Exception Code 10: AR Open Item Not Found

IntraState Transfer Vouchers (ISTVs) occur when an agency makes a purchase from another agency. When vouchering an ISTV invoice, the invoice number must match the Item ID of the pending item created in OAKS AR by the selling agency. An **A/R Open Item not found** message will display in OAKS FIN when attempting to create an ISTV voucher that does not have a corresponding A/R item.

During the AP voucher creation process in OAKS FIN, if an "A/R Open Item ID not found" error is received, AP will assign the invoice to ECM as an exception code "10-AR Open Item Not Found" for return processing. ECM will return the invoice and the **Invoice Return Notification** to the selling agency (and copy the buying agency) in the same method the invoice was submitted to OSS.

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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.

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.

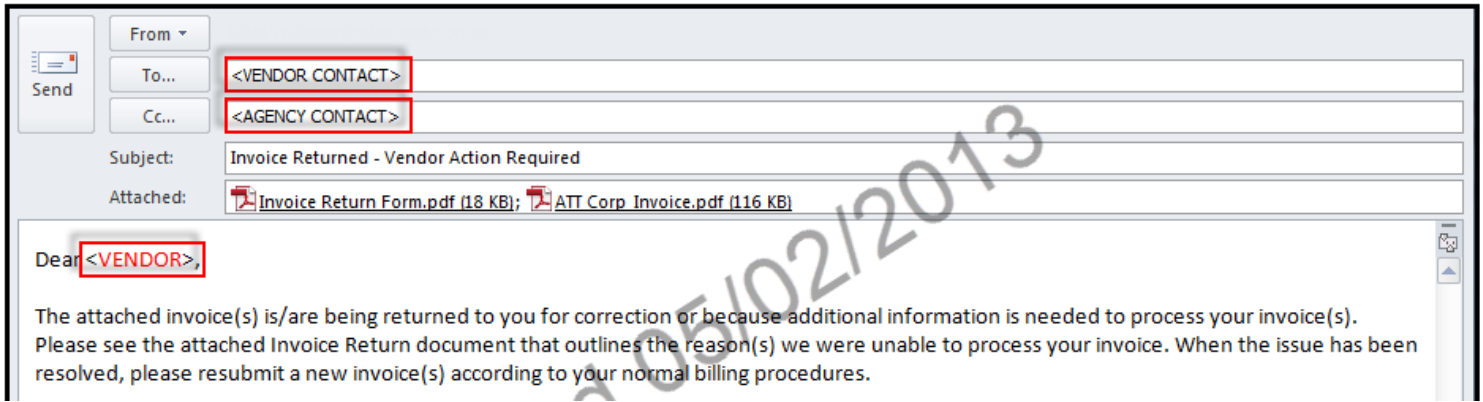
A new **Outlook email** message will display (with the Invoice Return Notification attached).

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 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.



05/02/2013

If you have any questions, please contact Ohio Shared Services at 1.877.OHIOSS1 (1.877.644.6771) or by email at OhioSharedServices@ohio.gov.

Sincerely,

Ohio Shared Services, Accounts Payable Department

Revised

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