

## Exception Code 06: PO/Invoice Vendor Does Not Match

During the AP voucher creation process in OAKS FIN, if an invoice appears that the PO vendor and the vendor listed on the invoice do not match, AP will assign the invoice to ECM as an exception code "06-PO/Invoice Vendor Does Not Match" 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.

 If the ECM associate has a question concerning AP's assignment of the exception code, contact an AP Captain.

### 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	<a href="#">Image</a>		
<input type="checkbox"/>	2 08/04/2011	9730 294093	<a href="#">Image</a>		
<input type="checkbox"/>	3 08/04/2011	9730 294094	<a href="#">Image</a>		

2. Click invoice **image**.

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

 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 "06-PO/Invoice Vendor Does Not Match."

Work Group	Exception Category
TEAM 1	

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

Voucher ID	Origin	Vendor ID
PROGRESS	709	0000131826

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

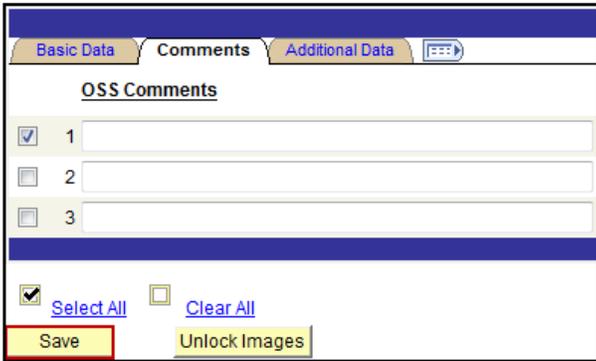
Basic Data	Comments	Additional Data
OSS Comments		
<input checked="" type="checkbox"/>	1	
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	
<input checked="" type="checkbox"/>	Select All	
<input type="checkbox"/>	Clear All	
Save		Unlock Images

11. Enter **OSS Comments** indicating "06-PO/Invoice Vendor Does Not Match. Returned invoice to vendor. (first initial. last name/date [MM/DD/YY])."

Basic Data	Comments	Additional Data
OSS Comments		
<input checked="" type="checkbox"/>	1	
<input type="checkbox"/>	2	
<input type="checkbox"/>	3	



12. Click [Save](#).



13. Save invoice image to desktop as "first three letters of vendor name\_mm/dd/yyyy."

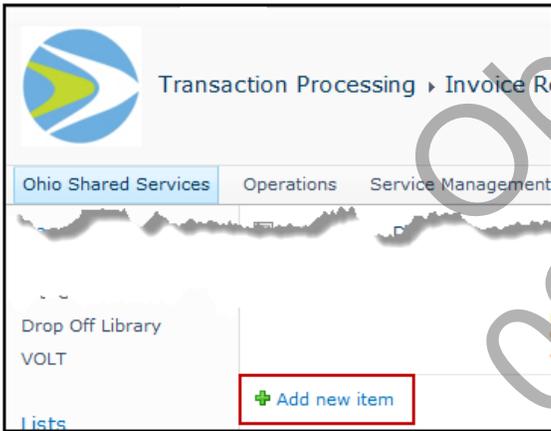
After updating the AP Sorter page in OAKS FIN, complete the following steps in the Invoice Return Tracker.

## 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.

Invoice Return Tracker - New Item	
Edit	
Save	Close
Paste	Cut
Commit	Clipboard
Vendor Name	<input type="text"/>
Attachments	<a href="#">Click here to attach a file</a>
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	
Return Method	* ▼
Associate Name	* ▼
Business Unit	* ▼
Date Received	* 📅
Invoice Date	* 📅
Invoice #	*
Invoice Amount	*
Returned To	Vendor ▼
Email Address	
	(List all that were copied)
Vendor Street Address	
Vendor City / State / Zip	
	EX: Columbus, OH 43129

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

Vendor Name	
Attachments	📎 Click here to attach a file
Date Returned	11/27/2012

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

Vendor Name	
Attachments	📎 Click here to attach a file
Date Returned	11/27/2012

6. Confirm **Date Returned**.

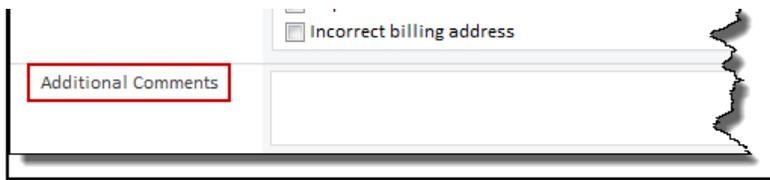
Vendor Name	
Attachments	📎 Click here to attach a file
Date Returned	11/27/2012

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	

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



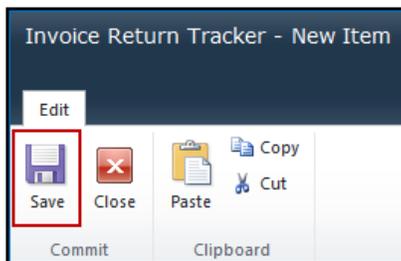
9. Complete remaining required fields marked with an asterisk.

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	DAS01	284	mailto:john.yoho@das.state.oh.us
ECM - Labeling Tracker			

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

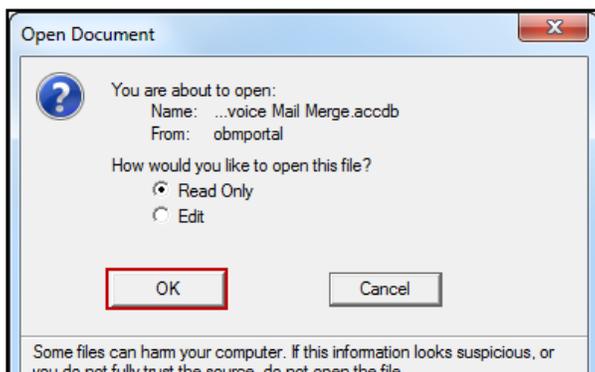
Complete **Invoice Return Notification** in the Access Database (see [Appendix A](#)) with the details of the missing/invalid information needed to process the invoice. Determine method invoice was submitted to OSS (i.e., mail, fax, or email). Return invoice and completed **Invoice Return Notification**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

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

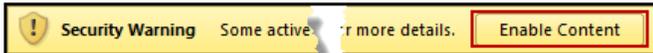
1. Click the link above.
2. Select **Improper Invoice Mail Merge**.



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



- Click **Enable Content**.



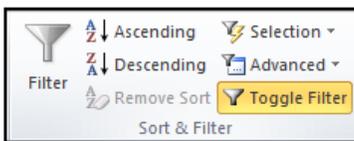
- Double-click **Return Form**.



- Return Form** will open with data fields populated from the Invoice Return Tracker.

A screenshot of a "Print Form" window. It contains several data fields: "Date Returned" (11/16/2012), "Invoice Returned?" (Yes), "Associate Name" (Amanda Caines), "Additional Comments" (empty), "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" (empty), "Invoice Amount" (\$5.00), and "Returned To" (Vendor). A large "Obsoleto 02/05/2015" watermark is overlaid on the form.

- Click **Toggle Filter** in toolbar to view the records that haven't been completed (i.e., returned).



- 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.



- Select under **Vendor Letters**, the option that best describes why the invoice is being returned.



- Verify merged data on the **Invoice Return Notification**.

A form titled "Ohio Shared Services Invoice Return Notification". It features the Ohio Shared Services logo on the left. The text reads: "OIL DISTRIBUTING COMPANY", "4646 SOLUTIONS CENTER", "CHICAGO, IL 60677". To the right, "Date Returned" is listed as "1/4/2013". At the bottom, it states: "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](mailto: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

PO Box 182880  
Columbus, OH 43218  
614.338.4781 or 1.877.OHIOSS1  
[www.OhioSharedServices.ohio.gov](http://www.OhioSharedServices.ohio.gov)

Last Updated: 01/02/2013

For example: Company name, address, Vendor ID, and Reason for Return.

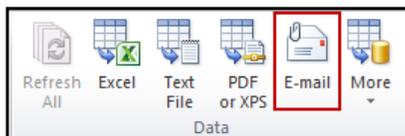
- Continue with the steps below based on the method of invoice submission to OSS.

### Return invoice submitted to OSS via email

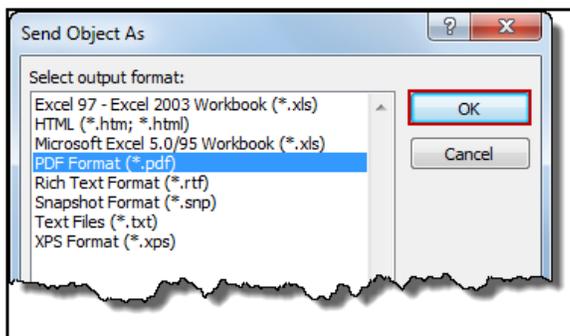
Follow the steps below to return the invoice to the vendor via email (and copy the agency) using the "OSS Invoice Returns" email account.

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

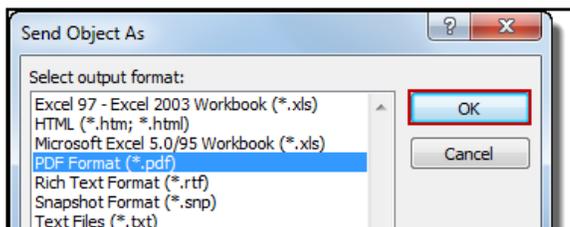
- Click **E-mail** in toolbar.



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

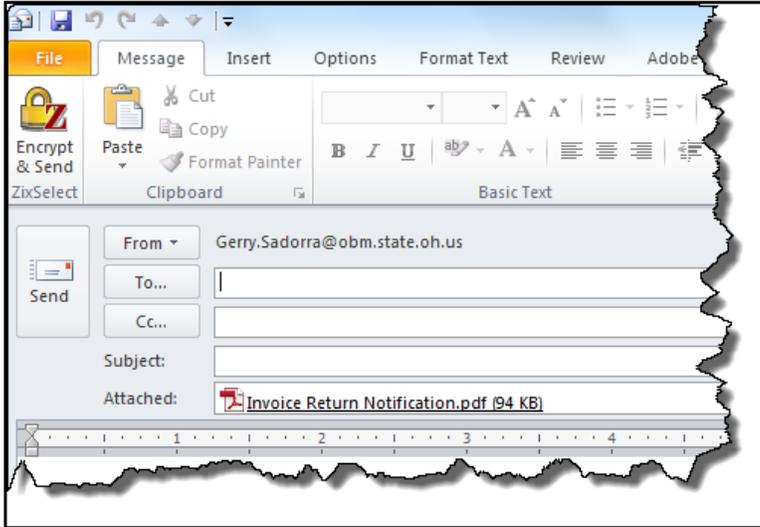


- Click **OK** on the **Send Object As** pop-up window.

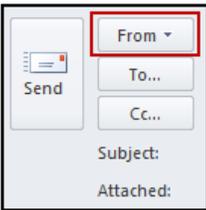




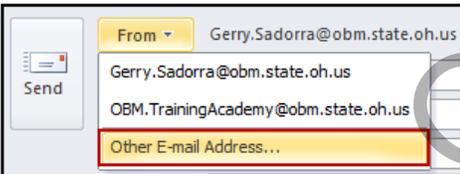
A new **Outlook email** message will display (with the Invoice Return Notification attached).



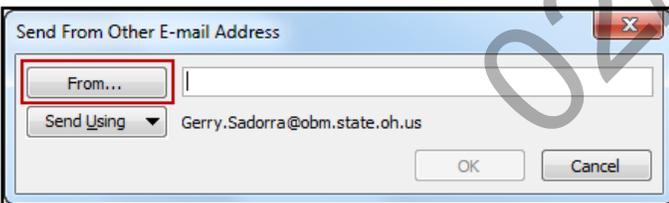
4. Click **From** on the email.



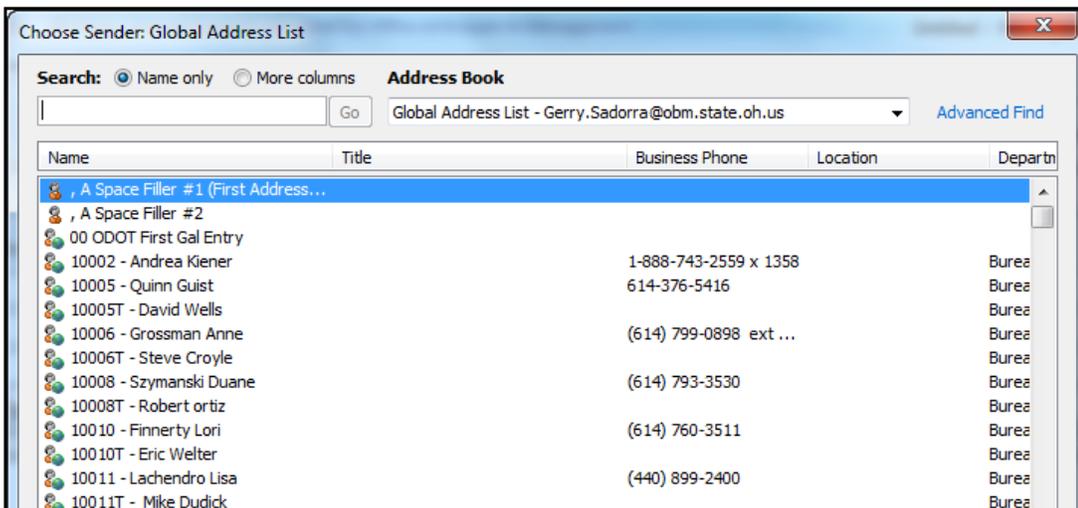
5. From drop-down, click **Other E-mail Address...**

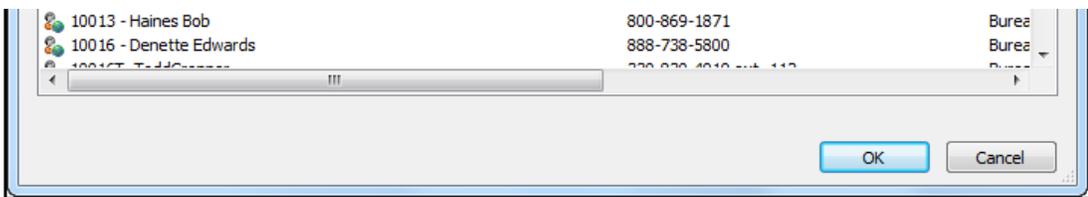


6. Click **From...** on **Send From Other E-mail Address** window

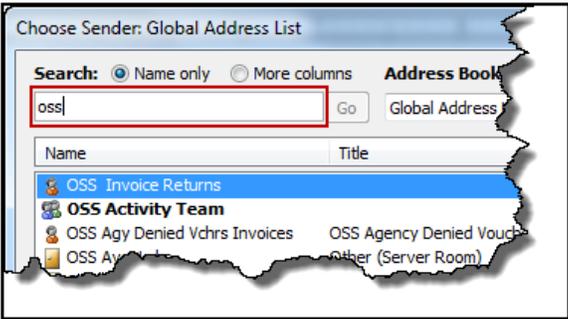


The **Choose Sender: Global Address List** will display.

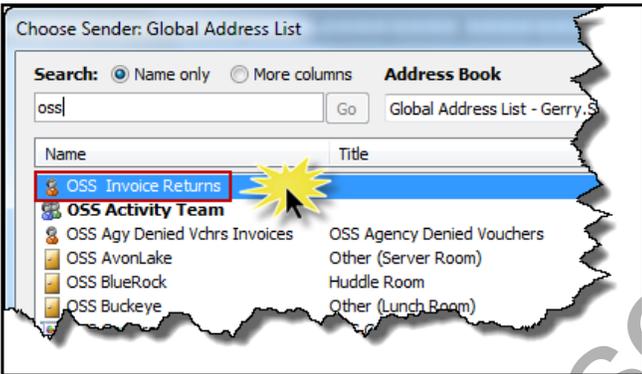




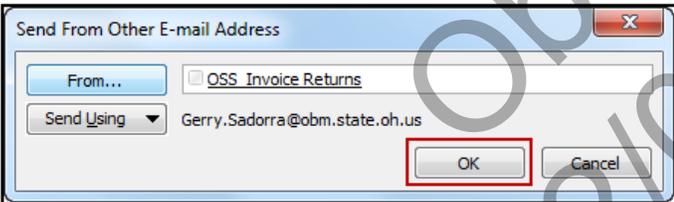
7. Type "oss" in the **Search** field.



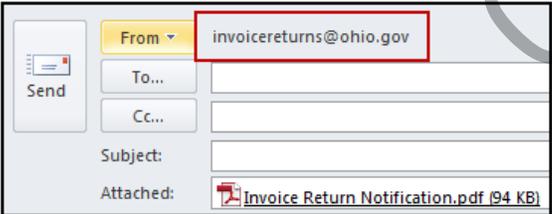
8. Double-click **OSS Invoice Returns** from the listing.



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

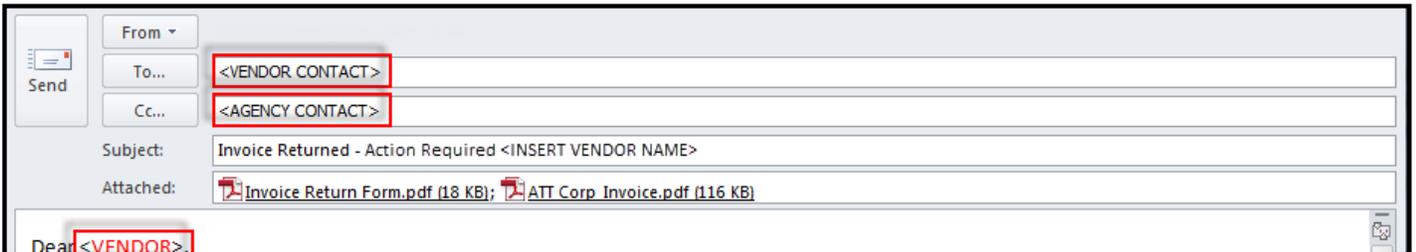


10. Confirm **invoicereturns@ohio.gov** appears beside **From**.



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 - Action Required <INSERT VENDOR NAME>."
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.



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,

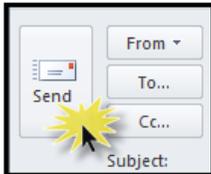
Ohio Shared Services, Accounts Payable Department



*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."

A screenshot of a form field labeled "Invoice Returned?". The dropdown menu is open and shows "Yes" selected. Below it is a text area labeled "Additional Comments".

20. Close window.

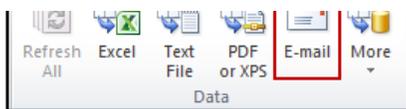
## Return invoice submitted to OSS via mail

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.

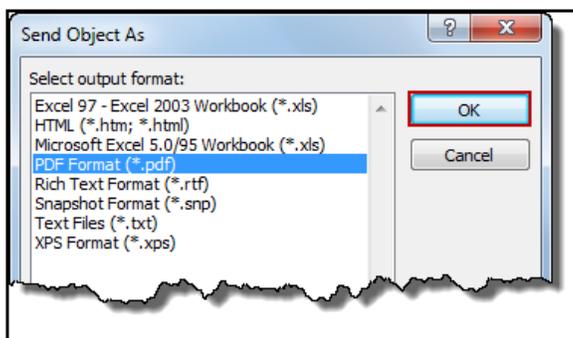
This assigned email account provides ECM Associates with a single source mailbox to retain email notices of returned invoices.

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

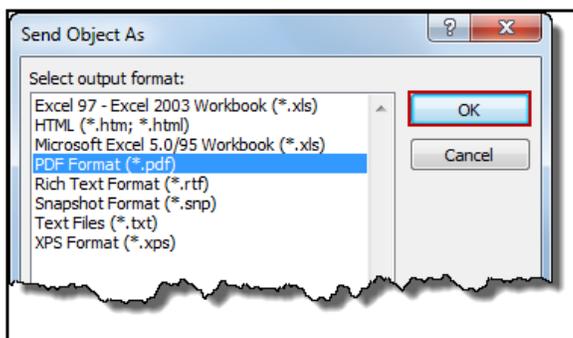




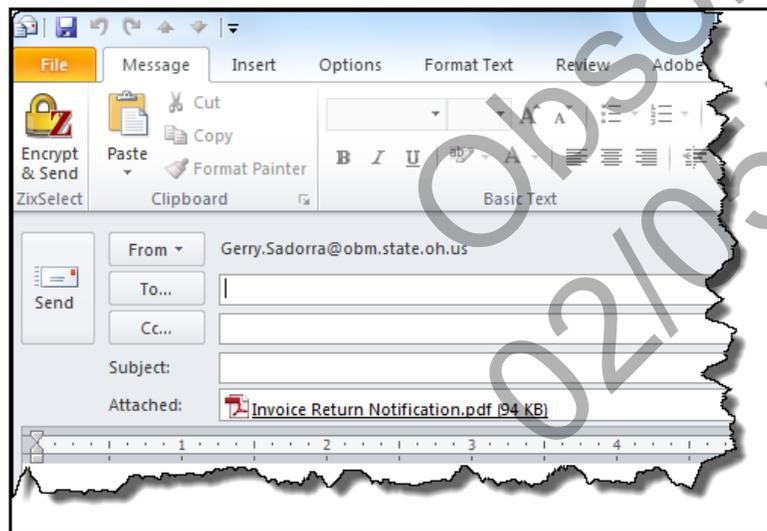
2. Select **PDF Format** from the **Send Object As** pop-up window that displays.



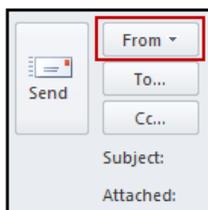
3. Click **OK** on the **Send Object As** pop-up window.



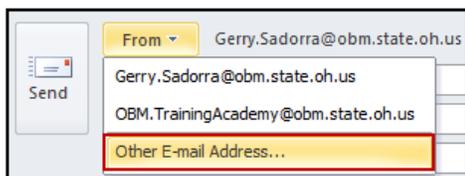
4. A new **Outlook email** message will display (with the Invoice Return Notification attached).



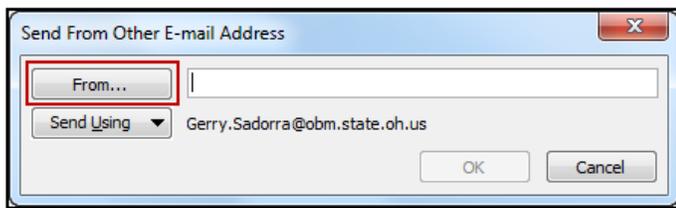
4. Click **From** on the email.



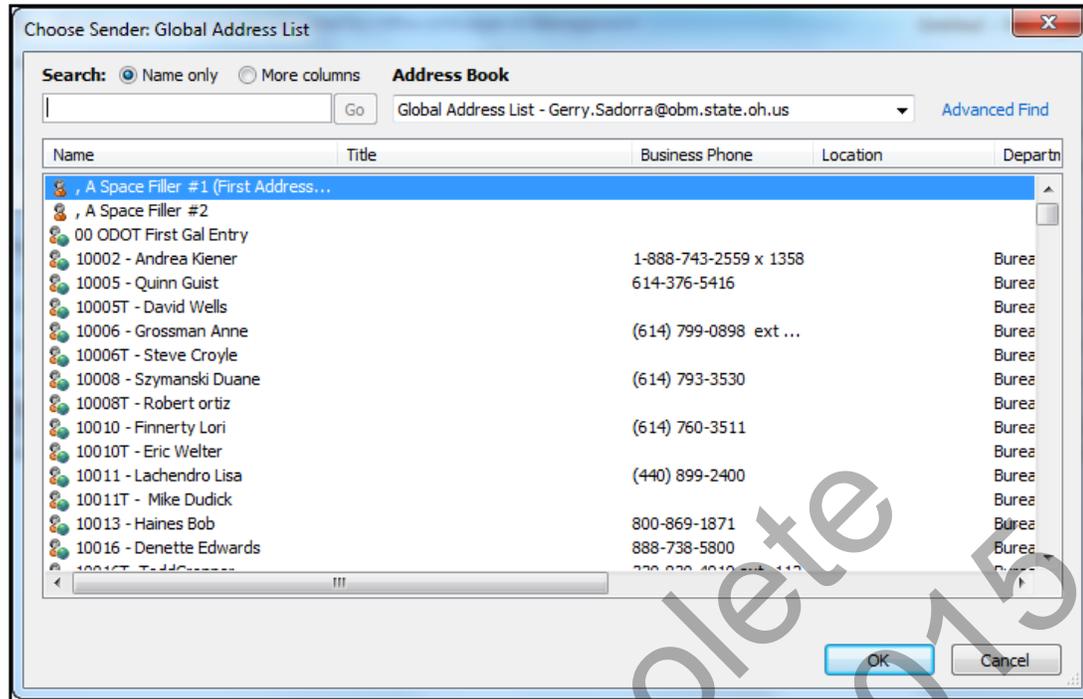
5. From drop-down, click **Other E-mail Address...**



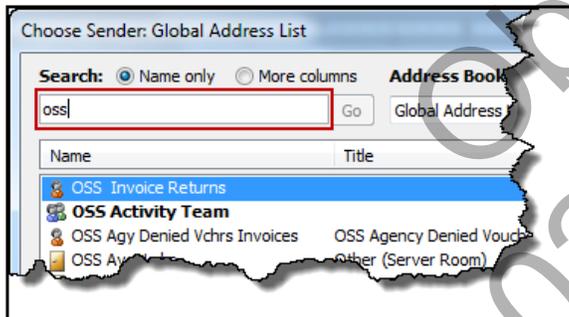
6. Click **From...** on **Send From Other E-mail Address** window



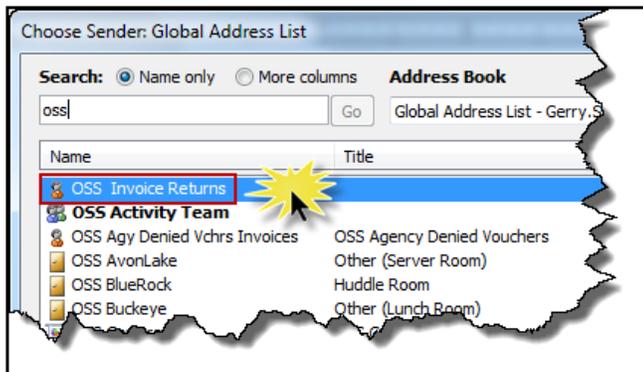
The **Choose Sender: Global Address List** will display.



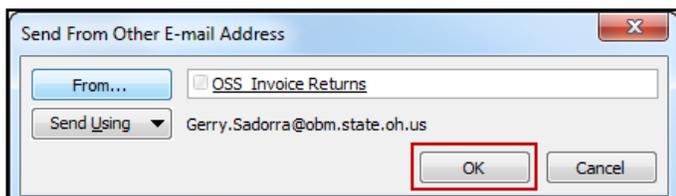
7. Type "oss" in the **Search** field.



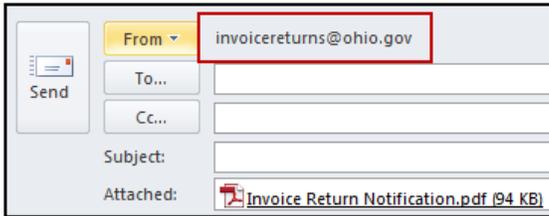
8. Double-click **OSS Invoice Returns** from the listing.



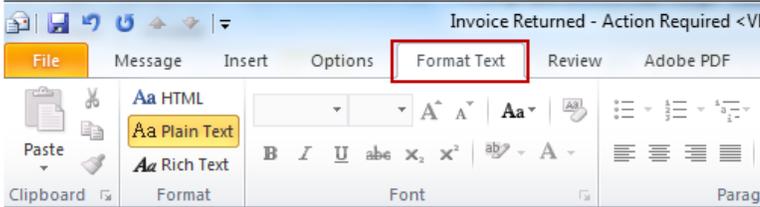
9. Click **OK** on the **Send From Other E-mail Address** window.



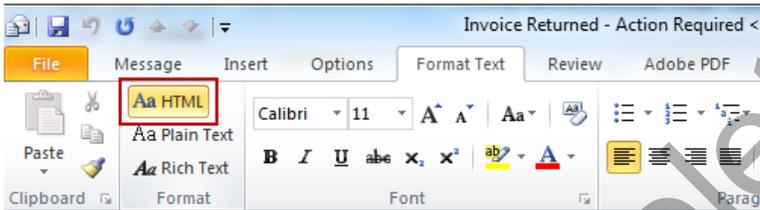
10. Confirm [invoicereturns@ohio.gov](mailto:invoicereturns@ohio.gov) appears beside **From**.



11. Attach invoice image previously saved to desktop.  
12. Enter agency's email address in the **To** field.  
13. Enter **Subject** "Invoice Returned - Action Required <INSERT VENDOR NAME>."  
14. Click the **Format Text** tab in the toolbar.

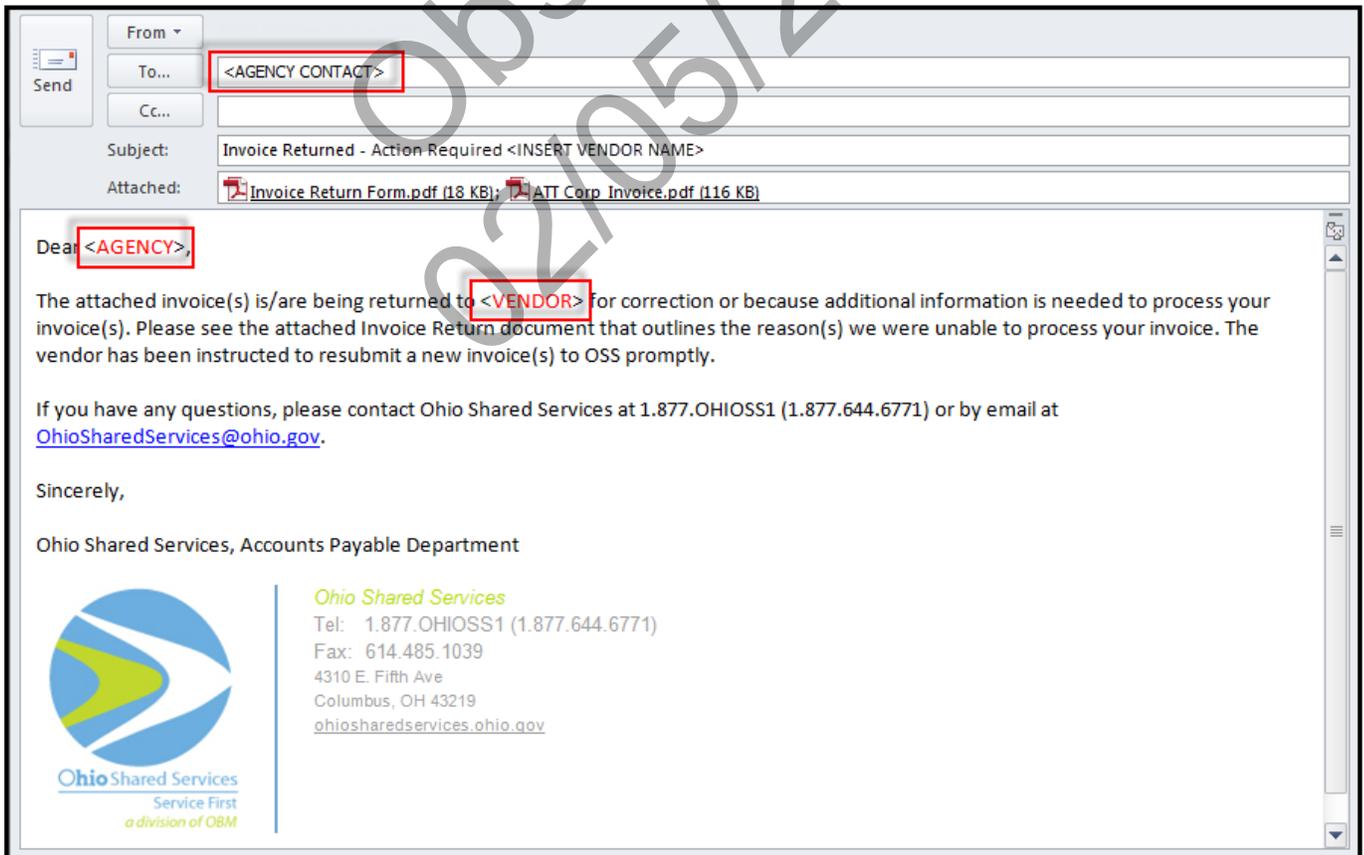


15. Change email format to **HTML**.



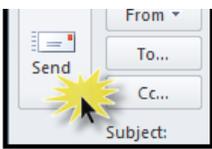
16. Paste "Invoice returned to agency" template into the body of the email.

See team captain or coach for a copy of the [invoice returned to agency](#) template.



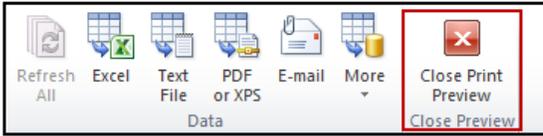
17. Update the vendor's name in the body of the email.  
18. Click **Send**.





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

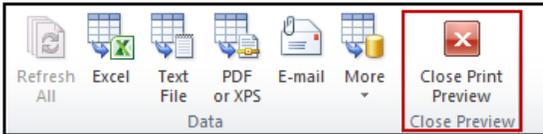
19. Print completed **Invoice Return Notification**.
20. Click **Close Print Preview**.



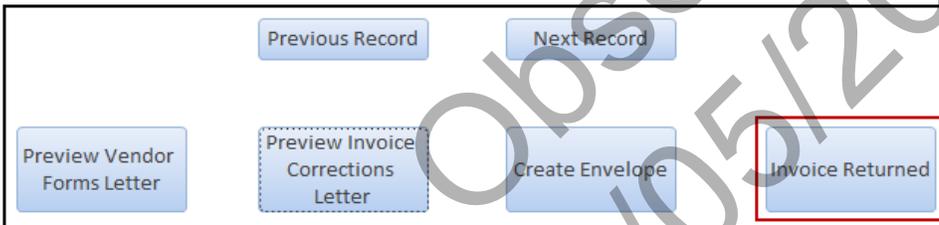
21. Under Print Form tab, click **Create Envelope**.



22. Print envelope.
23. Click **Close Print Preview**.



24. Under Print Form tab, click **Invoice Returned**.



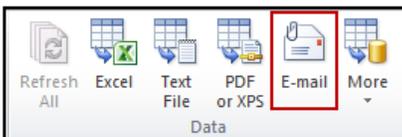
25. Print original invoice previously saved to desktop.
26. Mail the 2 documents back to the vendor.

## Return invoice submitted to OSS via fax

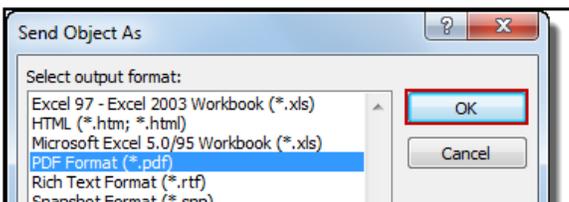
Follow the steps below to return the invoice to the agency via email (using the "**OSS Invoice Returns**" email account) and return the invoice to the vendor via fax.

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.

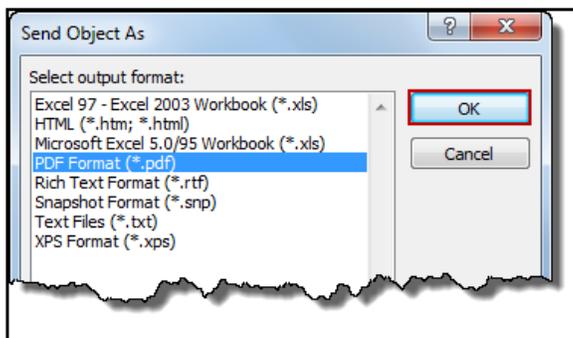


2. Select **PDF Format** from the **Send Object As** pop-up window that displays.

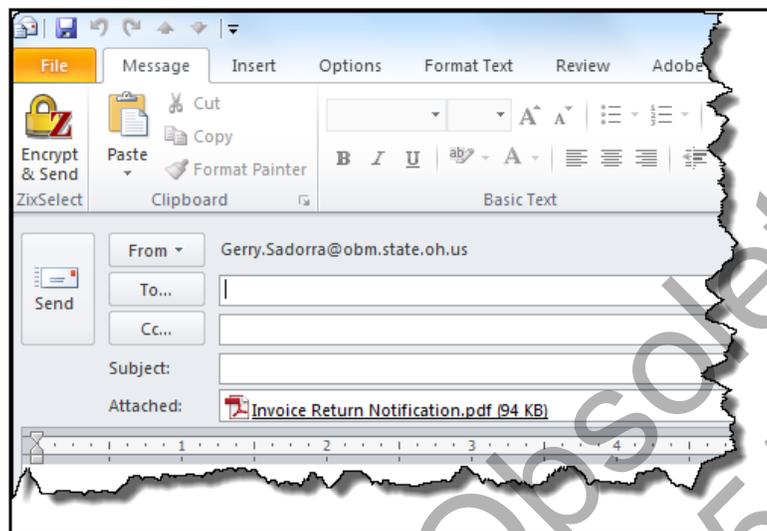




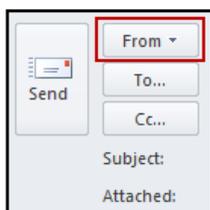
3. Click **OK** on the **Send Object As** pop-up window.



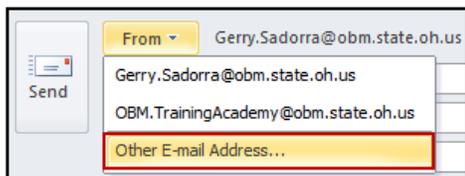
- A new **Outlook email** message will display (with the Invoice Return Notification attached).



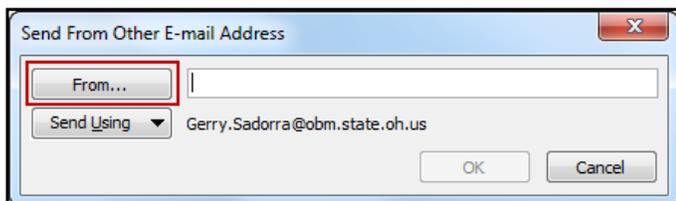
4. Click **From** on the email.



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

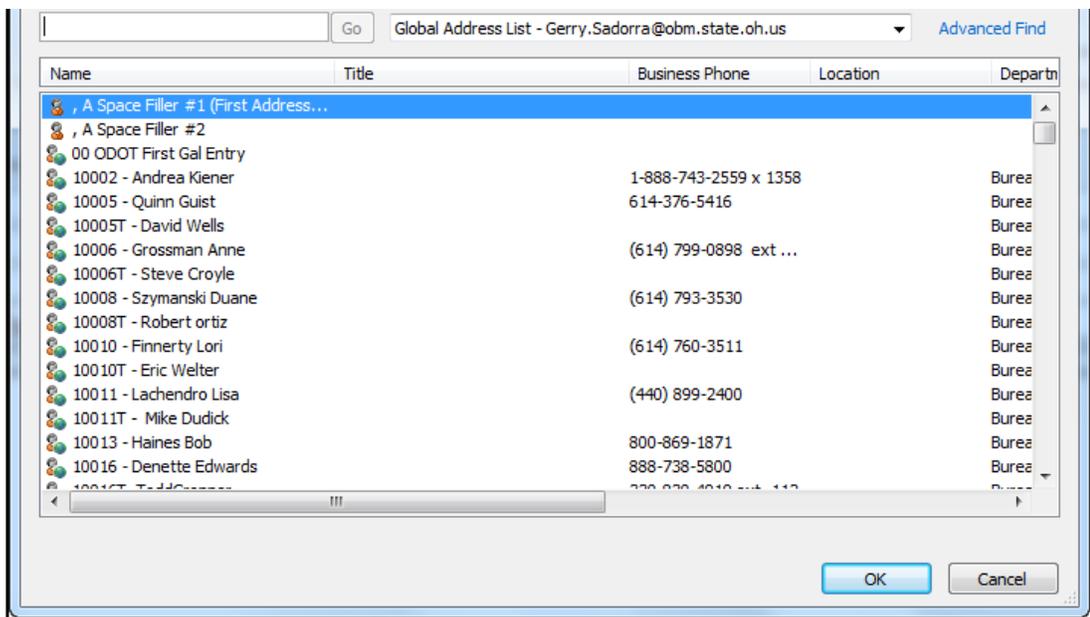


6. Click **From...** on **Send From Other E-mail Address** window

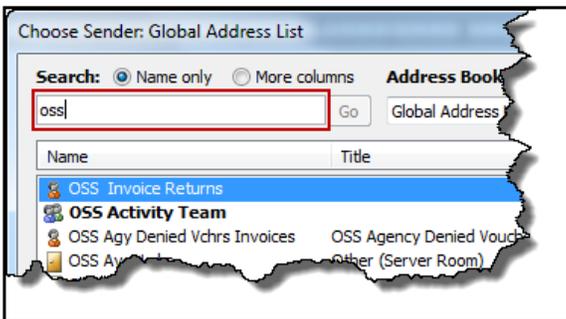


- The **Choose Sender: Global Address List** will display.

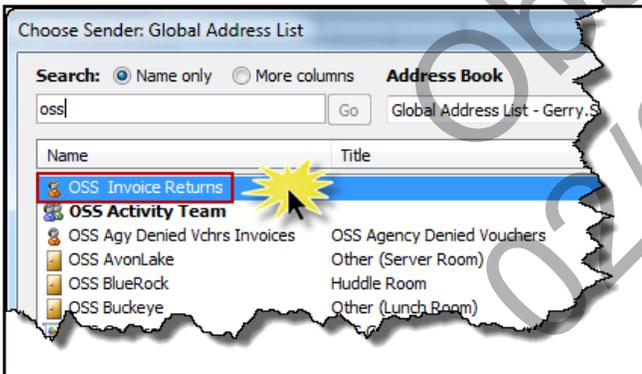




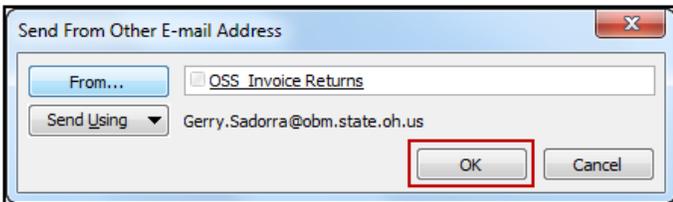
7. Type "oss" in the **Search** field.



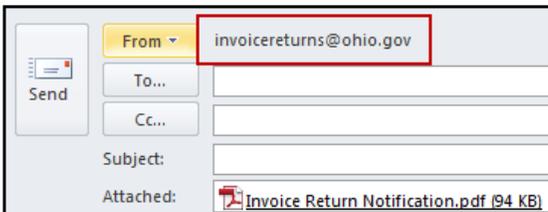
8. Double-click **OSS Invoice Returns** from the listing.



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



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



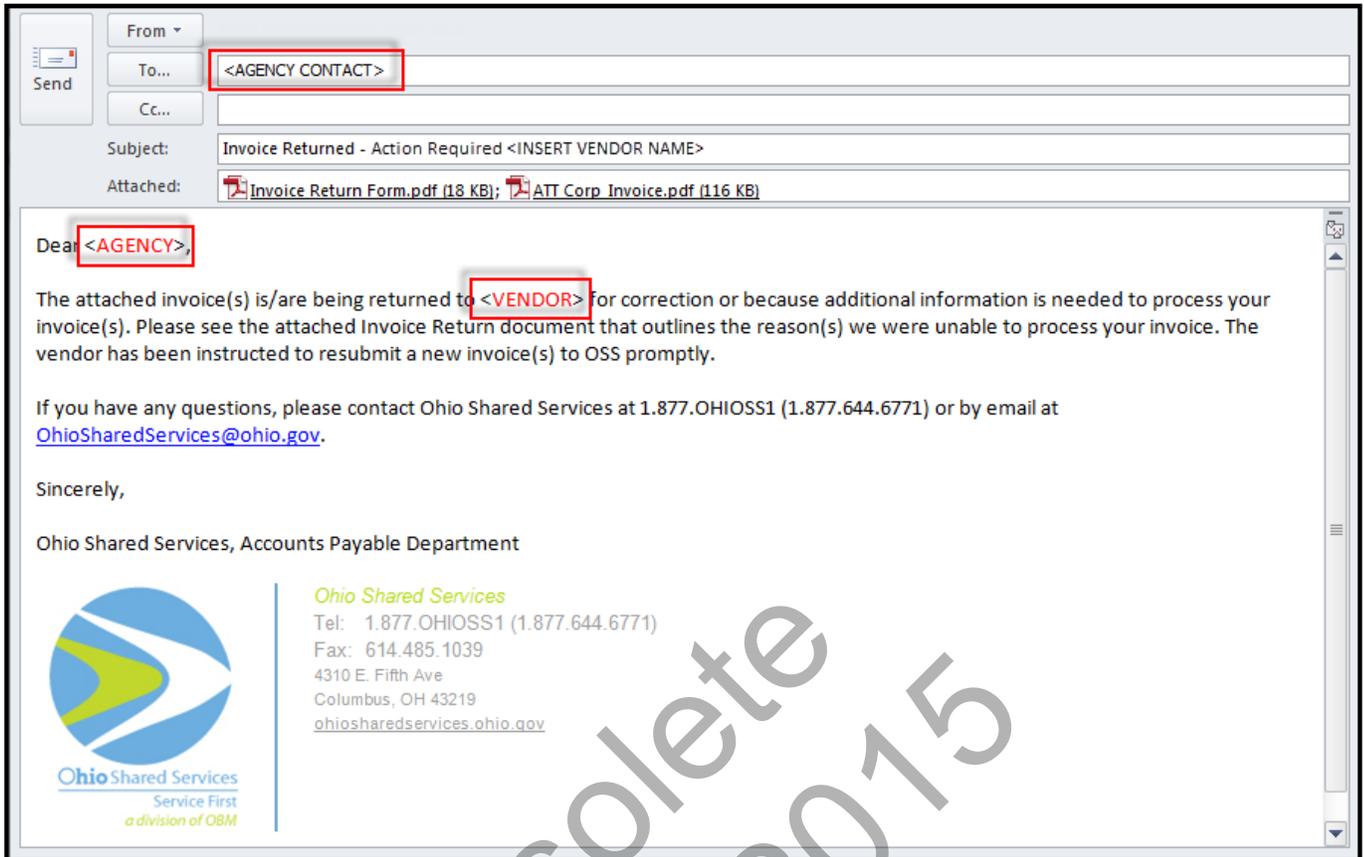
11. Attach invoice image previously saved to desktop.

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

13. Enter **Subject** "Invoice Returned - Action Required <INSERT VENDOR NAME>."

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 ▾

Send To... <AGENCY CONTACT>

Cc...

Subject: Invoice Returned - Action Required <INSERT VENDOR NAME>

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

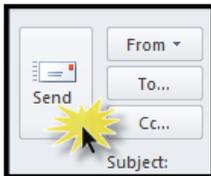


*Ohio Shared Services*  
Tel: 1.877.OHIOSS1 (1.877.644.6771)  
Fax: 614.485.1039  
4310 E. Fifth Ave  
Columbus, OH 43219  
[ohiosharedservices.ohio.gov](http://ohiosharedservices.ohio.gov)

15. Update the agency's name in the greeting of the email.

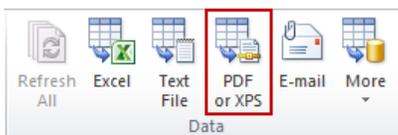
16. Update the vendor's name in the body of the email.

17. Click **Send**.



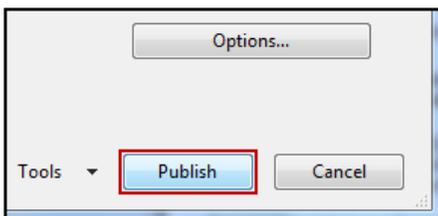
 The **Invoice Return Notification** screen will return.

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.



Finished exporting 'Improper Invoice Notice' to file 'C:\Users\gsadorra\Documents\Miscellaneous\TESTONLYImproper Invoice Notice.pdf' successfully.

Do you want to save these export steps? This will allow you to quickly repeat the operation without using the wizard.

Save export steps

Close

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.

Obsolete  
02/05/2015