

Exception Code 02: Invalid PO

During the AP voucher creation process in OAKS FIN, if an invoice appears to have an invalid PO referenced and [requires a PO](#), AP will assign the invoice to ECM as an exception code "02-Invalid PO" 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.

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

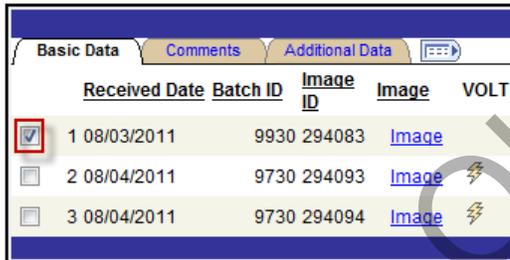
[Return invoice submitted to OSS via mail](#)

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

Update the AP Sorter page

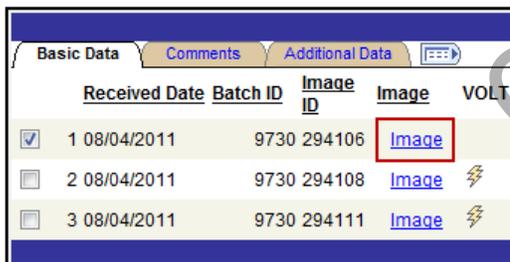
 OAKS FIN > Accounts Payable > Batch Processes > Extracts and Loads > UDS Image Matching

1. Click [checkbox](#) next to desired line on the **AP Sorter** page.



	Received Date	Batch ID	Image ID	Image	VOLT
<input checked="" type="checkbox"/>	1 08/03/2011	9930	294083	Image	
<input type="checkbox"/>	2 08/04/2011	9730	294093	Image	
<input type="checkbox"/>	3 08/04/2011	9730	294094	Image	

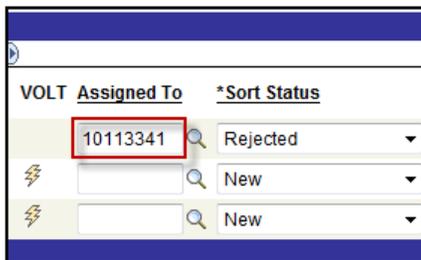
2. Click invoice [image](#).



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

 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
		Rejected

10113341	Rejected
	New
	New

5. Confirm **Work Group** shows "ECM Team."

Work Group	Exception Category
ECM TEAM	

6. Confirm **Exception Category** displays "02-Invalid PO."

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
<input type="button" value="Save"/>	<input type="button" value="Unlock Images"/>	

11. Enter **OSS Comments** indicating "Invalid PO. Returned invoice to agency. (first initial. last name/date [MM/DD/YY])."

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.

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:

- Discrepancy with unit price and or quantity
- Discrepancy with the date services were rendered
- Discrepancy with contract dollars and or hours
- Duplicate invoice number
- Incorrect billing address

Additional Comments

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.

Invoice Return Tracker - New Item

Edit

Save Close Paste Cut

Commit Clipboard

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**.

Ohio Shared Services | Operations | Service Management | Transaction Processing

Documents

Desktop Procedures

AP

Type Name

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."

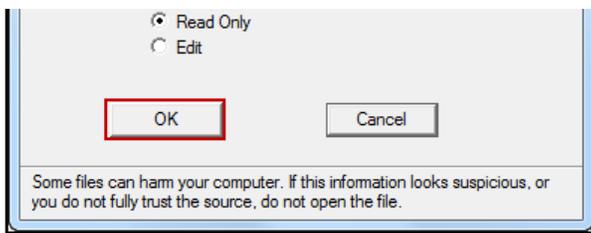
Open Document

You are about to open:

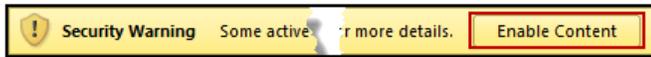
Name: ...oice Mail Merge.accdb

From: obmportal

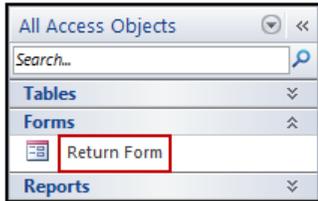
How would you like to open this file?



4. Click [Enable Content](#).

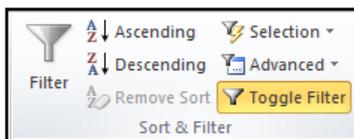


5. Double-click [Return Form](#).



[Return Form](#) will open with data fields populated from the Invoice Return Tracker.

6. Click [Toggle Filter](#) in toolbar to view the records that haven't been completed (i.e., returned).

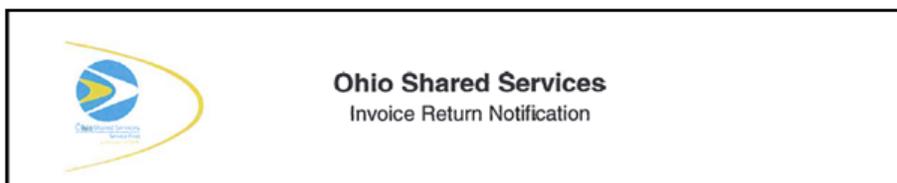


7. Use [Previous Record](#) and [Next Record](#) buttons at the bottom of the form to navigate through and locate desired record for the invoice being returned.



8. Select under [Vendor Letters](#), the option that best describes why the invoice is being returned.

9. Verify merged data on the [Invoice Return Notification](#).



OIL DISTRIBUTING COMPANY
4646 SOLUTIONS CENTER
CHICAGO, IL 60677

Date Returned
1/4/2013

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.

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

Last Updated: 01/02/2013

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

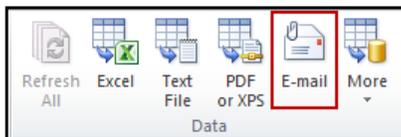
- Continue with the steps below based on the method of invoice submission to OSS.

Return invoice submitted to OSS via email

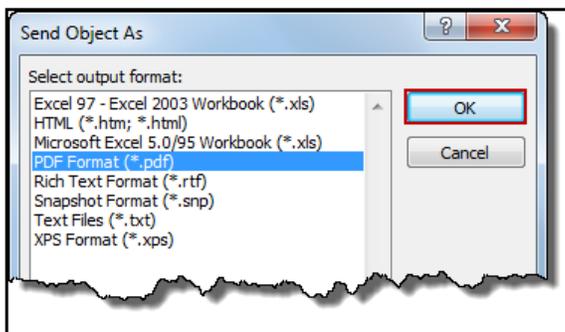
Follow the steps below to return the invoice to the vendor via email (and copy the agency) using the "OSS Invoice Returns" email account.

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

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

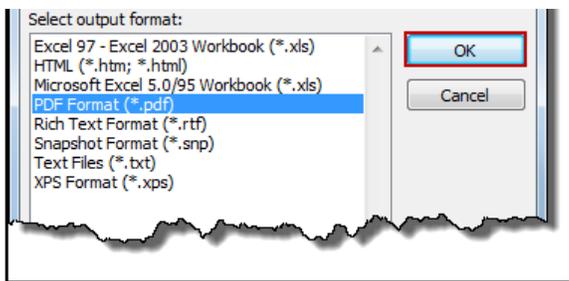


- Select **PDF Format** from the **Send Object As** pop-up window that displays.

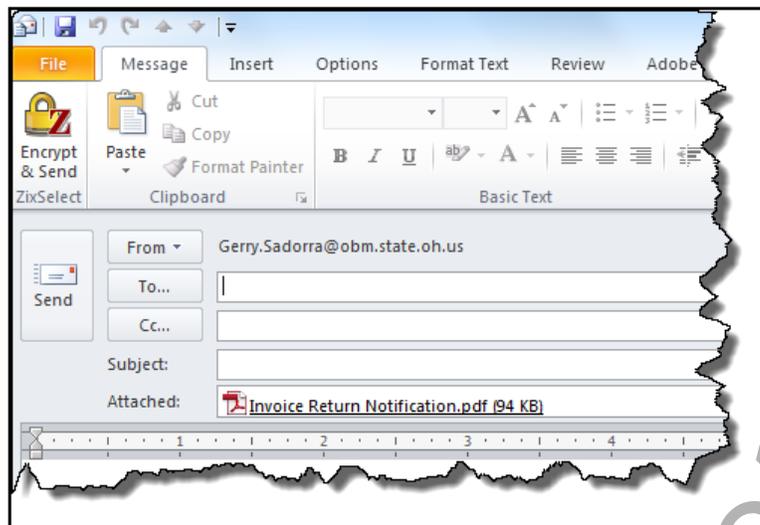


- Click **OK** on the **Send Object As** pop-up window.

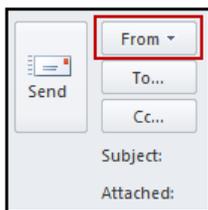




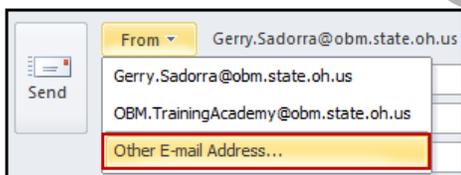
A new **Outlook email** message will display (with the Invoice Return Notification attached).



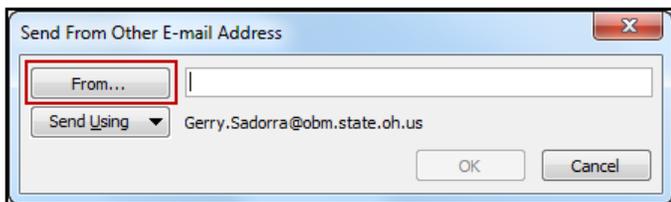
4. Click **From** on the email.



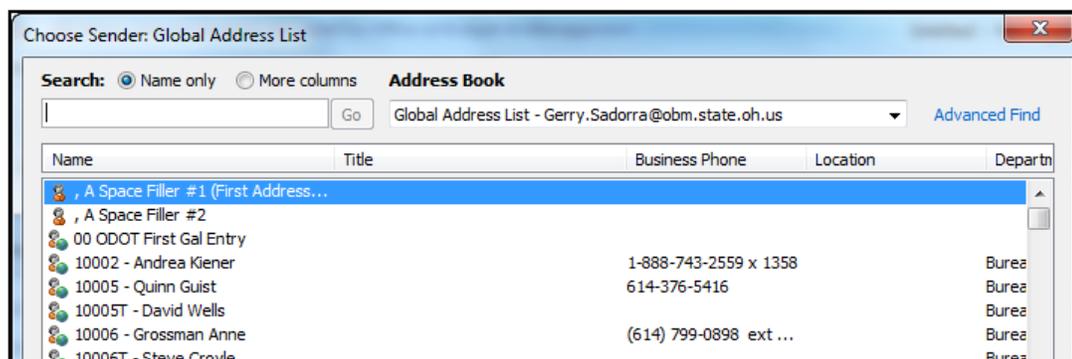
5. From drop-down, click **Other E-mail Address...**

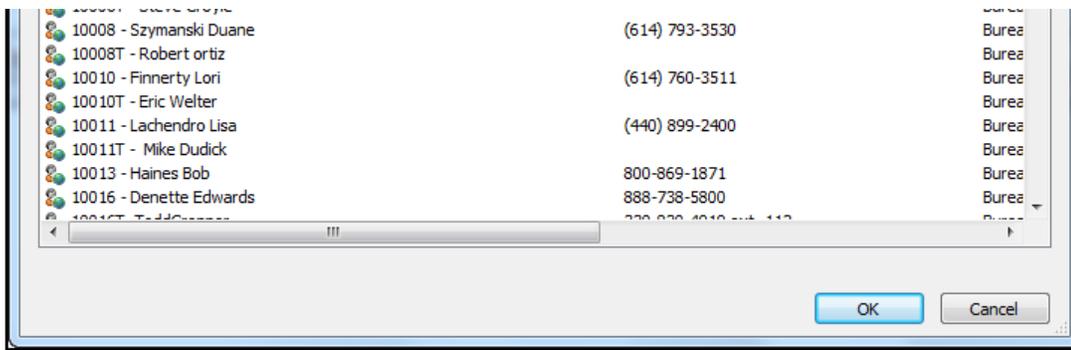


6. Click **From...** on **Send From Other E-mail Address** window

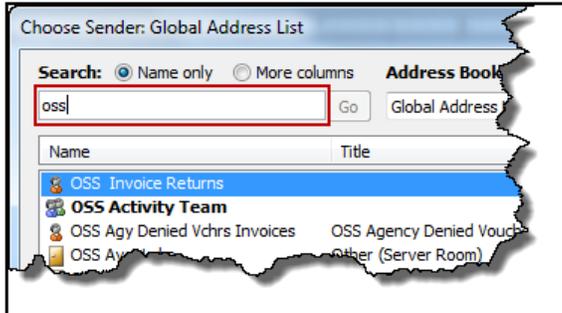


The **Choose Sender: Global Address List** will display.

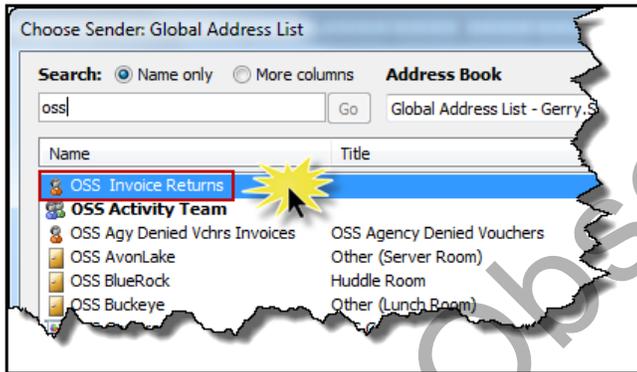




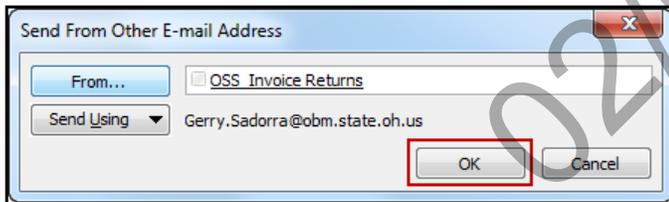
7. Type "oss" in the **Search** field.



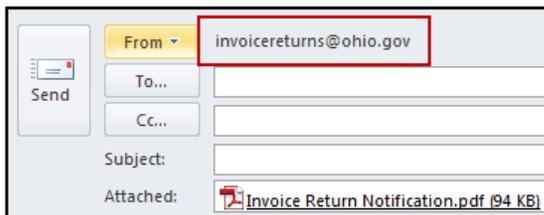
8. Double-click **OSS Invoice Returns** from the listing.



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.

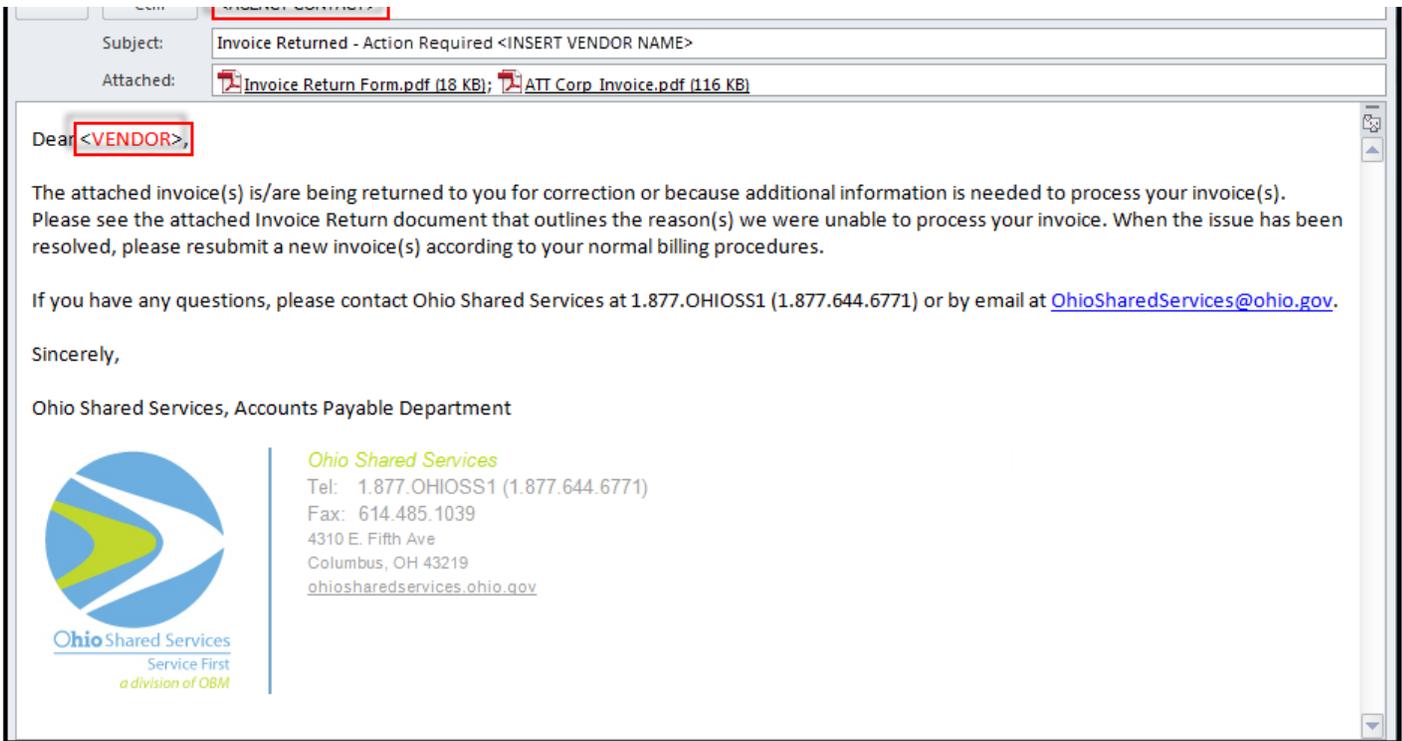
13. Enter agency's email address in the **Cc** field.

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

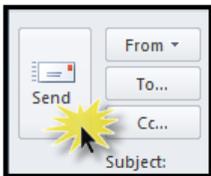
15. Paste "Invoice returned to vendor" template into the body of the email.

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



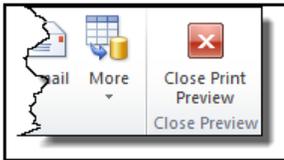


16. Update the vendor's name in the greeting of the email.
17. Click **Send**.



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."

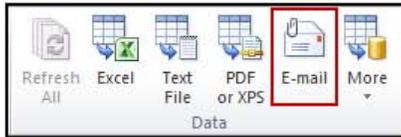
20. Close window.

Return invoice submitted to OSS via mail

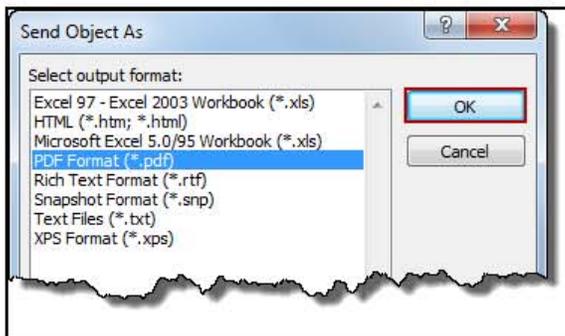
Follow the steps below to return the invoice to the agency via email (using the "OSS Invoice Returns" email account) and return the invoice to the vendor via mail.

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

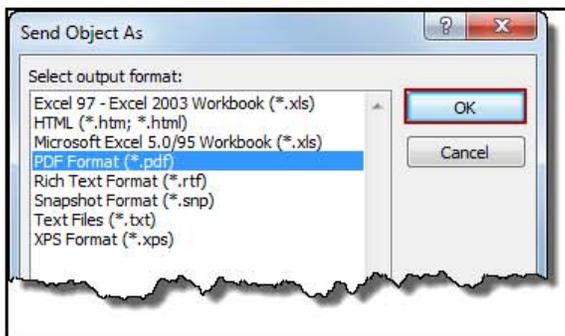
1. Click **E-mail** in the toolbar.



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



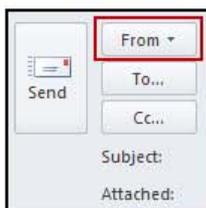
3. Click **OK** on the **Send Object As** pop-up window.



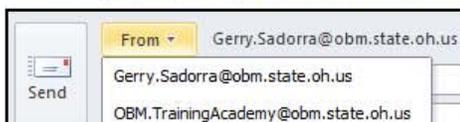
- A new **Outlook email** message will display (with the Invoice Return Notification attached).



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

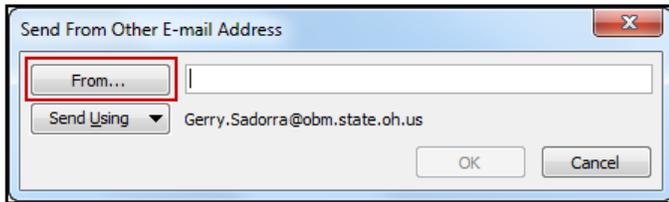


5. From drop-down, click **Other E-mail Address...**

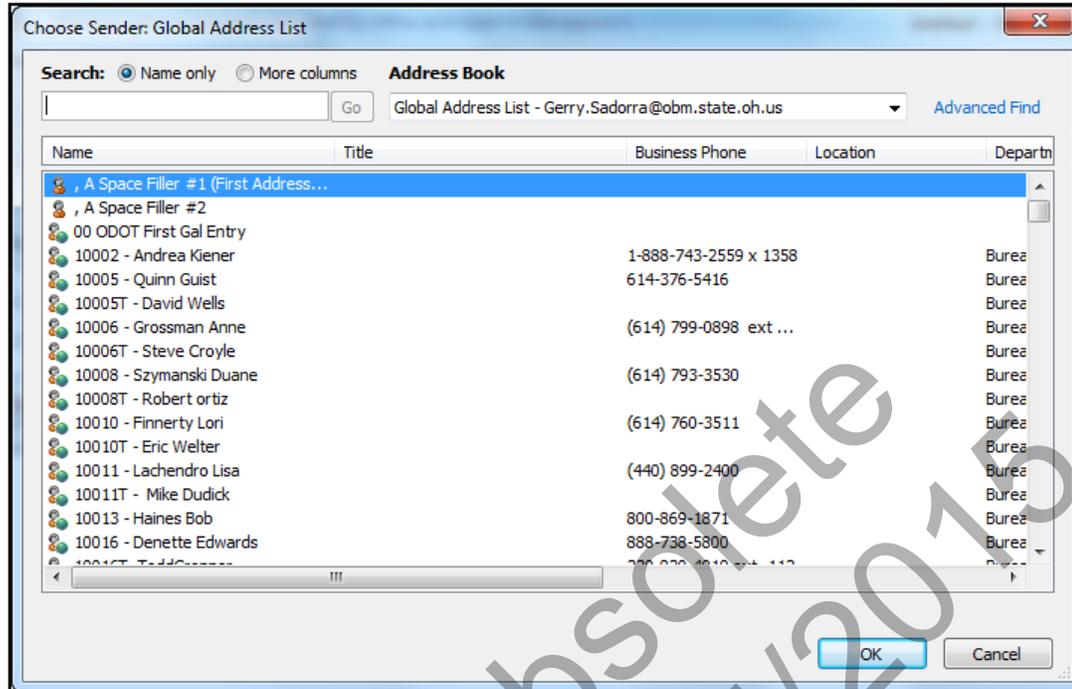


Other E-mail Address...

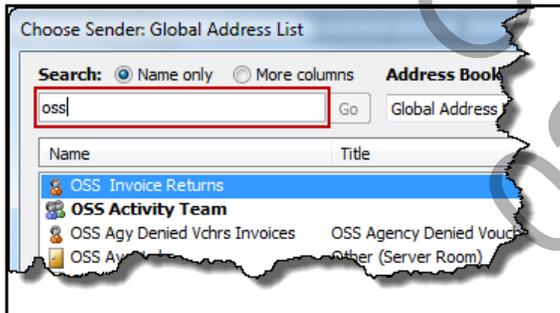
6. Click **From...** on **Send From Other E-mail Address** window



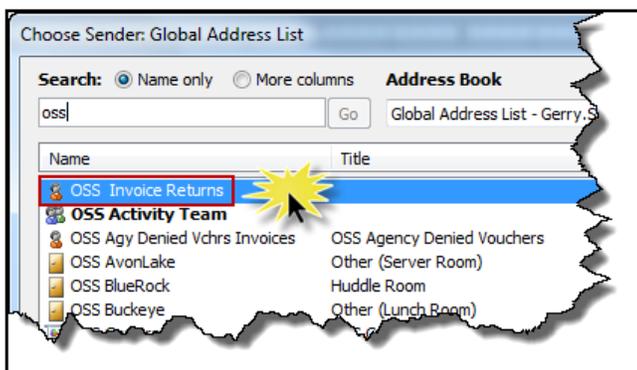
- The **Choose Sender: Global Address List** will display.



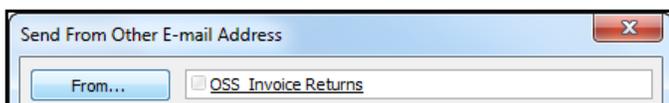
7. Type "oss" in the **Search** field.



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

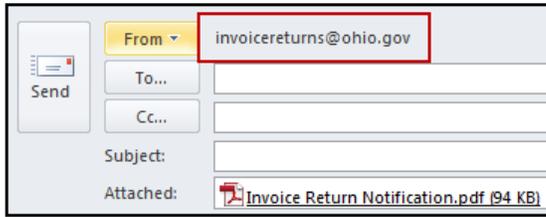


9. Click **OK** on the **Send From Other E-mail Address** window.

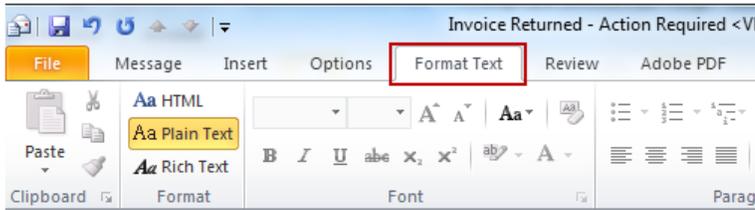




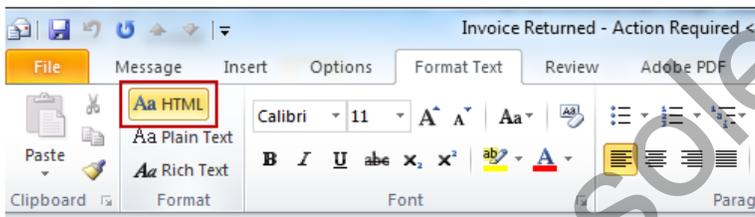
10. Confirm invoicereturns@ohio.gov appears beside **From**.



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. Click the [Format Text](#) tab in the toolbar.

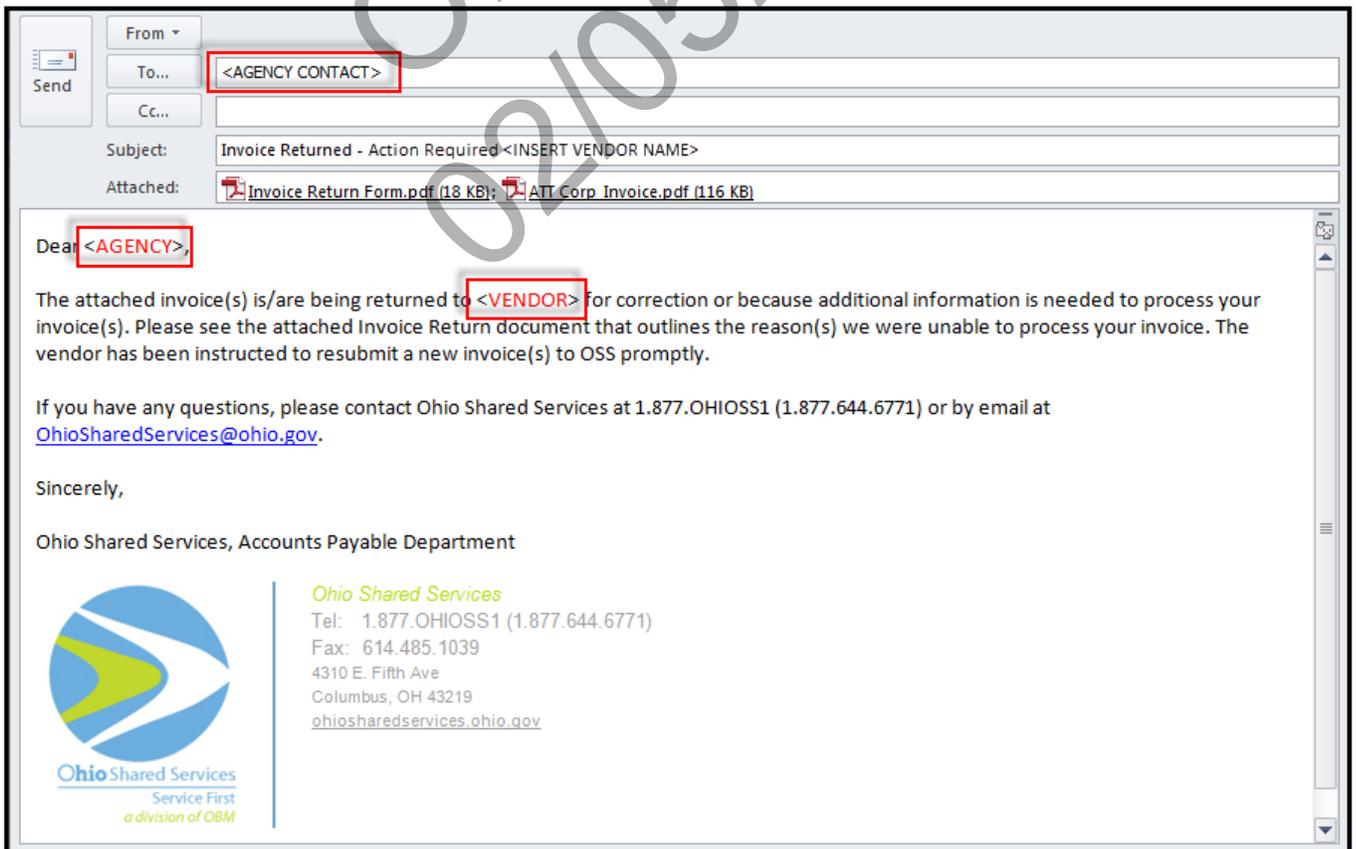


15. Change email format to [HTML](#).



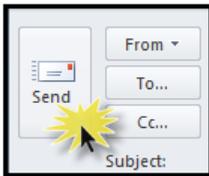
16. Paste "Invoice returned to agency" template into the body of the email.

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



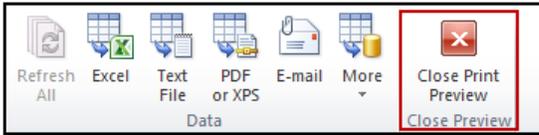
17. Update the vendor's name in the body of the email.

18. Click [Send](#)?



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

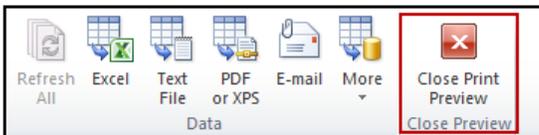
19. Print completed **Invoice Return Notification**.
20. Click [Close Print Preview](#)?



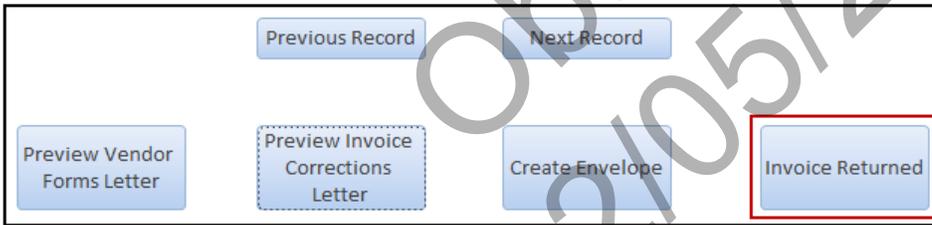
21. Under Print Form tab, click [Create Envelope](#)?



22. Print envelope.
23. Click [Close Print Preview](#)?



24. Under Print Form tab, click [Invoice Returned](#)?



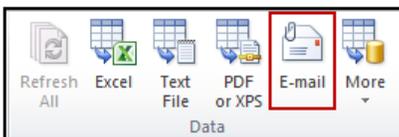
25. Print original invoice previously saved to desktop.
26. Mail the 2 documents back to the vendor.

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

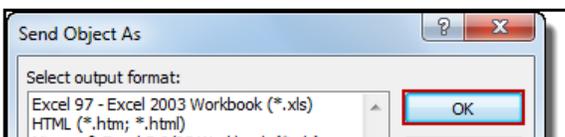
Follow the steps below to return the invoice to the agency via email (using the "**OSS Invoice Returns**" email account) and return the invoice to the vendor via fax.

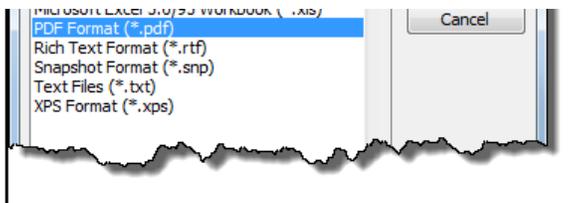
This assigned email account provides ECM Associates with a single source mailbox to retain email notices of returned invoices.

1. Click [E-mail](#)?

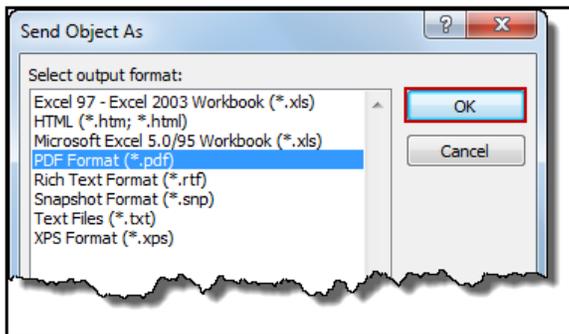


2. Select **PDF Format** from the [Send Object As](#) pop-up window that displays.

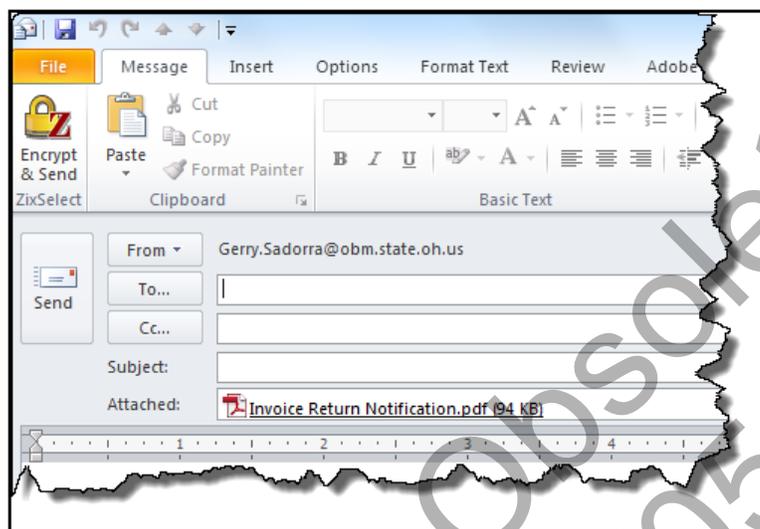




3. Click **OK** on the **Send Object As** pop-up window.



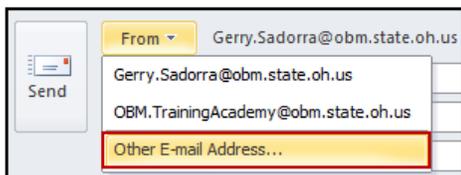
A new **Outlook email** message will display (with the Invoice Return Notification attached).



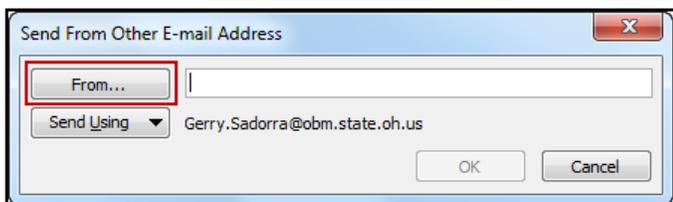
4. Click **From** on the email.



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

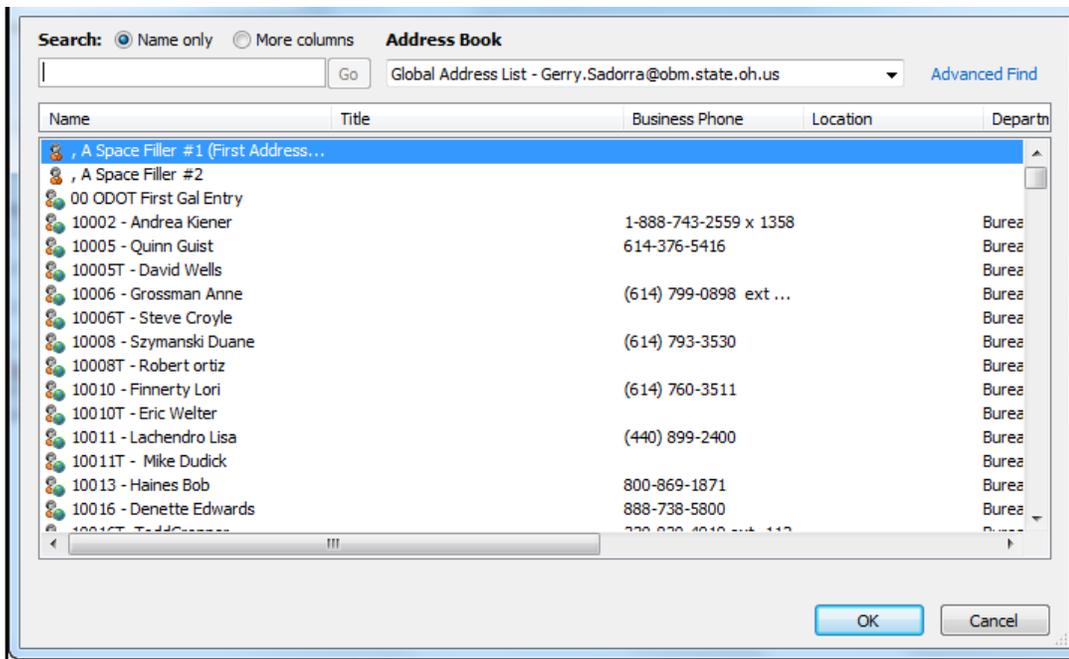


6. Click **From...** on **Send From Other E-mail Address** window

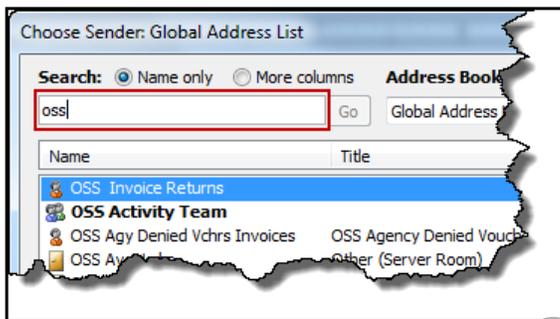


The **Choose Sender: Global Address List** will display.

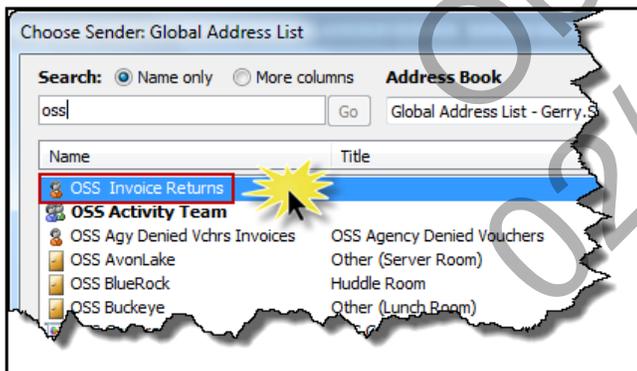




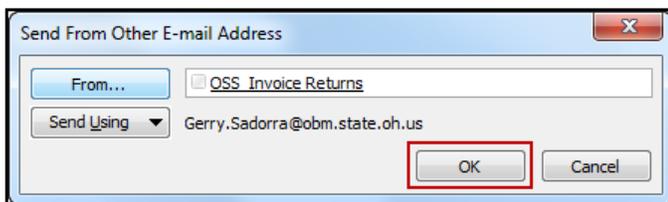
7. Type "oss" in the **Search** field.



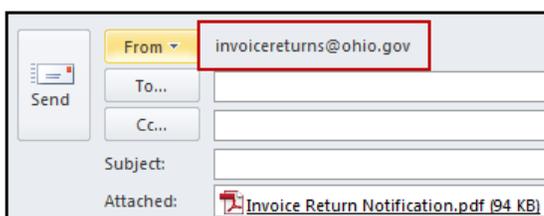
8. Double-click **OSS Invoice Returns** from the listing.



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



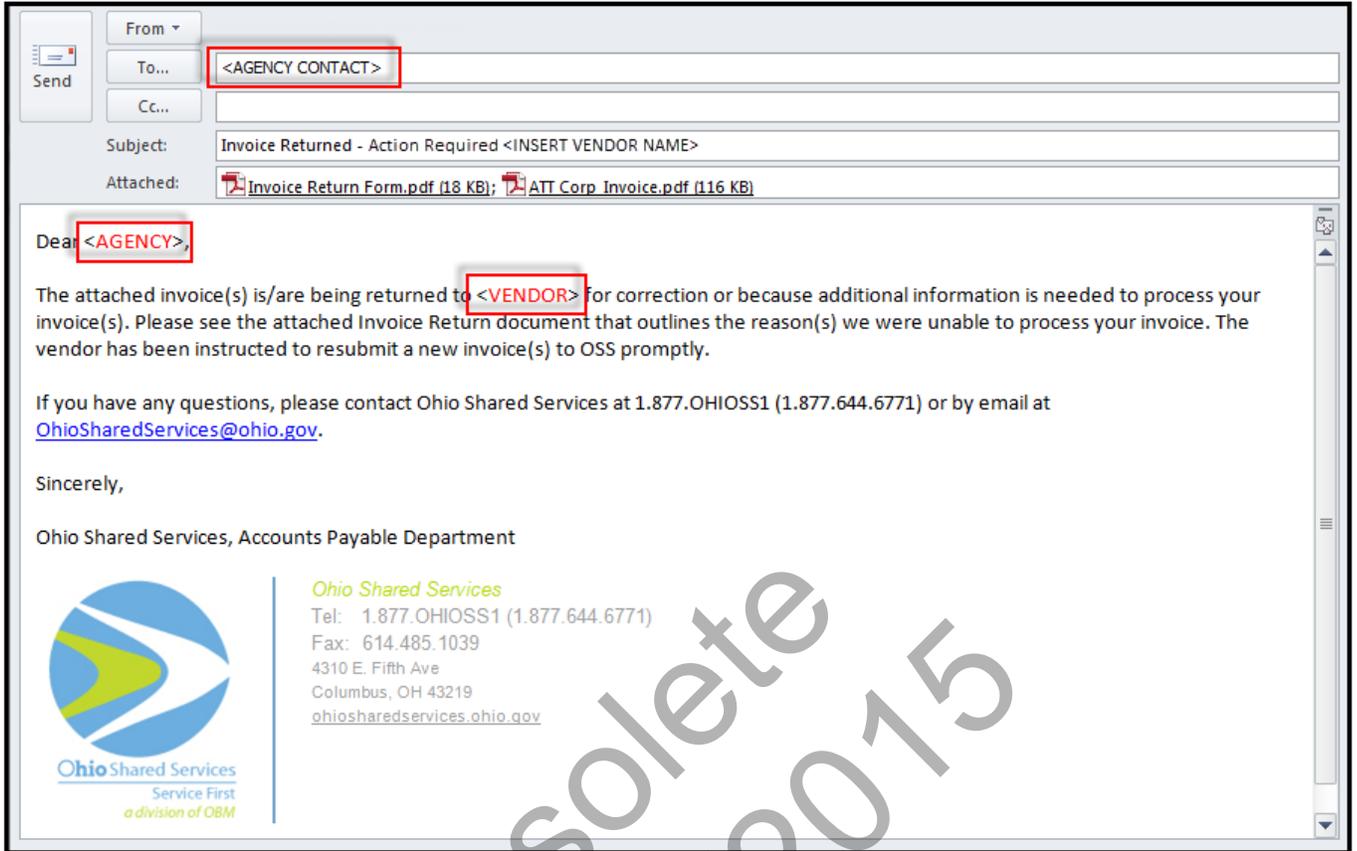
10. Confirm **invoicereturns@ohio.gov** appears beside **From**.



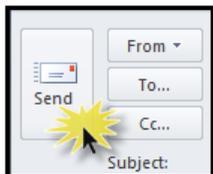
11. Attach invoice image previously saved to desktop.

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.

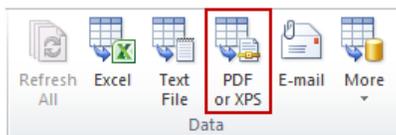


15. Update the agency's name in the greeting of the email.
16. Update the vendor's name in the body of the email.
17. Click **Send**.

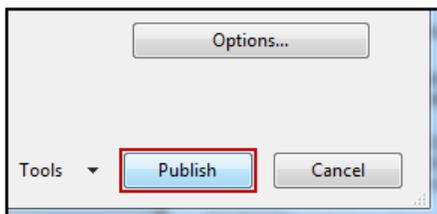


 The **Invoice Return Notification** screen will return.

18. Click **PDF or XPS** on toolbar.

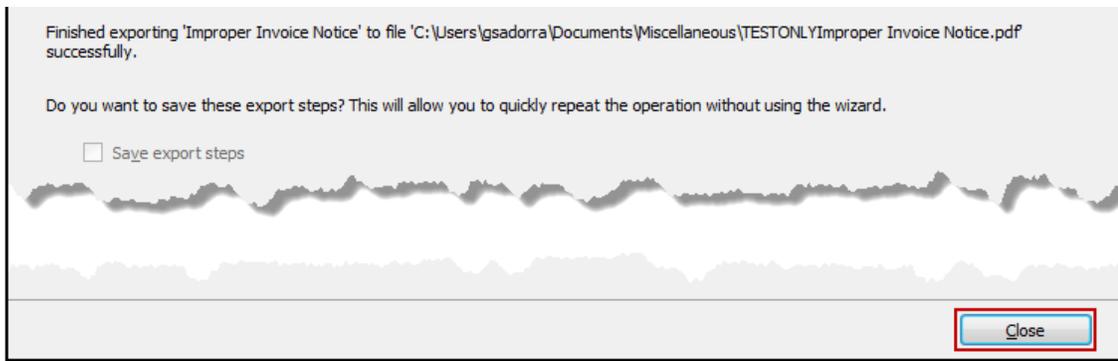


19. Save PDF form to desktop.
20. Click **Publish**.



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. Fax the 2 documents back to the vendor.

Obsolete
02/05/2015