

Exception Code 02: Insufficient PO Funds

During the AP voucher creation process in OAKS FIN, if an invoice appears to reference a PO with insufficient funds, the process for completing the item depends on the total dollar amount of the invoice, the invoice type, and if the account code appears on the "[Account Codes No PO Required](#)" list (available in OBM@Work > Shared Services > Transaction Processing > AP). AP will assign the invoice to ECM as an exception code "02-Insufficient PO Funds" for return processing. ECM will return the invoice and the **Invoice Return Notification** to the vendor (and copy the agency) in the same method the invoice was submitted to OSS.

Update the AP Sorter page

OAKS FIN > Accounts Payable > Batch Processes > Extracts and Loads > UDS Image Matching

1. Click [checkbox](#) next to desired line on the **AP Sorter** page.

Basic Data					
Received Date	Batch ID	Image ID	Image	VOLT	
<input checked="" type="checkbox"/>	1 08/03/2011	9930 294083	Image		
<input type="checkbox"/>	2 08/04/2011	9730 294093	Image	⚡	
<input type="checkbox"/>	3 08/04/2011	9730 294094	Image	⚡	

2. Click invoice [image](#).

Basic Data					
Received Date	Batch ID	Image ID	Image	VOLT	
<input checked="" type="checkbox"/>	1 08/04/2011	9730 294106	Image		
<input type="checkbox"/>	2 08/04/2011	9730 294108	Image	⚡	
<input type="checkbox"/>	3 08/04/2011	9730 294111	Image	⚡	

Use PDF image to confirm the information below in OAKS FIN.

3. Update [Assigned To](#) with employee number.

VOLT	Assigned To	*Sort Status
	<input type="text" value="10113341"/>	Rejected
⚡	<input type="text"/>	New
⚡	<input type="text"/>	New

4. Select [Sort Status](#) "Rejected."

VOLT	Assigned To	*Sort Status
	<input type="text" value="10113341"/>	Rejected
⚡	<input type="text"/>	New
⚡	<input type="text"/>	New

5. Confirm [Work Group](#) shows "ECM Team."

Work Group	Exception Category
ECM TEAM	

6. Confirm **Exception Category** displays "02-Insufficient PO Funds."

Work Group	Exception Category
TEAM 1	02-Insufficient PO Funds

7. Confirm **Origin** is correctly populated based on the OSS participating agency approver.

Voucher ID	Origin	Vendor ID
PROGRESS	709	0000131826

8. Confirm **Vendor Name** is correctly populated based on the invoice image.

Vendor ID	Vendor Name	Invoice Number
0000131826	HOBART SEI	40139002
	PROTEAM W	128002
	SHINPLEXGI	73832001

9. Confirm **Invoice Number** is correctly populated with the vendor's invoice number as it appears on the invoice image (including leading zeros and/or special characters).

Vendor ID	Vendor Name	Invoice Number
0000131826	HOBART SEI	40139002
	PROTEAM W	128002
	SHINPLEXGI	73832001

For assistance in determining the invoice number, refer to the "[Determining the Invoice Number](#)" process.

10. Click **Comments** tab.

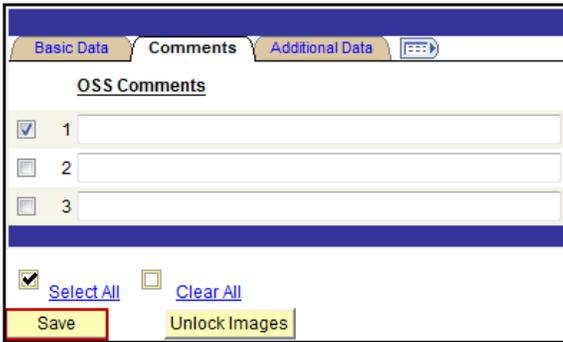
Basic Data	Comments	Additional Data
OSS Comments		
<input checked="" type="checkbox"/>	1	
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input checked="" type="checkbox"/>	Select All	
<input type="checkbox"/>	Clear All	
Save	Unlock Images	

11. Enter **OSS Comments** indicating "Insufficient PO Funds. Returned invoice to vendor. (first initial. last name/date [MM/DD/YY])."

Basic Data	Comments	Additional Data
OSS Comments		
<input checked="" type="checkbox"/>	1	Insufficient PO Funds. Returned invoice to vendor. (first initial. last name/date [MM/DD/YY]).
<input type="checkbox"/>	2	



12. Click **Save**.



13. Save invoice image to desktop.

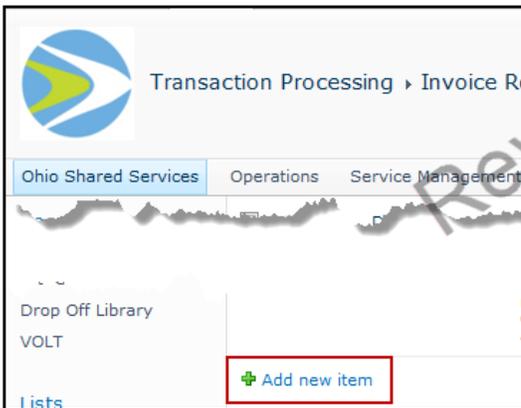
After updating the AP Sorter page in OAKS FIN, complete the following steps in the Invoice Return Tracker.

Update the Invoice Return Tracker

Log invoice in **Invoice Return Tracker** in SharePoint for customer service inquiries and research (see [Appendix B](#)).

[OBM@Work > Ohio Shared Services > Transaction Processing > Invoice Return Tracker > All Items](#)

1. Click the link above.
2. Click **Add new item** below the listed items.



3. **Invoice Return Tracker - New Item** window will open.

Associate Name	<input type="text"/>	*	▼
Business Unit	<input type="text"/>	*	▼
Date Received	<input type="text"/>	*	📅
Invoice Date	<input type="text"/>	*	📅
Invoice #	<input type="text"/>	*	
Invoice Amount	<input type="text"/>	*	
Returned To	Vendor		▼
Email Address	<input type="text"/>		
	(List all that were copied)		
Vendor Street Address	<input type="text"/>		
Vendor City / State / Zip	<input type="text"/>		
	EX: Columbus, OH 43129		

4. Enter **Vendor Name** as it appears on the invoice.

Vendor Name	<input type="text"/>
Attachments	📎 Click here to attach a file
Date Returned	11/27/2012

5. **Attach** invoice saved on desktop.

Vendor Name	<input type="text"/>
Attachments	📎 Click here to attach a file
Date Returned	11/27/2012

6. Confirm **Date Returned**.

Vendor Name	<input type="text"/>
Attachments	📎 Click here to attach a file
Date Returned	11/27/2012

7. Select all **Return Reasons** that are applicable.

Date Returned	11/27/2012
Return Reason	<input type="checkbox"/> Discrepancy with unit price and or quantity <input type="checkbox"/> Discrepancy with the date services were rendered <input type="checkbox"/> Discrepancy with contract dollars and or hours <input type="checkbox"/> Duplicate invoice number <input type="checkbox"/> Incorrect billing address
Additional Comments	<input type="text"/>

8. Enter **Additional Comments** if "Other" is selected under "Return Reason" and whenever necessary.

Date Returned	11/27/2012
Return Reason	<input type="checkbox"/> Discrepancy with unit price and or quantity <input type="checkbox"/> Discrepancy with the date services were rendered <input type="checkbox"/> Discrepancy with contract dollars and or hours <input type="checkbox"/> Duplicate invoice number <input type="checkbox"/> Incorrect billing address
Additional Comments	<input type="text"/>

9. Complete remaining required fields marked with an asterisk.

Revised 03/07/2013

The agency's email address must be included in the **Email Address** field. Click [here](#) to view the steps to access the agency's email address.

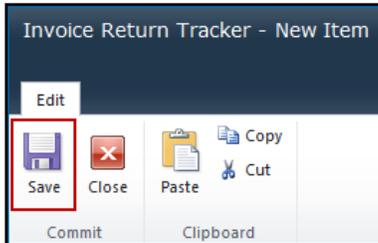
Refer to the [Origin Codes List](#) on SharePoint.

Locate corresponding **Agency Origin** code.

Select **Contact E-mail** and **Backup Contact E-mail**

Lists	Business Unit	OSS Origin	Contact E-mail
Business Unit : DAS01 (5)			
Vendor Maintenance Tracker	DAS01	282	mailto:john.yoho@das.state.oh.us
Scanning Quality Assurance Tracker	DAS01	283	mailto:john.yoho@das.state.oh.us
Origin Codes			
ECM - Labeling Tracker	DAS01	284	mailto:john.yoho@das.state.oh.us

10. Click [Save](#) on toolbar.



After logging the invoice in the return tracker, determine method of invoice delivery and complete the following steps for the Invoice Return Notification.

Complete Invoice Return Notification

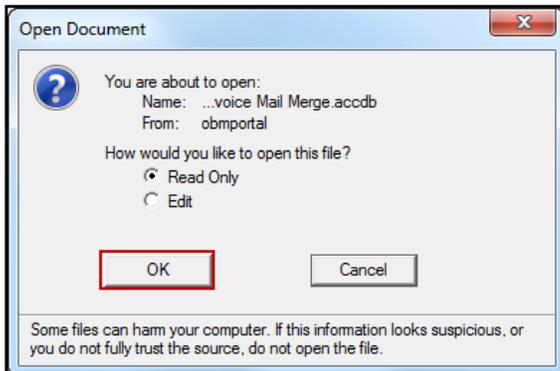
Complete **Invoice Return Notification** in the Access Database (see [Appendix A](#)) with the details of the missing/invalid information needed to process the invoice. Determine method invoice was submitted to OSS (i.e., mail, fax, or email). Return invoice and completed **Invoice Return Notification** to vendor in the method invoice was submitted to OSS.

[OBM@Work > Ohio Shared Services > Transaction Processing > VOLT > Improper Invoice Mail Merge](#)

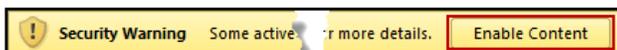
1. Click the link above.
2. Select [Improper Invoice Mail Merge](#).



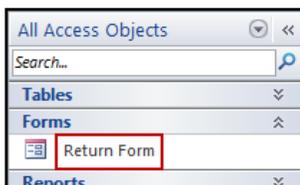
3. Click **OK** on the [Open Document](#) pop-up message that displays to confirm that the file should be opened as "Read Only."



4. Click [Enable Content](#).



5. Double-click [Return Form](#).



[Return Form](#) will open with data fields populated from the Invoice Return Tracker.

The screenshot shows a 'Print Form' window with the following fields and values:

Date Returned	11/16/2012	Invoice Returned?	Yes
Associate Name	Amanda Caines	Additional Comments	
Business Unit	ADA01		
Vendor Name	AT&T 3		
Date Received	1/1/2011	Return Reason	Itemization of invoice re
Invoice Date	1/1/2011		
Invoice #	5645641	Attachments	
Invoice Amount	\$5.00		
Returned To	Vendor		

6. Click [Toggle Filter](#) in toolbar to view the records that haven't been completed (i.e., returned).

The toolbar includes the following options:

- Filter (funnel icon)
- Ascending (up arrow icon)
- Descending (down arrow icon)
- Remove Sort (trash icon)
- Selection (checkmark icon)
- Advanced (document icon)
- Toggle Filter (checkbox icon)

7. Use [Previous Record](#) and [Next Record](#) buttons at the bottom of the form to navigate through and locate desired record for the invoice being returned.

Two buttons are shown: 'Previous Record' and 'Next Record'.

8. Click [Preview Invoice Corrections Letter](#) at the bottom of the form.

9. Verify merged data on the [Invoice Return Notification](#).

The notification letter is from Ohio Shared Services and contains the following information:

Ohio Shared Services
Invoice Return Notification

OIL DISTRIBUTING COMPANY
4646 SOLUTIONS CENTER
CHICAGO, IL 60677

Date Returned
1/4/2013

The enclosed invoice(s) have been returned to you for updates or corrections for the following reason(s) and **MUST BE RESUBMITTED FOR PAYMENT.**

Purchase Order # not listed on Invoice

Invoice Corrections:
Please resubmit your invoice(s) according to your normal billing procedures once the necessary corrections have been made as requested in this letter.

Questions:
Please contact Ohio Shared Services by phone at 614.338.4781 (1.877.644.6771) or by email at ohiosharedservices@ohio.gov.
In accordance with Section 126.30 of the Ohio Revised Code, payment will be made within 30 days of the receipt of a corrected invoice.

PLEASE NOTE Effective July 2010, the Ohio Department of Administrative Services required correlating purchase orders to be referenced on vendor invoices.

Additional Comments:

Thank you for your assistance.

Ohio Shared Services, Accounts Payable Department

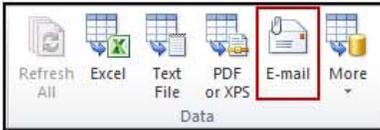
- Continue with the steps below based on the method of invoice submission to OSS.

Return invoice submitted to OSS via email

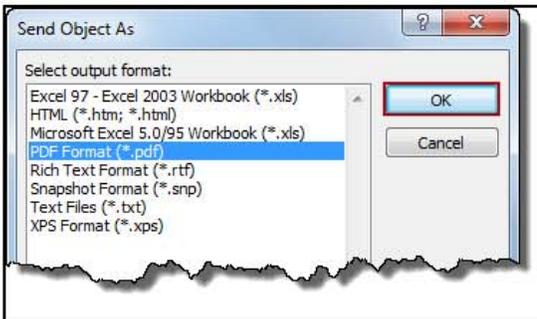
Follow the steps below to return the invoice to the vendor via email (and copy the agency) using the "OSS Invoice Returns" email account.

This assigned email account provides ECM Associates with a single source mailbox to retain email notices of returned invoices.

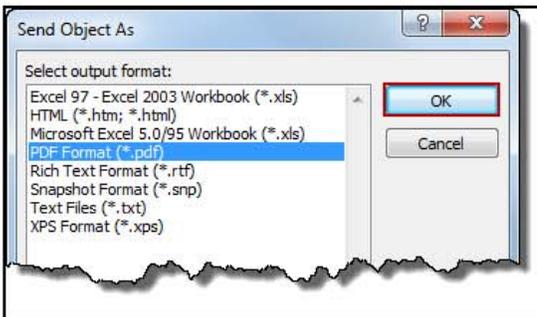
- Click **E-mail** in toolbar.



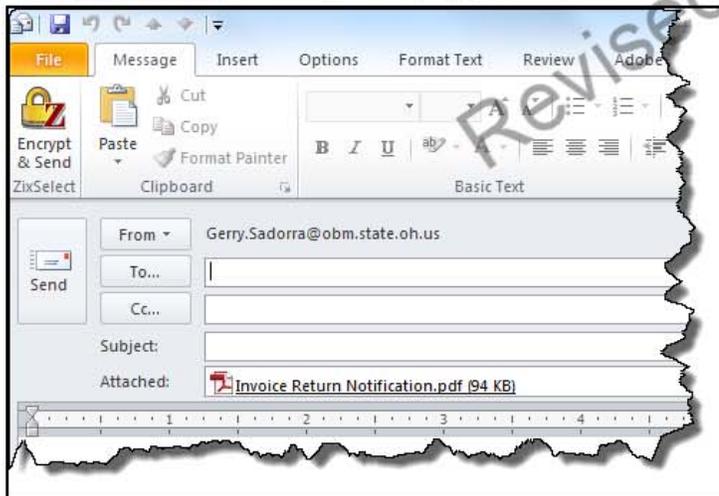
- Select **PDF Format** from the **Send Object As** pop-up window that displays.



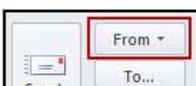
- Click **OK** on the **Send Object As** pop-up window.



A new **Outlook email** message will display (with the Invoice Return Notification attached).



- Click **From** on the email.



Cc...
Subject:
Attached:

5. From drop-down, click [Other E-mail Address...](#)

From: Gerry.Sadorra@obm.state.oh.us
 Gerry.Sadorra@obm.state.oh.us
 OBM.TrainingAcademy@obm.state.oh.us
 Other E-mail Address...

6. Click [From...](#) on **Send From Other E-mail Address** window

Send From Other E-mail Address

From...
 Send Using: Gerry.Sadorra@obm.state.oh.us
 OK Cancel

- The [Choose Sender: Global Address List](#) will display.

Choose Sender: Global Address List

Search: Name only More columns **Address Book**
 Go Global Address List - Gerry.Sadorra@obm.state.oh.us [Advanced Find](#)

Name	Title	Business Phone	Location	Departm
, A Space Filler #1 (First Address...				
, A Space Filler #2				
00 ODOT First Gal Entry				
10002 - Andrea Kiener		1-888-743-2559 x 1358		Burea
10005 - Quinn Guist		614-376-5416		Burea
10005T - David Wells				Burea
10006 - Grossman Anne		(614) 799-0898 ext ...		Burea
10006T - Steve Croyle				Burea
10008 - Szymanski Duane		(614) 793-3530		Burea
10008T - Robert ortiz				Burea
10010 - Finnerty Lori		(614) 760-3511		Burea
10010T - Eric Welter				Burea
10011 - Lachendro Lisa		(440) 899-2400		Burea
10011T - Mike Dudick				Burea
10013 - Haines Bob		800-869-1871		Burea
10016 - Denette Edwards		888-738-5800		Burea
10016T - Ted Grossman		330-830-4010 ext 112		Burea

OK Cancel

7. Type "oss" in the [Search](#) field.

Choose Sender: Global Address List

Search: Name only More columns **Address Book**
 Go Global Address

Name	Title
OSS Invoice Returns	
OSS Activity Team	
OSS Agy Denied Vchrs Invoices	OSS Agency Denied Vouch
OSS AvonLake	Other (Server Room)

8. Double-click [OSS Invoice Returns](#) from the listing.

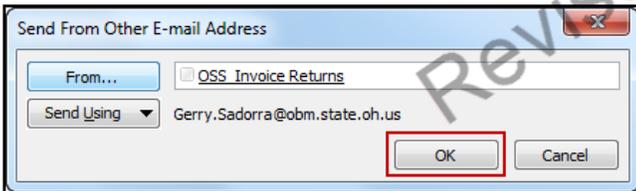
Choose Sender: Global Address List

Search: Name only More columns **Address Book**
 Go Global Address List - Gerry.S

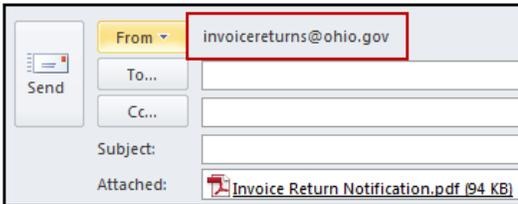
Name	Title
OSS Invoice Returns	
OSS Activity Team	
OSS Agy Denied Vchrs Invoices	OSS Agency Denied Vouchers
OSS AvonLake	Other (Server Room)
OSS BlueRock	Huddle Room
OSS Buckeye	Other (Lunch Room)

03/07/2013

9. Click **OK** on the **Send From Other E-mail Address** window.

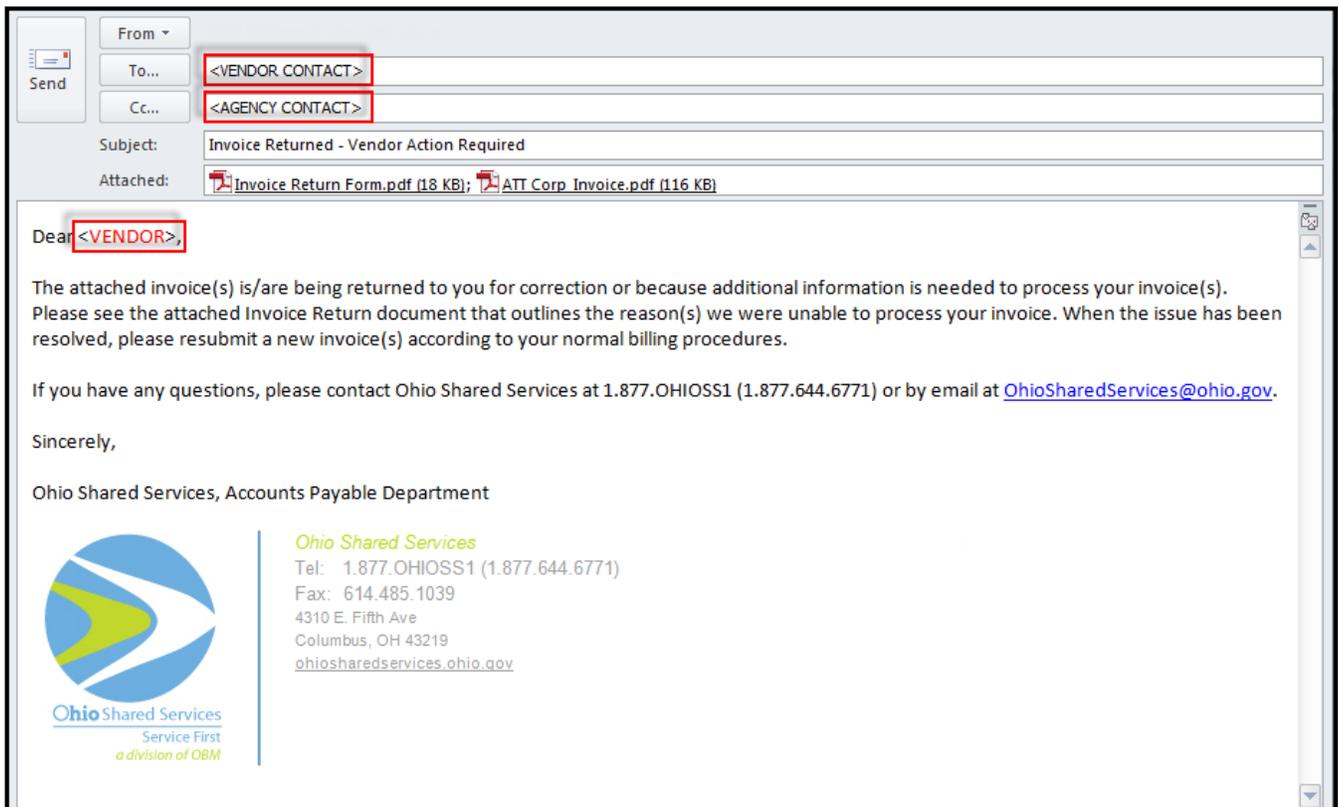


10. Confirm **invoicereturns@ohio.gov** appears beside **From**.

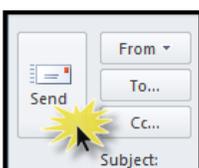


11. Attach invoice image previously saved to desktop.
12. Enter vendor's email address in the **To** field.
13. Enter agency's email address in the **Cc** field.
14. Enter **Subject** "Invoice Returned - Vendor Action Required."
15. Paste "Invoice returned to vendor" template into the body of the email.

See team captain or coach for a copy of the **invoice returned to vendor** template.



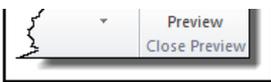
16. Update the vendor's name in the greeting of the email.
17. Click **Send**.



The **Invoice Return Notification** screen will return.

18. Click **Close Print Preview** on Access.





19. Click **Invoice Returned** at the bottom of the Return Form data fields.

The **Invoice Returned?** field at the top of the screen will be updated to "Yes."

Invoice Returned? Yes

Additional Comments

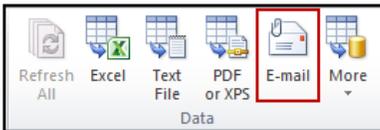
Close window.

Return invoice submitted to OSS via mail

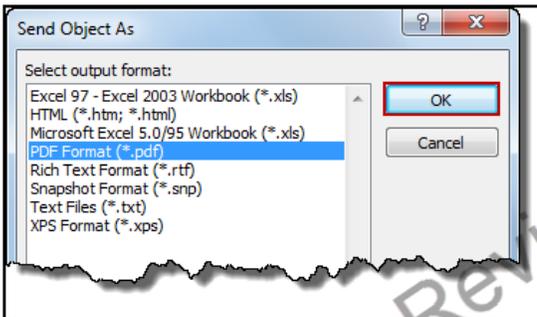
Follow the steps below to return the invoice to the agency via email (using the "OSS Invoice Returns" email account) and return the invoice to the vendor via mail.

This assigned email account provides ECM Associates with a single source mailbox to retain email notices of returned invoices.

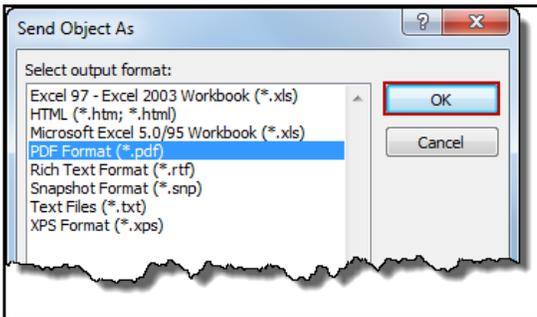
1. Click **E-mail** in toolbar.



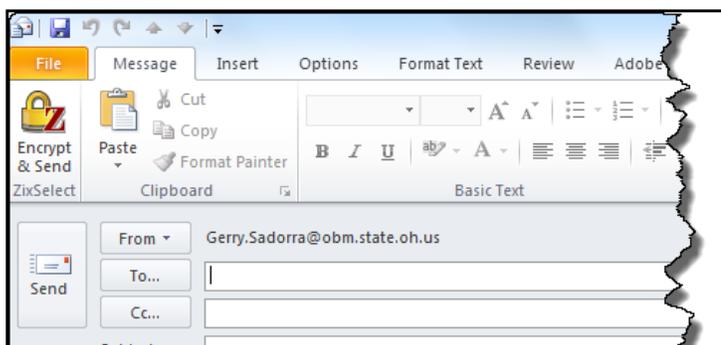
2. Select **PDF Format** from the **Send Object As** pop-up window that displays.

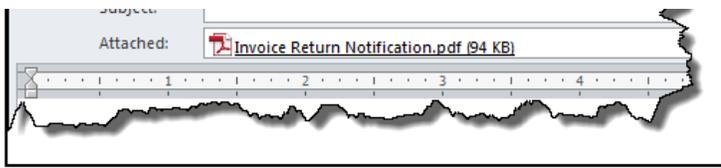


3. Click **OK** on the **Send Object As** pop-up window.

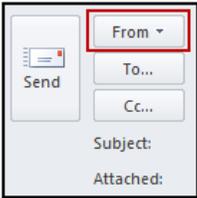


A new **Outlook email** message will display (with the Invoice Return Notification attached).

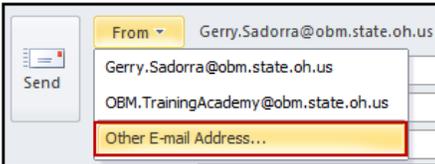




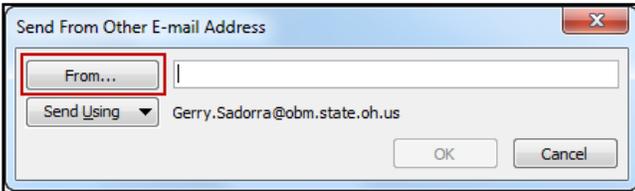
4. Click **From** on the email.



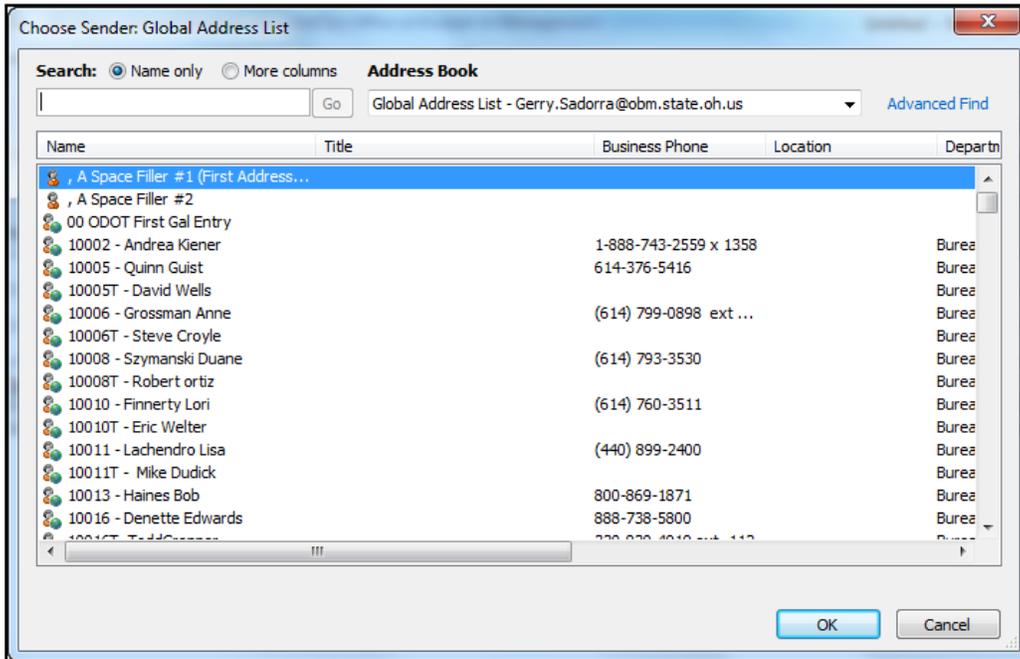
5. From drop-down, click **Other E-mail Address...**



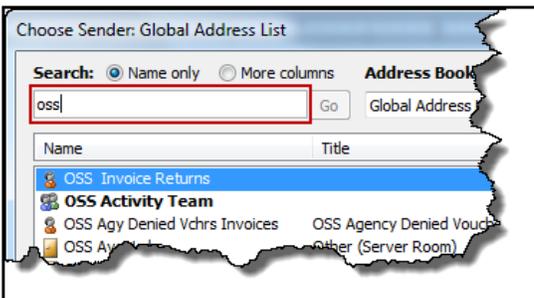
6. Click **From...** on **Send From Other E-mail Address** window



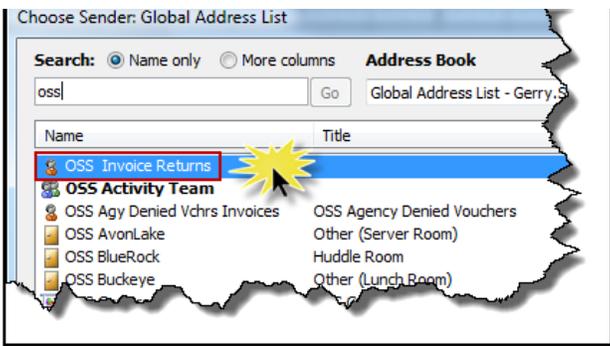
The **Choose Sender: Global Address List** will display.



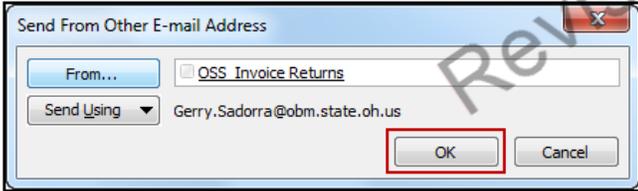
7. Type "oss" in the **Search** field.



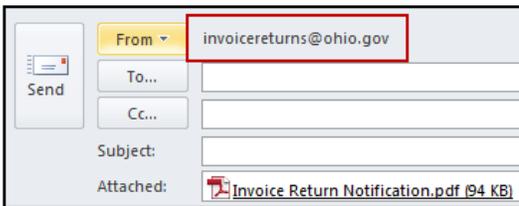
8. Double-click **OSS Invoice Returns** from the listing.



9. Click **OK** on the **Send From Other E-mail Address** window.

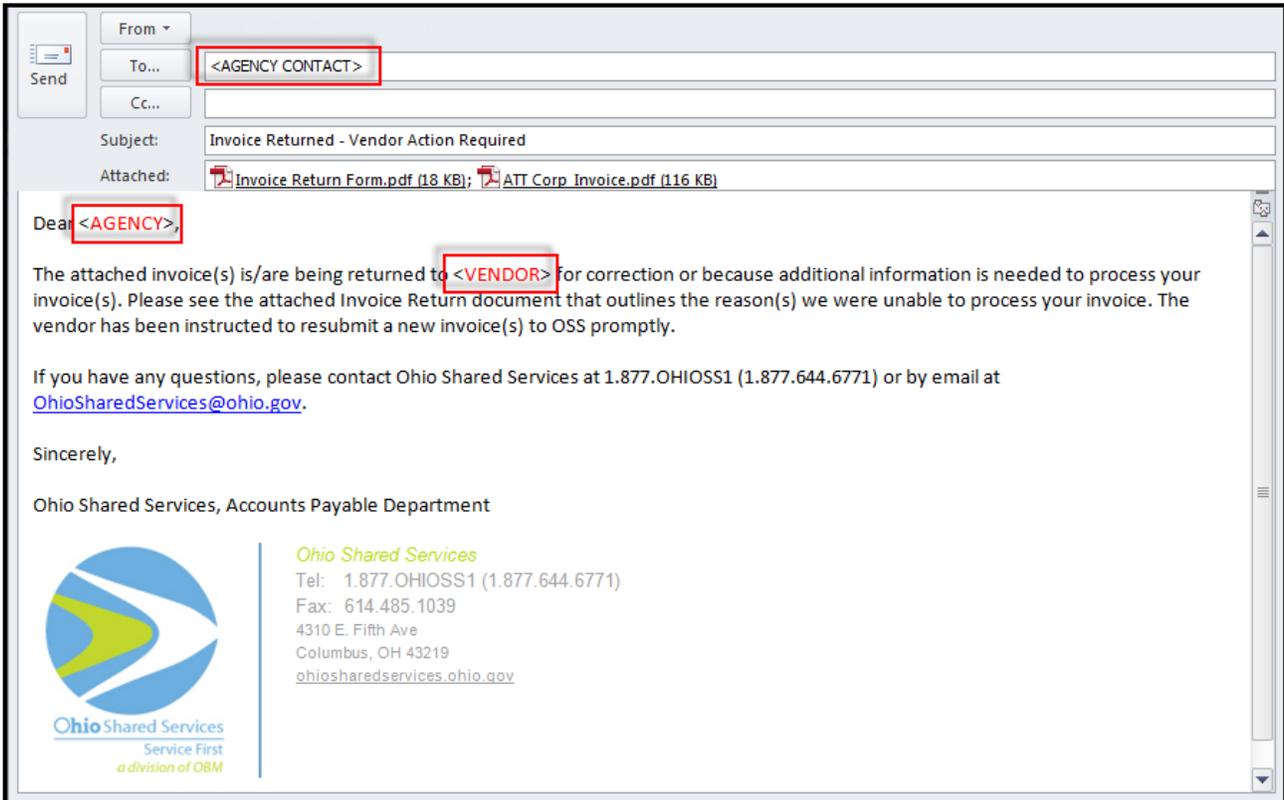


10. Confirm **invoicereturns@ohio.gov** appears beside **From**.



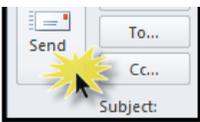
11. Attach invoice image previously saved to desktop.
12. Enter agency's email address in the **To** field.
13. Enter **Subject** "Invoice Returned - Vendor Action Required."
14. Paste "Invoice returned to agency" template into the body of the email.

See team captain or coach for a copy of the **invoice returned to agency** template.



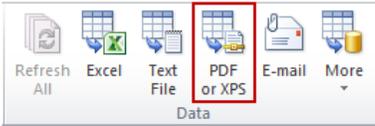
15. Update the agency's name in the greeting of the email.
16. Update the vendor's name in the body of the email.
17. Click **Send**.



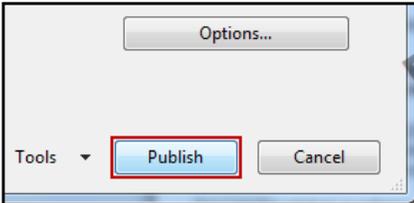


The **Invoice Return Notification** screen will return.

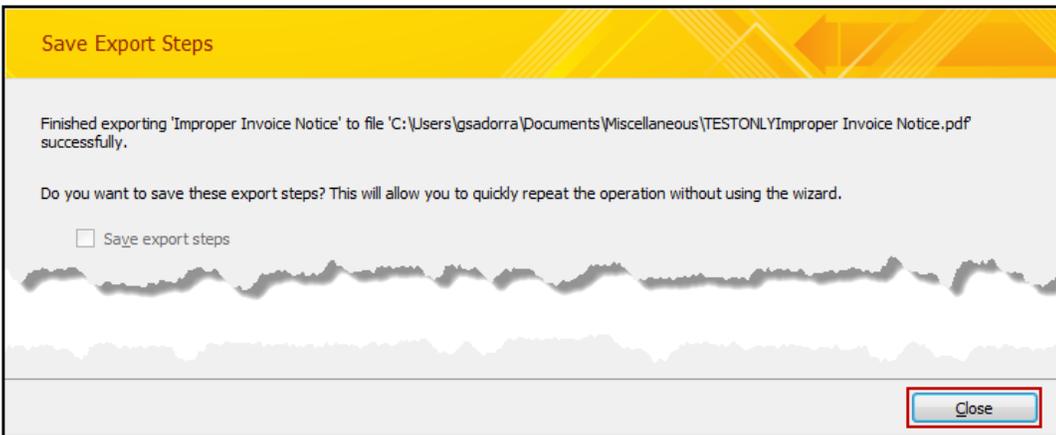
18. Click **PDF or XPS** on toolbar.



19. Save PDF form to desktop.
20. Click **Publish**.



21. Click **Close** on the **Save Export Steps** window.



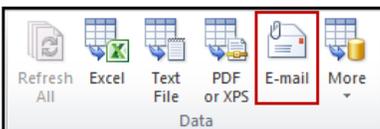
22. Print original invoice previously saved to desktop.
23. Print completed **Invoice Return Notification** saved to desktop.
24. Mail the 2 documents back to the vendor.

Return invoice submitted to OSS via fax

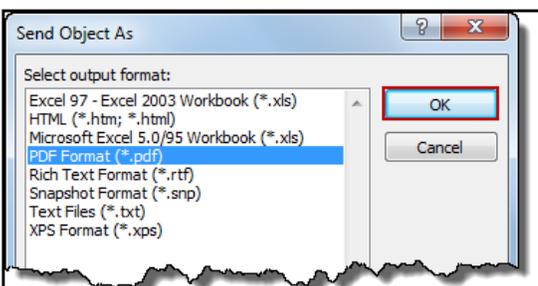
Follow the steps below to return the invoice to the agency via email (using the "**OSS Invoice Returns**" email account) and return the invoice to the vendor via fax.

This assigned email account provides ECM Associates with a single source mailbox to retain email notices of returned invoices.

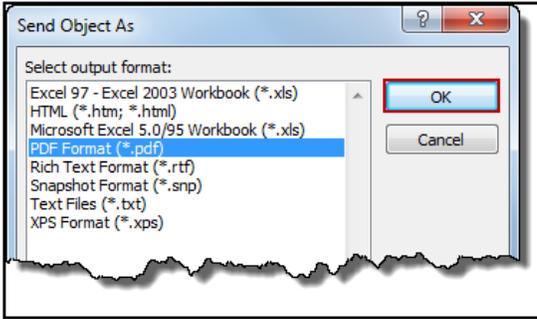
1. Click **E-mail** in toolbar.



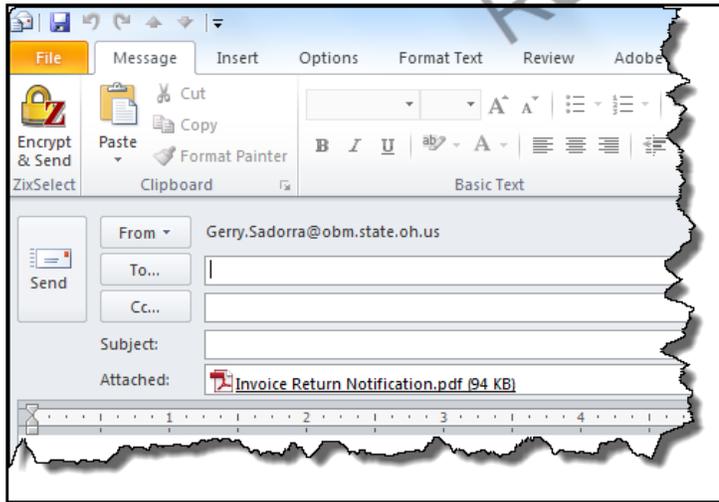
2. Select **PDF Format** from the **Send Object As** pop-up window that displays.



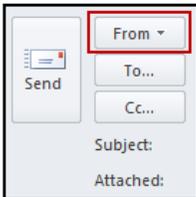
3. Click **OK** on the **Send Object As** pop-up window.



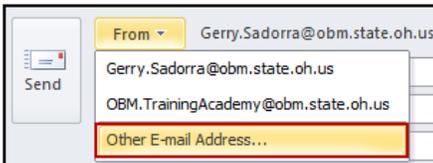
- A new **Outlook email** message will display (with the Invoice Return Notification attached).



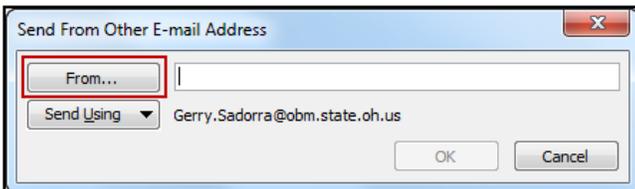
4. Click **From** on the email.



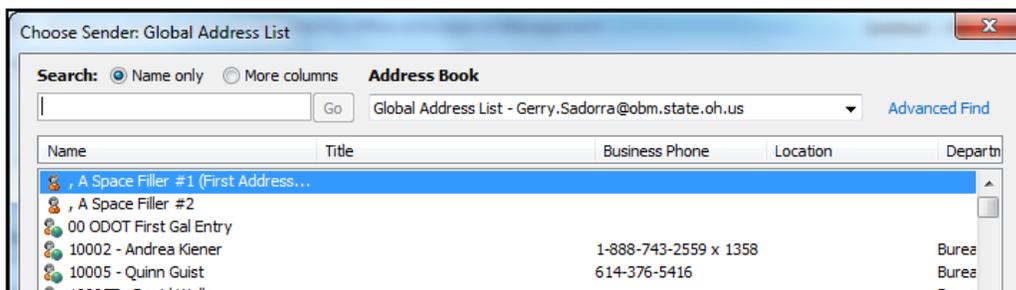
5. From drop-down, click **Other E-mail Address...**

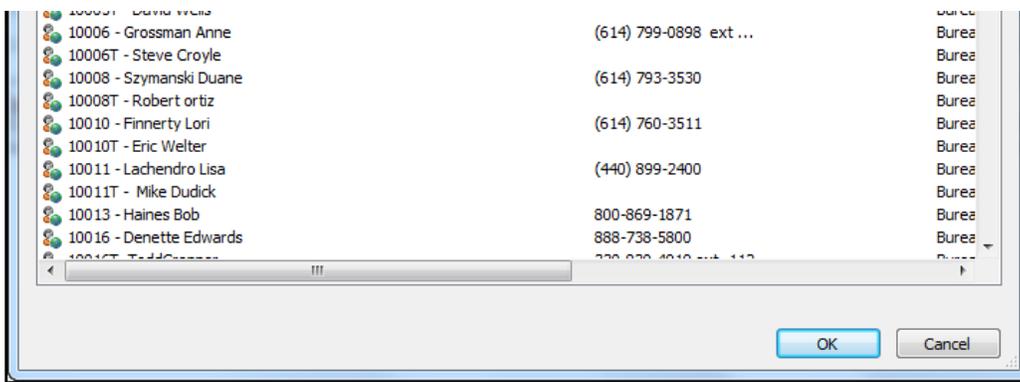


6. Click **From...** on **Send From Other E-mail Address** window

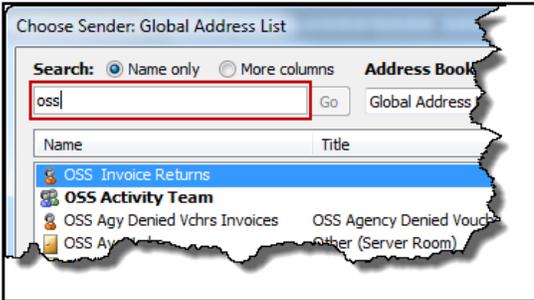


- The **Choose Sender: Global Address List** will display.

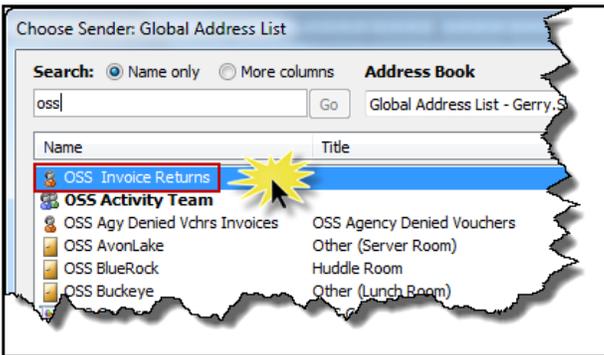




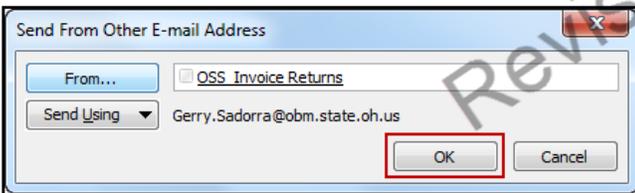
7. Type "oss" in the **Search** field.



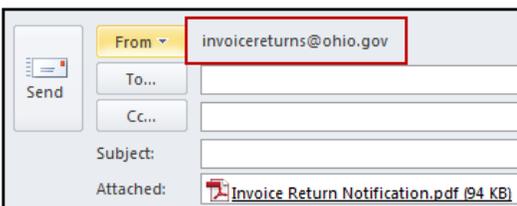
8. Double-click **OSS Invoice Returns** from the listing.



9. Click **OK** on the **Send From Other E-mail Address** window.



10. Confirm **invoicereturns@ohio.gov** appears beside **From**.



11. Attach invoice image previously saved to desktop.

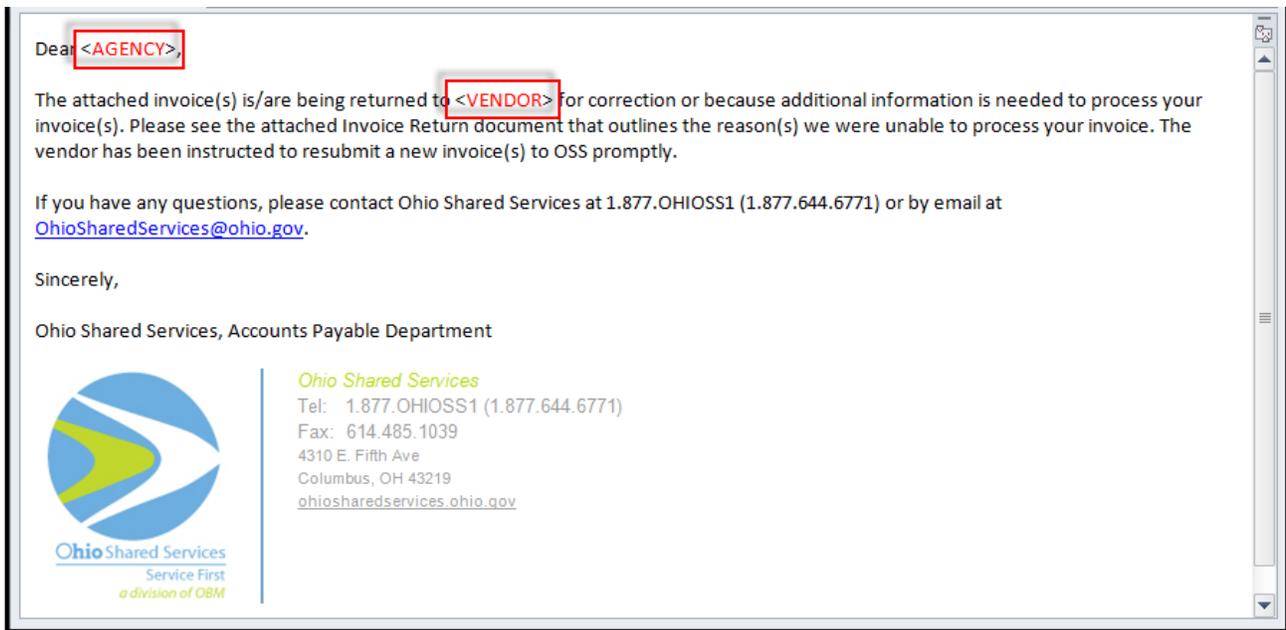
12. Enter agency's email address in the **To** field.

13. Enter **Subject** "Invoice Returned - Vendor Action Required."

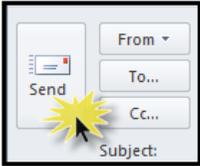
14. Paste "Invoice returned to agency" template into the body of the email.

See team captain or coach for a copy of the **invoice returned to agency** template.



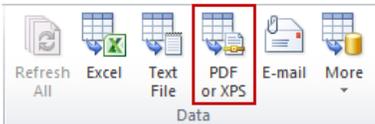


15. Update the agency's name in the greeting of the email.
16. Update the vendor's name in the body of the email.
17. Click **Send**.



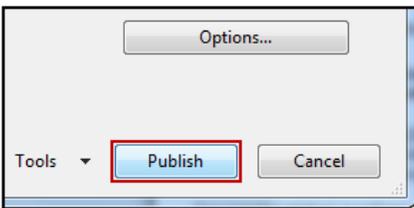
The **Invoice Return Notification** screen will return.

18. Click **PDF or XPS** on toolbar.

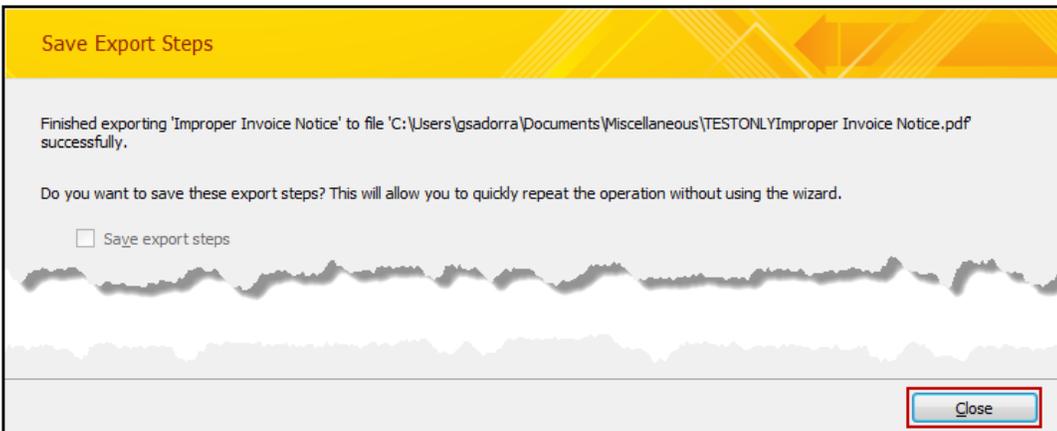


19. Save PDF form to desktop.

20. Click **Publish**.



21. Click **Close** on the **Save Export Steps** window.



22. Print original invoice previously saved to desktop.
23. Print completed **Invoice Return Notification** saved to desktop.
24. Fax the 2 documents back to the vendor.

Revised 03/07/2013

