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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.

Send	From	
	To...	<VENDOR CONTACT>
	Cc...	<AGENCY CONTACT>
	Subject:	Invoice Returned - Vendor Action Required
	Attached:	 Invoice Return Form.pdf (18 KB);  ATT Corp. Invoice.pdf (116 KB)

Dear <VENDOR>,

The attached invoice(s) is/are being returned to you for correction or because additional information is needed to process your invoice(s). Please see the attached Invoice Return document that outlines the reason(s) we were unable to process your invoice. When the issue has been resolved, please resubmit a new invoice(s) according to your normal billing procedures.

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](mailto:OhioSharedServices@ohio.gov).

Sincerely,

Ohio Shared Services, Accounts Payable Department



*Ohio Shared Services*

Tel: 1.877.OHIOSS1 (1.877.644.6771)

Fax: 614.485.1039

4310 E. Fifth Ave

Columbus, OH 43219

[ohiosharedservices.ohio.gov](http://ohiosharedservices.ohio.gov)

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."

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.

The screenshot shows an Outlook email composition window. The 'To' field contains '<AGENCY CONTACT>'. The 'Subject' field contains 'Invoice Returned - Vendor Action Required'. The 'Attached' section shows two PDF files: 'Invoice Return Form.pdf (18 KB)' and 'ATT Corp Invoice.pdf (116 KB)'. The email body starts with 'Dear <AGENCY>', followed by a paragraph: 'The attached invoice(s) is/are being returned to <VENDOR> for correction or because additional information is needed to process your invoice(s). Please see the attached Invoice Return document that outlines the reason(s) we were unable to process your invoice. The vendor has been instructed to resubmit a new invoice(s) to OSS promptly.' Below this is a closing paragraph: '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.' The email ends with 'Sincerely,'.



**Ohio Shared Services**  
 Tel: 1.877.OHIOS1 (1.877.644.6771)  
 Fax: 614.485.1039  
 4310 E. Fifth Ave  
 Columbus, OH 43219  
[ohiosharedservices.ohio.gov](http://ohiosharedservices.ohio.gov)

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.

From	
To	<AGENCY CONTACT>
Cc	
Subject	Invoice Returned - Vendor Action Required
Attached	Invoice Return Form.pdf (18 KB); ATT Corp Invoice.pdf (116 KB)

Dear <AGENCY>,

The attached invoice(s) is/are being returned to <VENDOR> for correction or because additional information is needed to process your invoice(s). Please see the attached Invoice Return document that outlines the reason(s) we were unable to process your invoice. The vendor has been instructed to resubmit a new invoice(s) to OSS promptly.

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](mailto:OhioSharedServices@ohio.gov).

Sincerely,

Ohio Shared Services, Accounts Payable Department



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