

Working an Exception Code 15: Other

During the AP voucher creation process in OAKS FIN, If an ISTV item is received or an agency requests that an invoice be returned to the supplier, AP will assign the invoice to ECM as an exception code "15-Other." ECM will return the invoice and the Invoice Return Notification to the supplier (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.

In this Topic [Hide](#)

[Navigate to item on AP Sorter Page](#)

[Update the Invoice Return Tracker](#)

[Complete Invoice Return Notification](#)

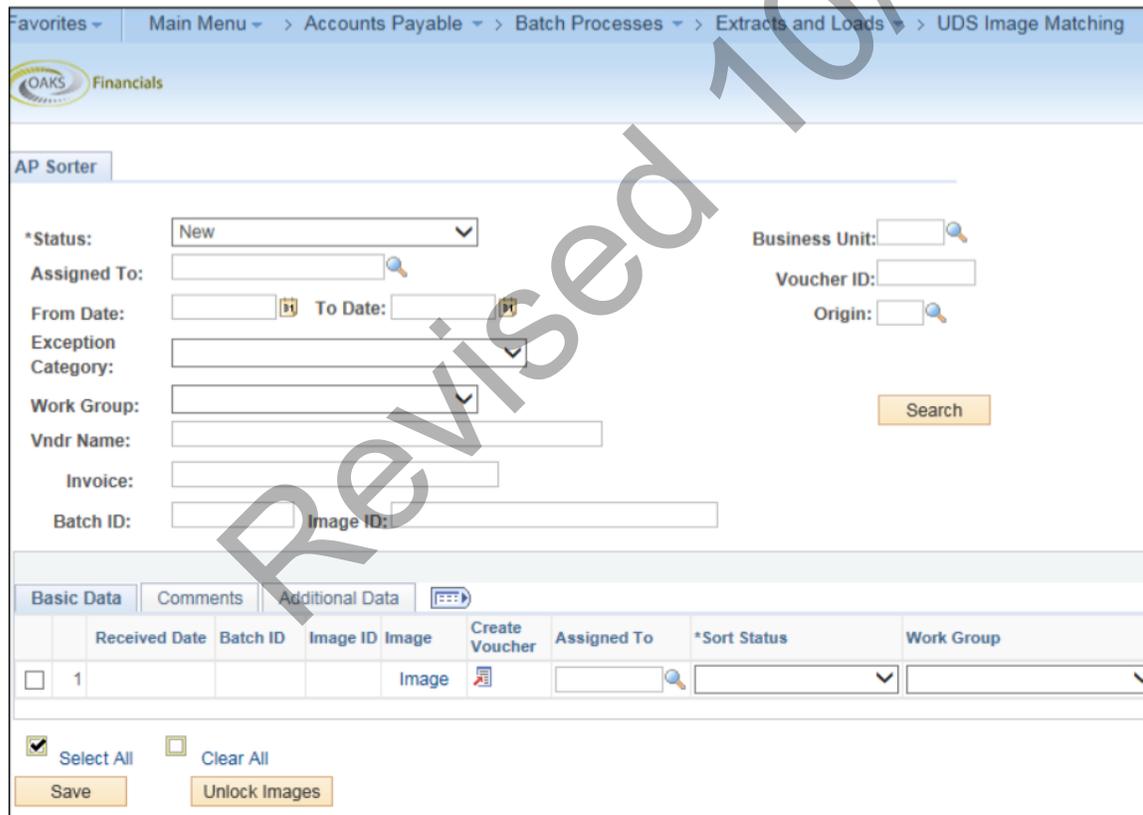
[Return invoice submitted to OSS via email](#)

[Return invoice submitted to OSS via mail](#)

[Update the AP Sorter Page](#)

Navigate to item on AP Sorter Page

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



Received Date	Batch ID	Image ID	Image	Create Voucher	Assigned To	*Sort Status	Work Group
<input type="checkbox"/>	1		Image		<input type="text"/>	<input type="text"/>	<input type="text"/>

1. Update the required fields on the **AP Sorter** page to locate assigned work Items.

 Reference [Accessing Assigned Work Items](#).

2. Click [search](#) .

3. Verify assigned [Exception Category](#)  displays "15: Other."

4. Ensure all fields are complete and accurate. Return image to AP Team 4 if fields are not complete or there are any

discrepancies such as spelling. Non-Standard comments are acceptable.

5. Click invoice [image](#).
6. Save invoice image to desktop as "first three letters of supplier name_mm/dd/yyyy."
7. Click [Comments](#) tab.
8. Copy **OSS Standard Comments** from the [OSS Comments](#) field.
9. After saving the invoice image and copying the OSS Standard Comment 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 > Division Websites > Shared Services > Transaction Processing > Invoice Return Tracker > All Items](#)

1. Click [Add new item](#) below the listed items.
2. [Invoice Return Tracker - New Item](#) window will open.
3. Enter [Supplier Name](#) in **Vendor Name** field as it appears on the invoice.
4. [Attach](#) invoice saved on desktop.
5. Confirm [Date Returned](#).
6. Select all [Return Reasons](#) that are applicable.
7. Paste the **OSS Standard Comments** copied from OAKS FIN in the [Additional Comments](#) field.

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

8. Click [Save](#) on toolbar.
9. After logging the invoice in the return tracker, determine method of invoice delivery (i.e., via email or mail) 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 or email). Return invoice and completed **Invoice Return Notification** to supplier in the method invoice was submitted to OSS.

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

1. Select [Improper Invoice Mail Merge](#).
2. Click **OK** on the [Open Document](#) pop-up message that displays to confirm that the file should be opened as "Read Only."
3. Click [Enable Content](#).
4. Double-click [Return Form](#).
 - [Return Form](#) will open with data fields populated from the Invoice Return Tracker.
5. Click [Toggle Filter](#) in toolbar to view the records that haven't been completed (i.e., returned).
6. 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.
7. Select under [Vendor Letters](#), the option that best describes why the invoice is being returned.
8. Verify merged data on the [Invoice Return Notification](#).

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

9. Continue with the steps below based on the method of invoice submission to OSS (i.e., mail or fax).

[Return invoice submitted to OSS via email](#)

Follow the steps below to return the invoice to the supplier 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.

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 supplier'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 SUPPLIER NAME>."
15. Paste "Invoice returned to supplier" template into the body of the email.

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

16. Update the supplier'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."

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 supplier 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.

 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. 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 supplier'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, **Invoice Returned** click.

25. Print original invoice previously saved to desktop.

26. Mail the two documents back to the supplier.

Update the AP Sorter Page

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

AP Sorter

*Status: Business Unit:

Assigned To: Voucher ID:

From Date: To Date: Origin:

Exception Category:

Work Group:

Vndr Name:

Invoice:

Batch ID: Image ID:

Basic Data	Comments	Additional Data	Image	Create Voucher	Assigned To	*Sort Status	Work Group
<input type="checkbox"/>	1		Image	<input type="button" value="Image"/>	<input type="text"/> <input type="button" value="Search"/>	<input type="text"/>	<input type="text"/>

Select All Clear All

1. Update the required fields to locate item on **AP Sorter** page.

2. Select **checkbox** next to desired line item.

3. Select **Sort Status** "Rejected."

4. Click **Save**.