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 supplier 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 SUPPLIER 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.

15. Update the agency's name in the greeting of the email.
16. Update the supplier'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 two documents back to the supplier.