4.2.10 Issues / Dispute Resolution

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

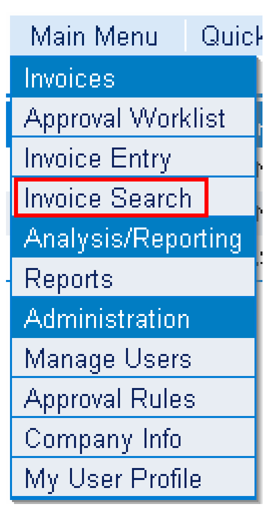
To create a new issue, click on the  button. You may either choose a subject or enter from the drop down list or enter your own subject, then enter the text of the issue in the box provided. Click 'Save' when done. An e-mail notification is sent to the supplier indicating that an issue has been posted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

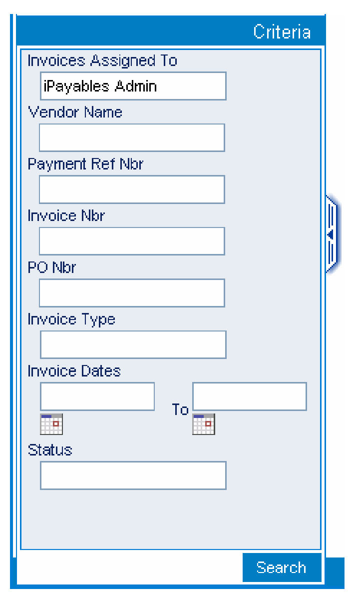


4.3 Invoice Search and Status

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.

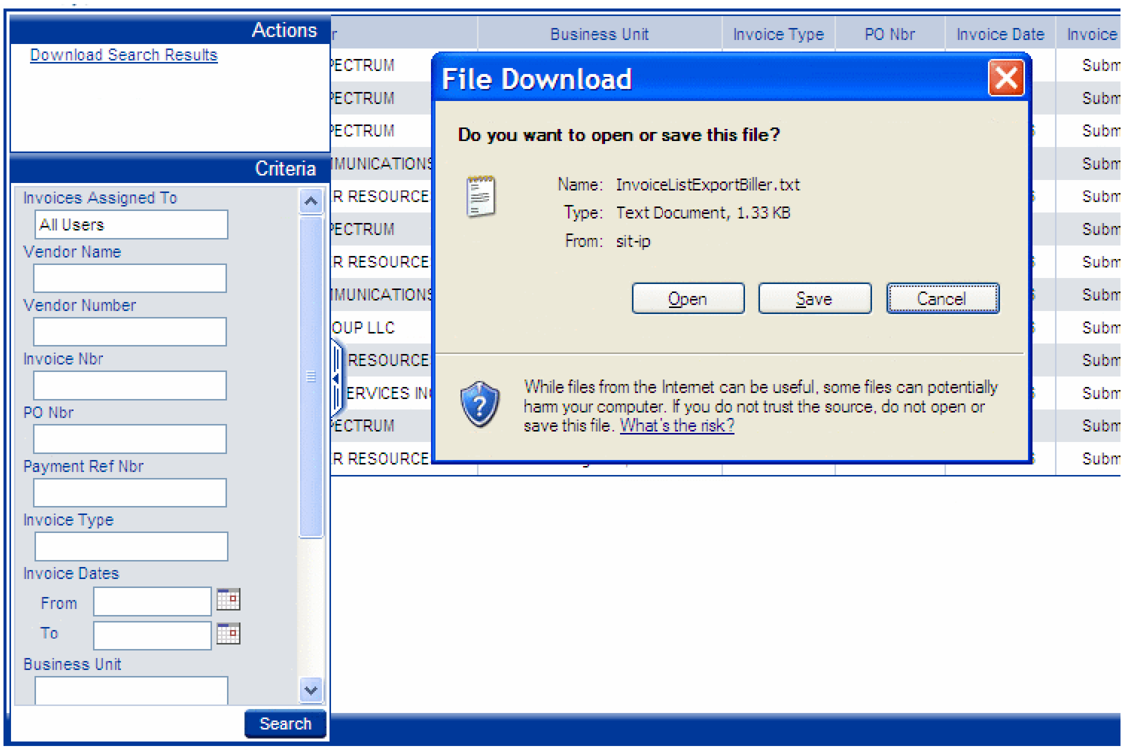
Transmitted -- After an invoice has been 'Approved', the invoice transmitted in a batch from InvoiceWorks to Customer' AP system.

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.

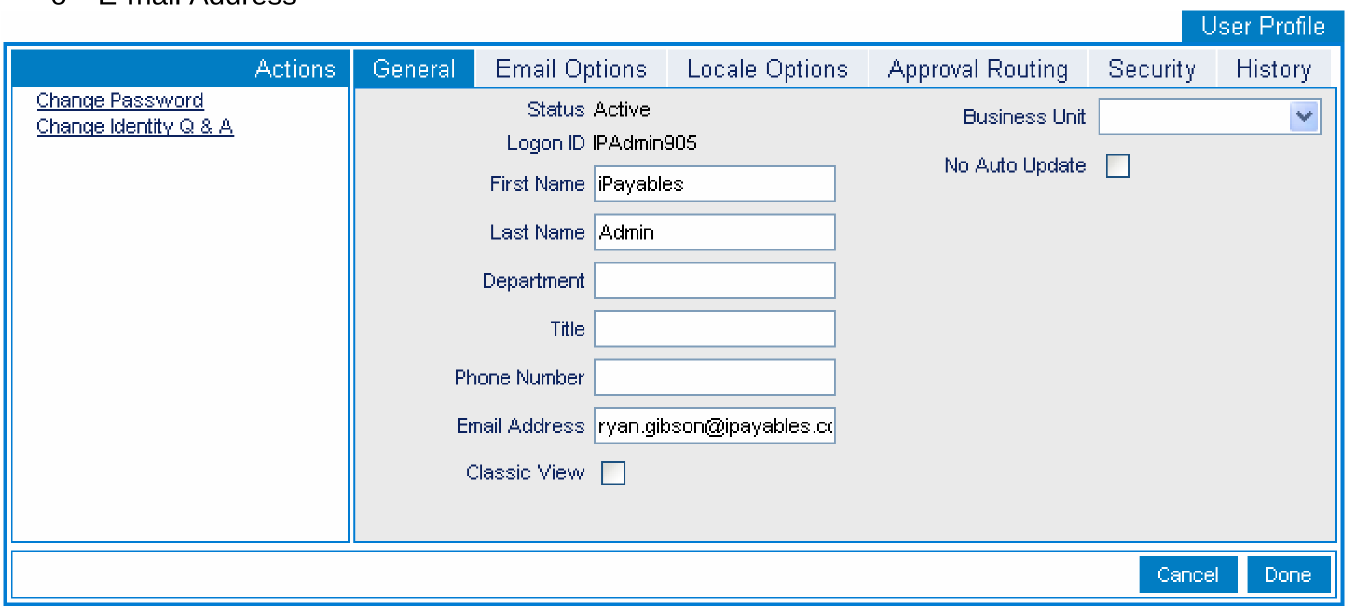


5. User Administration

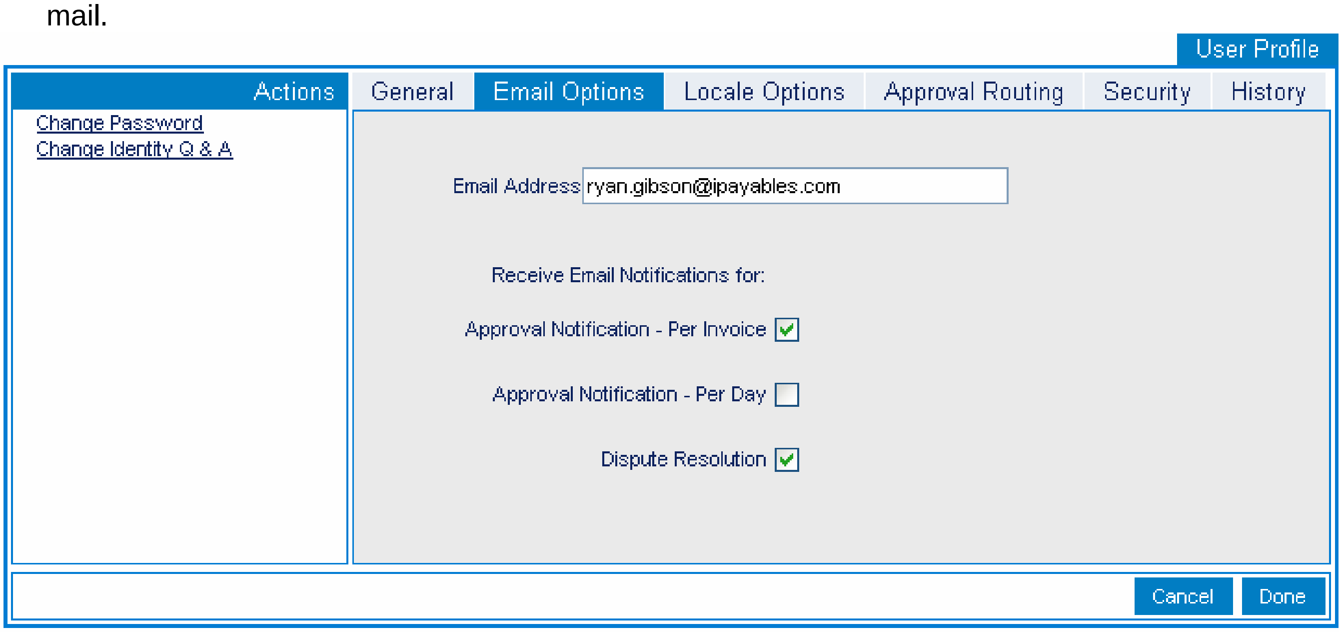
5.1 User Profile and Email Options

From the ‘User Profile’ screen, you can:

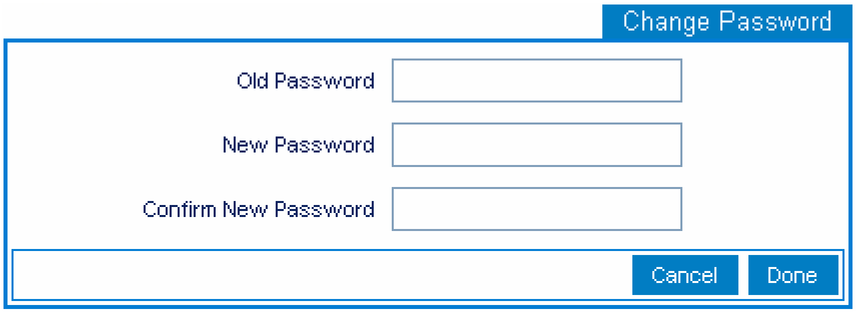
- Change the following personal information
    - First Name
    - Last Name
    - Phone Number
    - Department
    - Title
    - E-mail Address



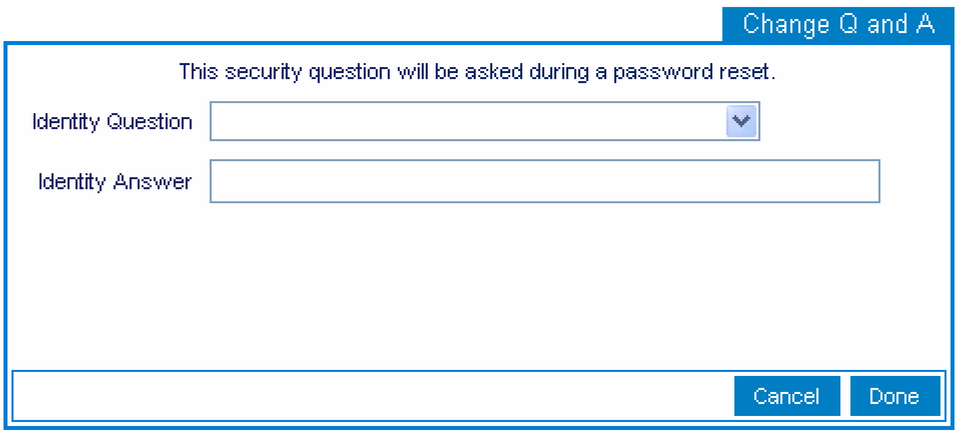
- Change e-mail options: To turn off e-mail notifications, deselect the check box next to the type of e-mail.



- Change your password (see below)

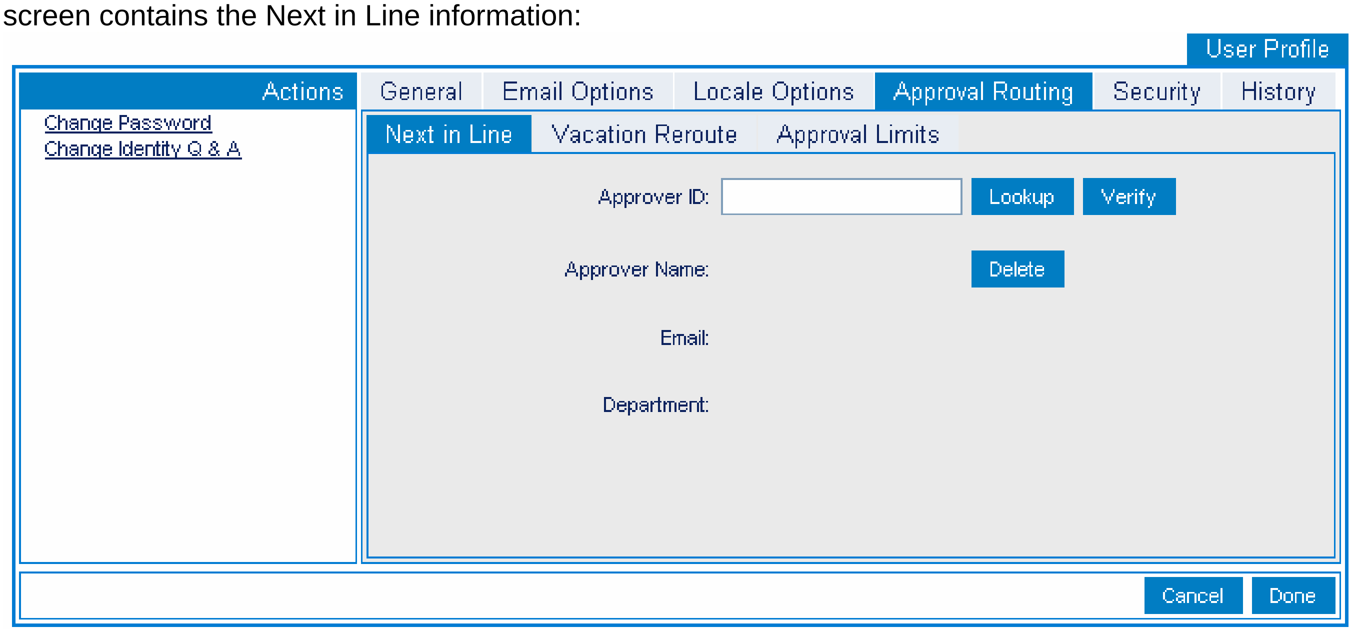


- Change your identity question and answer.

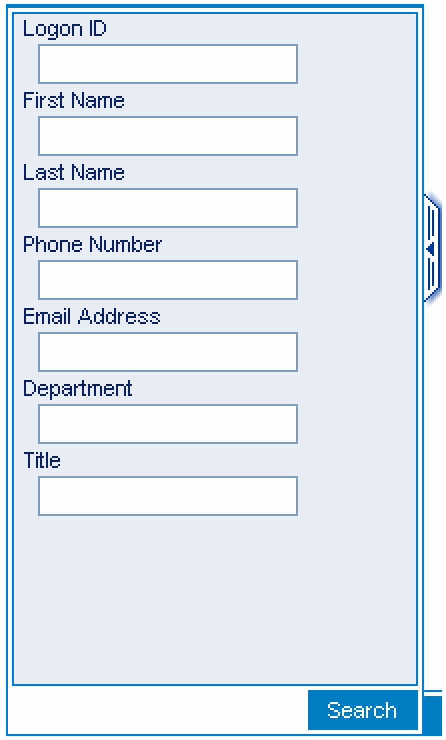


5.2 *Next in Line*

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:



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

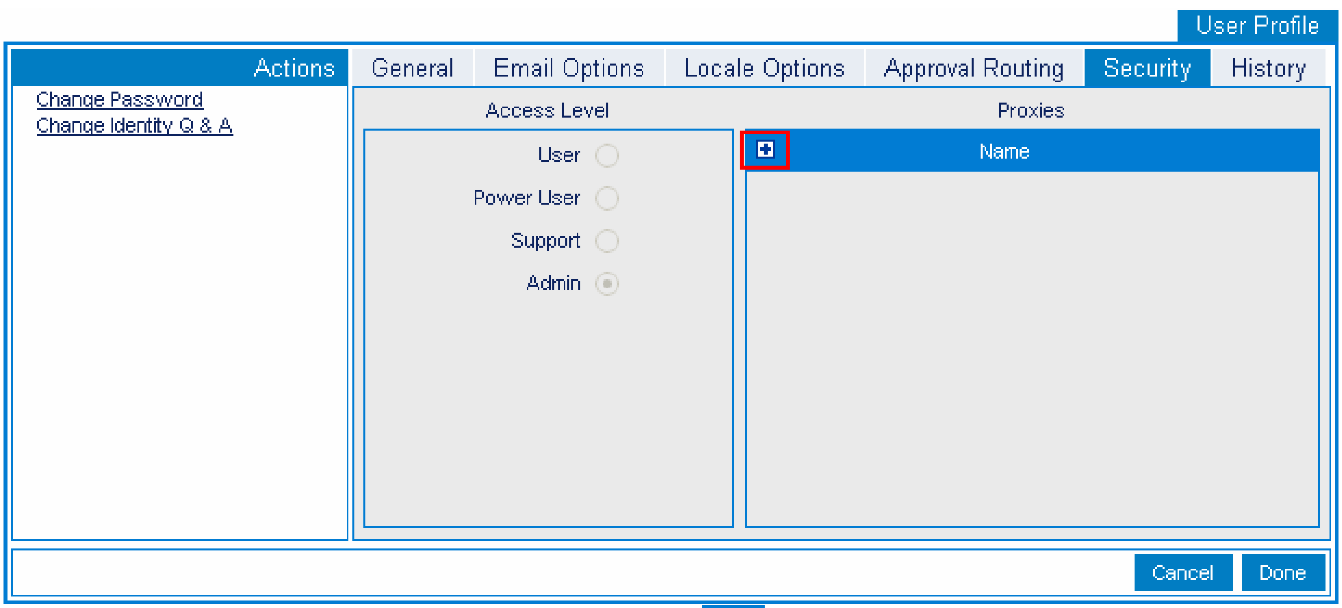


Select the hyperlinked Logon ID to select the user as the next in line.

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

5.3 *Adding Proxies*

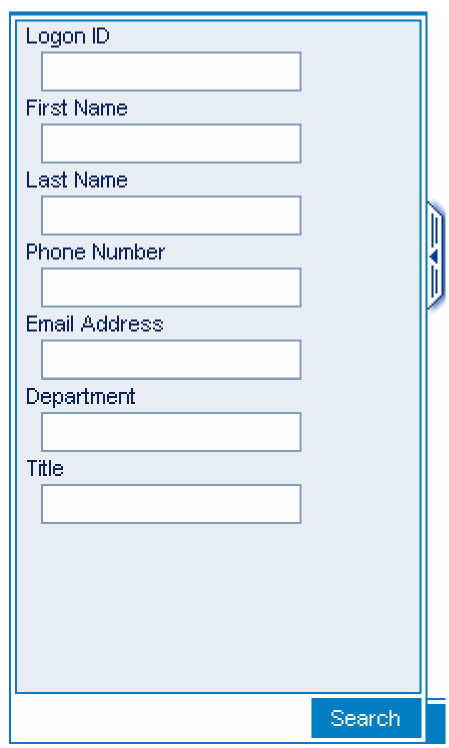
A proxy is an individual who can see your list of invoices to code/approve. A proxy can code your invoices and/or make any modifications to these invoices but cannot approve or deny the invoices.



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.



6. Power User Functionality

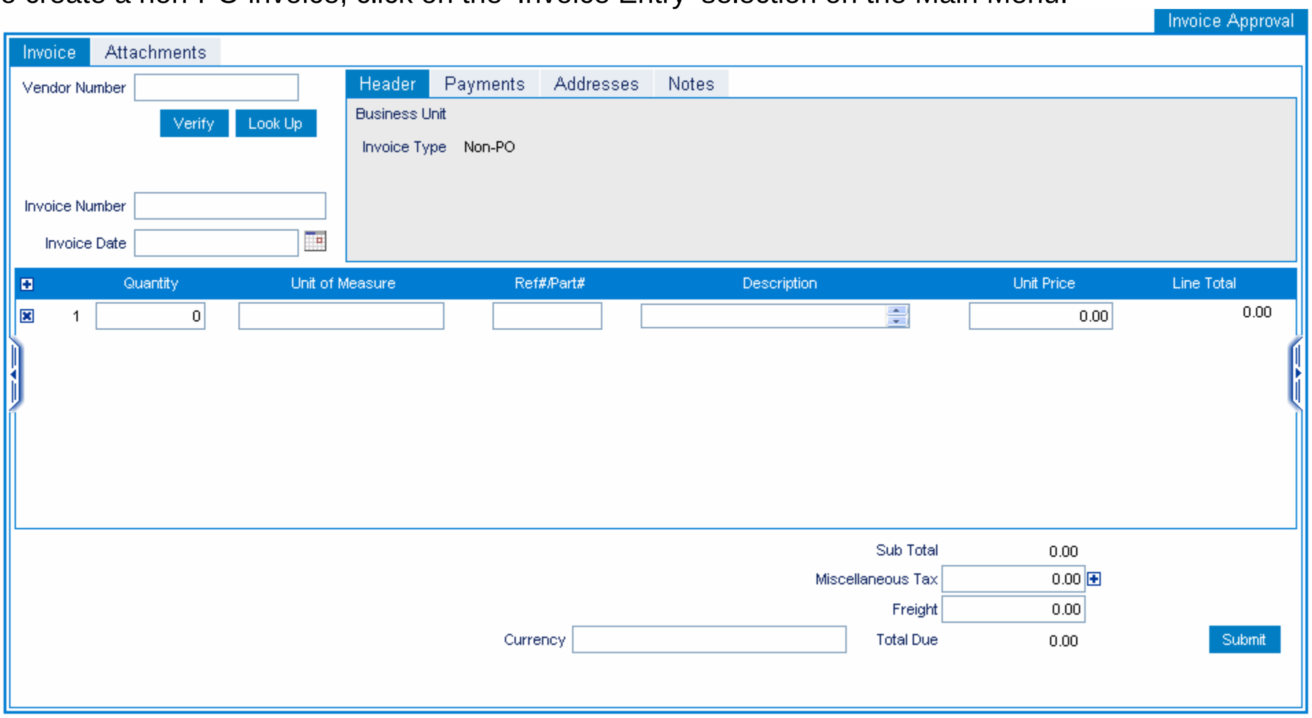
Select employees of Customer will be considered power users. Power users have access to additional functionality, including 'Customer Data Entry' and 'Imaging Worklist.' Power users can also see all invoices that have been submitted to Customer. However, power users will only be able to modify invoices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

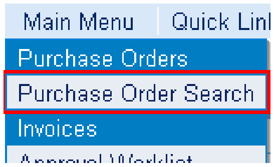


The functionality available here is similar to the invoice entry functionality available to a vendor. (Review the **InvoiceWorks Biller User Guide's** section called **Enter Non-Purchase Order Invoices).** Generating an invoice via the 'Invoice Entry' screen has the following differences from the invoice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

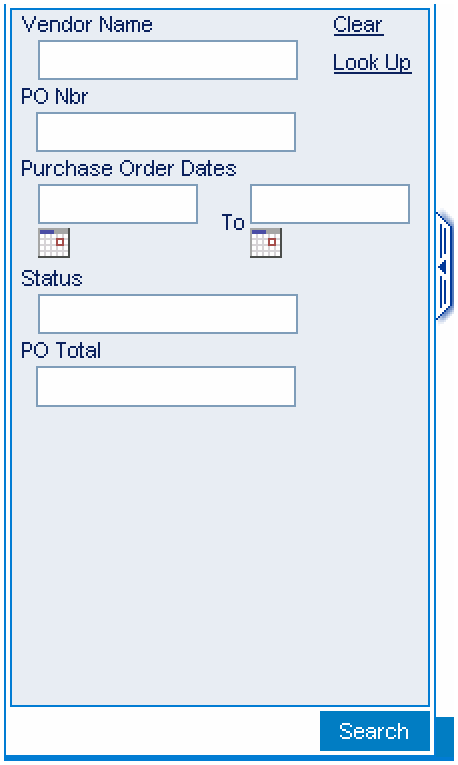
- The Customer' power user will select the vendor ID. This will populate the vendor name. If the power user does not know the vendor number, the power user may click on the Lookup button to search for the appropriate vendor.
- The 'Source' will be 'Cust Data Entry'

6.1.2 PO Invoice

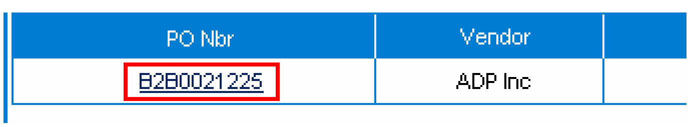
To create a PO Invoice, click on the 'Purchase Order Search' option on the Main Menu.



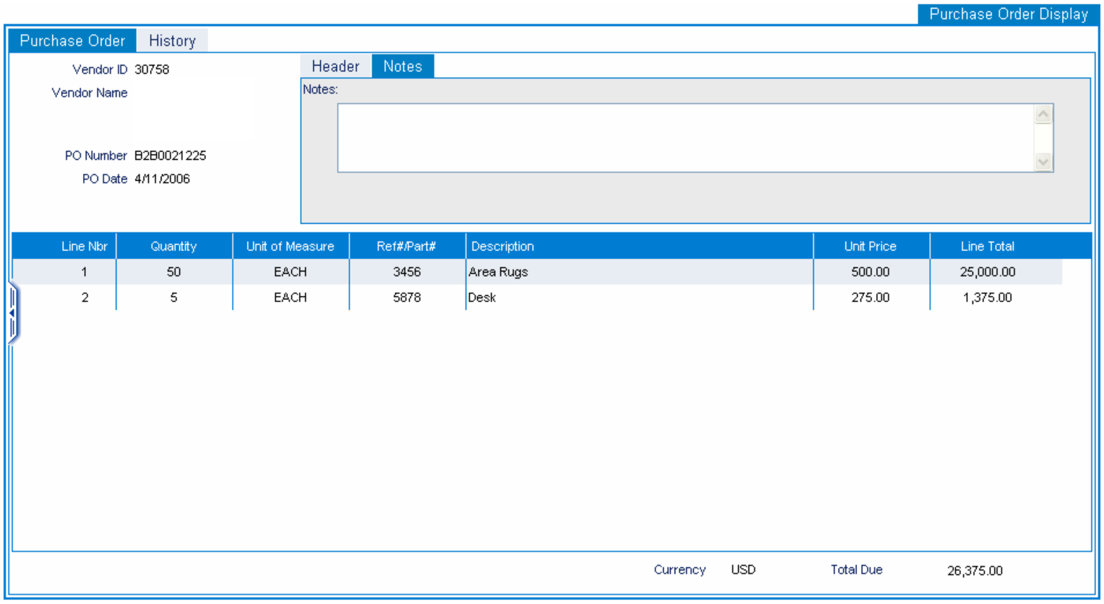
You will then be presented with the Purchase Order Search tab as seen below:



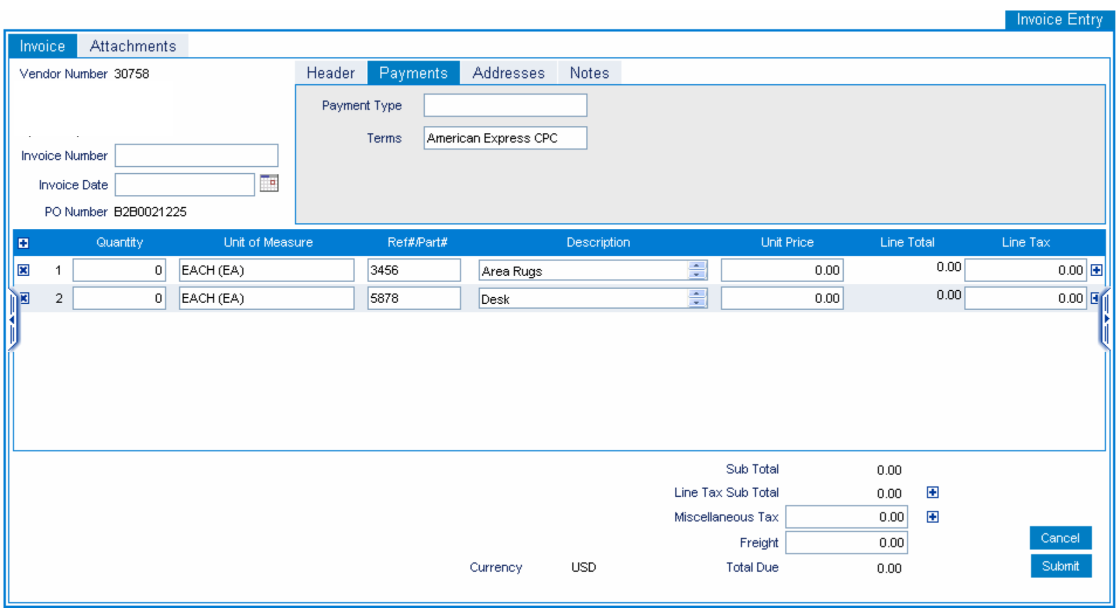
Using this search tab enter the PO number or other criteria to find the PO. Then click on the hyperlinked PO Nbr to open the PO.



The purchase order will open up as seen below:



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:



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.