**Queen’s University Belfast**

**Procure-To-Pay (P2P)**



**Training Document**

**Stage 14**

**Invoice Mis-match Review**

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1. Introduction
   1. What is Procure to Pay?

The University’s Finance Directorate has undertaken an ambitious project to enhance its Procure to Pay (P2P) processes.  An internal review of the University’s procure to pay procedures, and the systems and tools associated with these was undertaken by a P2P Working Group and a number of initiatives were proposed as a result.

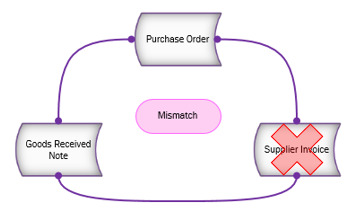
The purpose of the project is to deliver a robust end-to-end P2P process and sub-processes with appropriate changes in University Policies and Procedures to ensure the process operates effectively and efficiently; underpinned by various software packages configured to deliver automation of the process, where appropriate, in a secure and auditable manner; plus improved Management Information and KPI reporting across the process.

* 1. Benefits of Procure to Pay
* Less Paper:
  + Supplier invoices will be sent directly to the Payments Office and will no longer circulated around the university.
  + Purchase orders will be created on line and no longer need to be printed and posted to suppliers.
* Less Data Entry:
  + As the P2P process allows for invoices to be scanned, the data on the documents is automatically read and imported to QFIS.
* Greater Visibility:
  + The process can be tracked at all times to establish its progress.
  + All scanned documents can be retrieved and viewed on QFIS at any time.
* Greater Accuracy:
  + As supplier invoices are scanned they no longer need to be manually registered and processed, reducing the chance of errors.
  1. Changes to the Current Process
* Creating Orders:
  + Before – purchase orders were raised manually, physically signed by the responsible parties, and then posted to the relevant supplier.
  + Now – purchase orders will be raised via QFIS, electronic approve by the responsible parties, then emailed to the relevant supplier.
* Receipt of Good/Services:
  + Before – no formal procedure existed for the acknowledging receipt of goods or services.
  + Now - receipt of goods and services is required before an invoice can be approved for payment.
* Receipt of Invoices:
  + Before - invoices were sent to the school or directorate which raised the order.
  + Now – all invoices will be sent directly to the Payments Office.
* Processing of Invoices:
  + Before – invoices were registered by the schools or directorate, approved with a signature and posted to the payments office to process manually.
  + Now – invoices will be scanned, interfaced to QFIS, validated and paid automatically.
  1. End to End P2P Process Map



* 1. What is an Invoice Mismatch Review?

If a valid purchase order, a goods received note and a supplier invoice all exist for a transaction, a 3 Way Match is achieved and the payment will be made automatically. An Invoice Mismatch Review is where a 3 Way Match has not been achieved because a supplier invoice does not correspond with the purchase order.

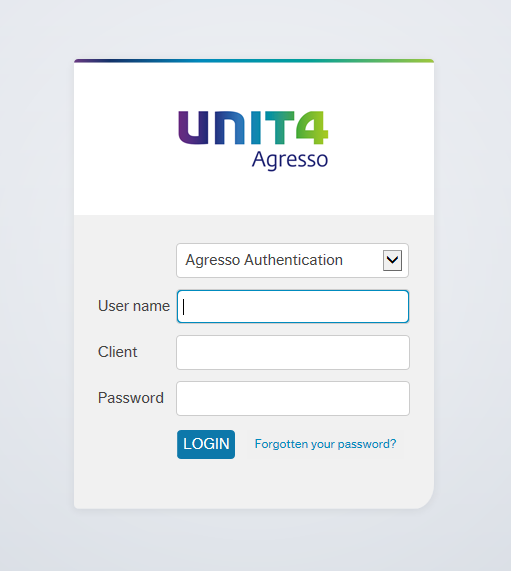


Where a 3 way match has not been achieved automatically due to an invoice mismatch, a new task will be sent to the Nominated Buyer for the cost centre. This business process document takes you through the steps to complete this task.

1. View Invoice Review Task
   1. Accessing QFIS

All tasks need to be actioned in QFIS. Users should be able to access their Web-based version of Qfis by using the following link:

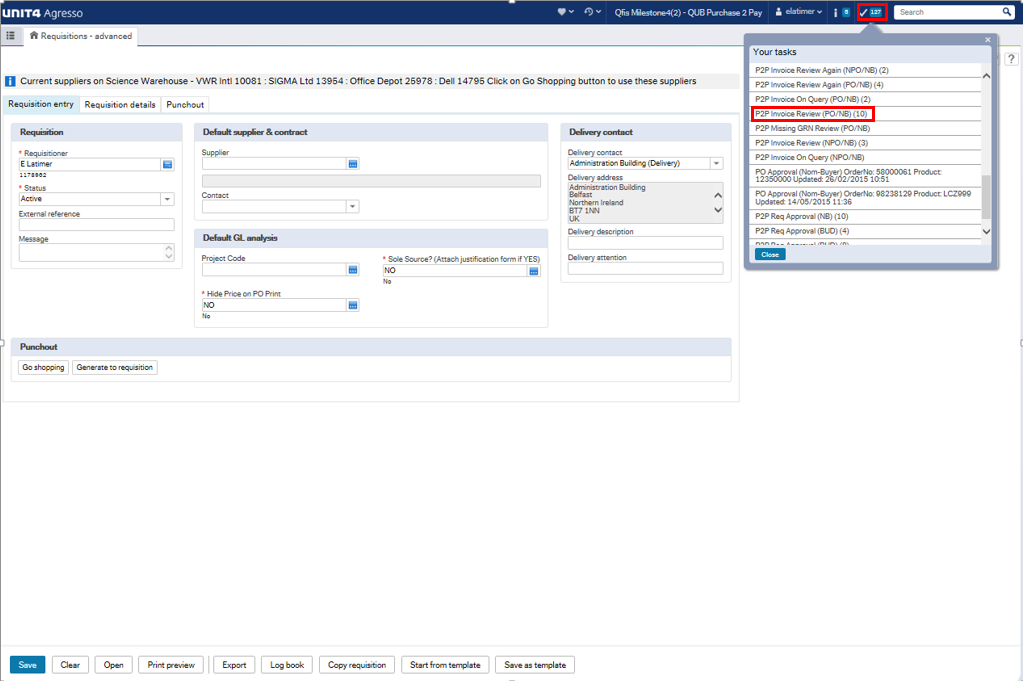
<http://qfis-web-serv1/QfisP2P/Login/Login.aspx?ReturnUrl=%2fQfisP2P%2fDefault.aspx>



If users have a problem accessing QFIS, they should contact the Qfis Helpdesk, details of which can be found by using the following link:

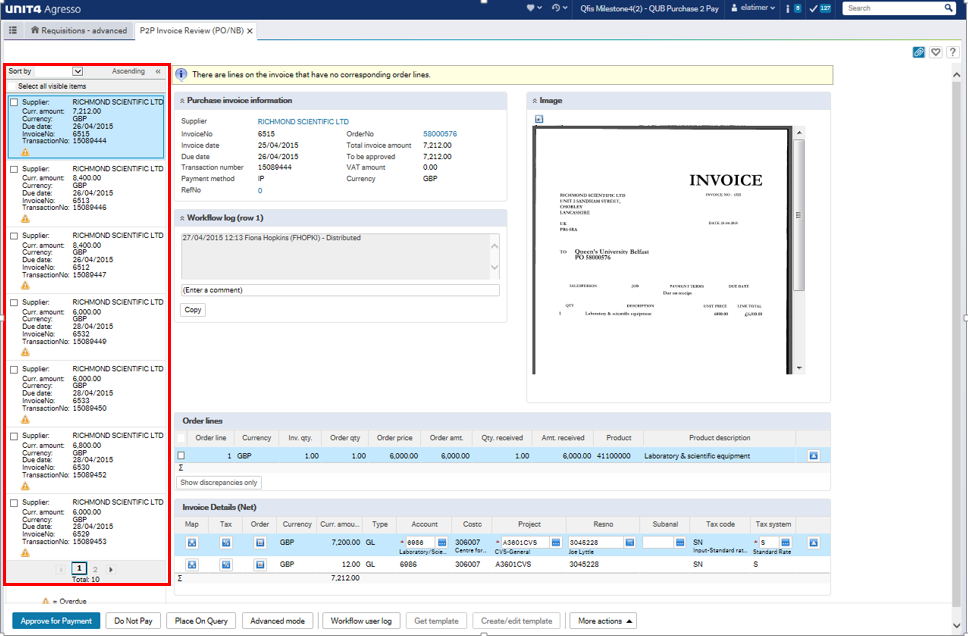
<http://www.qub.ac.uk/directorates/FinanceDirectorate/Qfis/>

* 1. Locate Task
* View your task list by clicking on the task icon at the top right of your toolbar.
* From the drop down option select task ‘P2P Invoice Review (PO/NB)’.

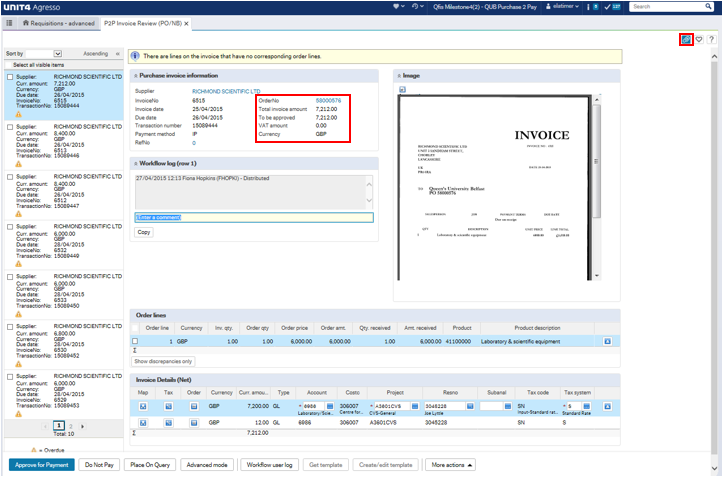


1. Action Invoice Review (PO) Task
   1. View Task Details

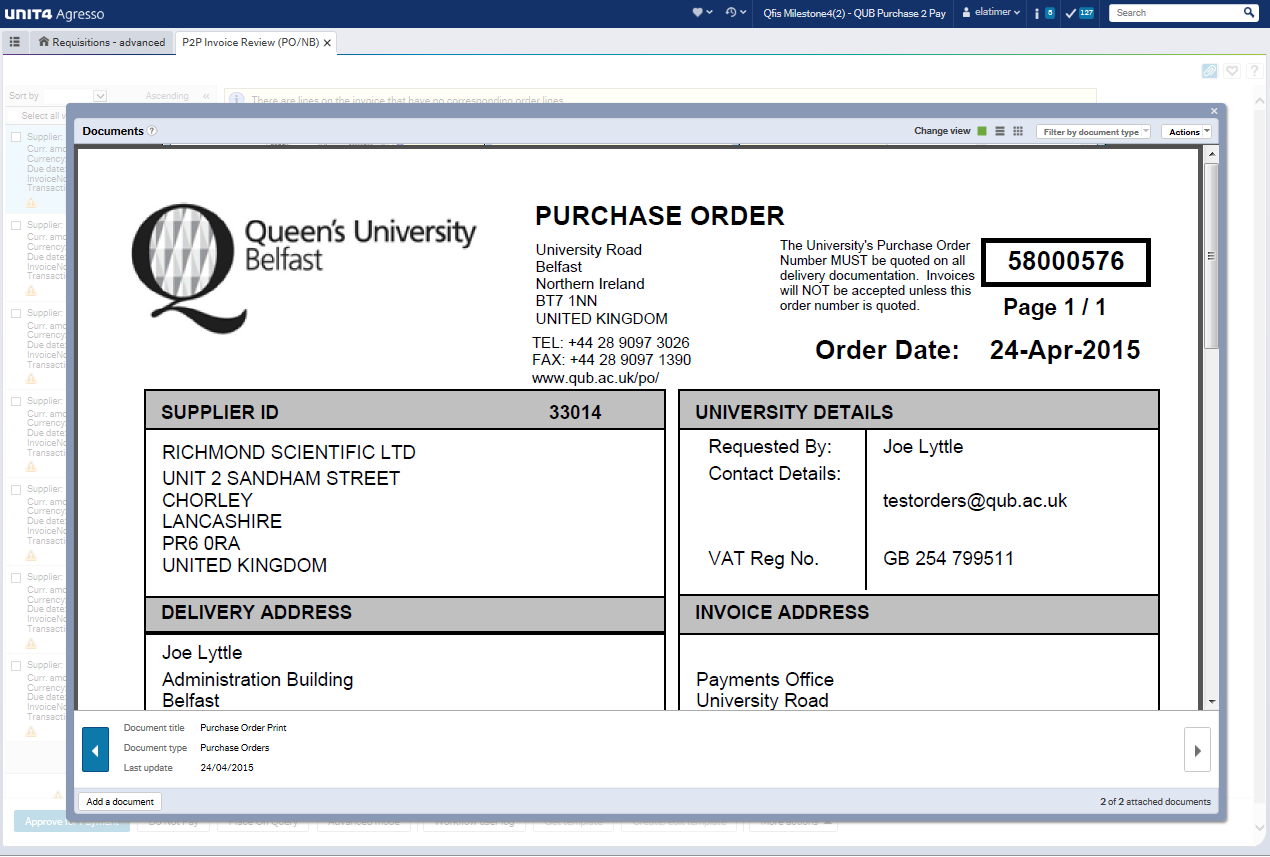
* All your outstanding Invoice Review (PO/NB) tasks will be visible in the panel on the left hand side of the screen. Highlight the required task to view the associated details.



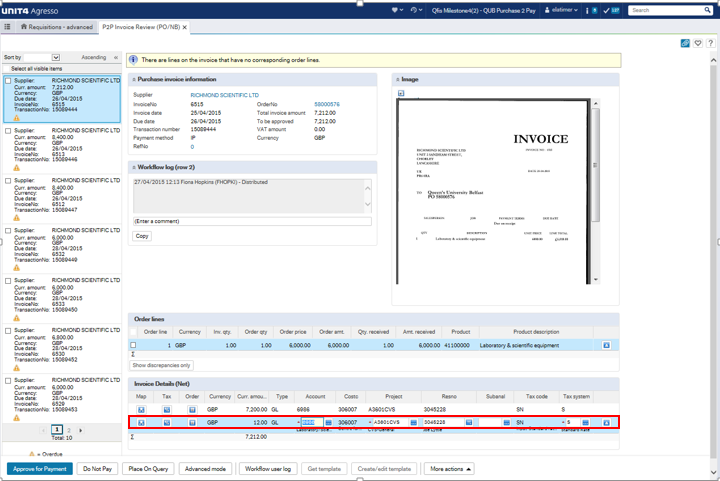
* 1. Review Task Details
* Review the purchase order information on the screen to identify the amount you are being asked to approve.
* Click on the attachments icon to view a copy of the official purchase order.



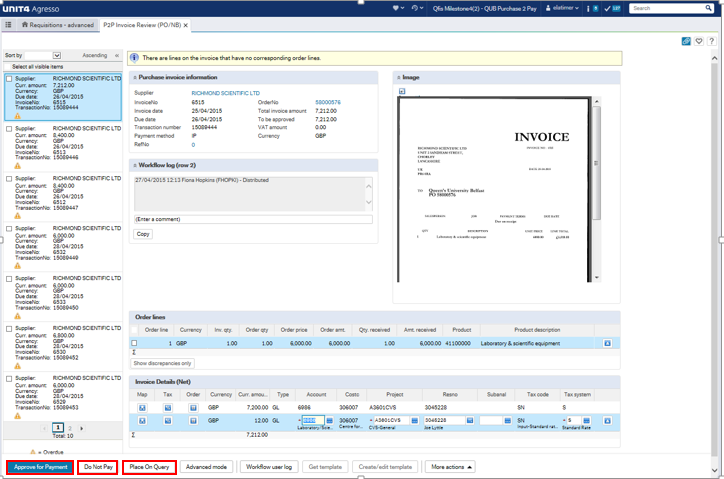
* A copy of the original purchase order is available to view and print as required.



* 1. Action Task
* The ‘Invoice Details’ section shows information on the gross invoice value and which account, cost centre and project code it is being charged to.
* An additional row has been added to the transaction to balance any variance between the purchase order and the supplier invoice. This row should be reviewed and amended as appropriate.
  + **Account**: 9600 is used specifically for P2P mismatched transactions and should be amended to be charged to the appropriate account.
  + **Project**: This will show as the predominant project on the order but should be amended, where necessary, to be charged to the appropriate project.
  + **VAT**: This will show as the predominant VAT code on the supplier invoice but should be amended, where necessary.



* Once you have reviewed the task and amended the charging information you are required to indicate the ongoing action from the buttons at the bottom of the screen:



* + Approve for Payment – Selecting this option will confirm that you are happy for payment of the invoice to proceed at the amended amount. It is not necessary to amended the purchase order or creat a new one for the difference. If this option is selected the task will be workflowed to the Budgetary Approver for the final approval before being paid.
  + Do Not Pay - Selecting this option will confirm that are not happy for payment of the invoice to proceed and will return the task to the Payments Office. When selecting this option the Nominated Buyer is required to add a note within the ‘Workflow Log’ giving information as to why the invoice should not be paid.
  + Place On Query – This should be selected of you wish to park the transaction while you investigate the matter, pending a final action. NB: If this option is selected the Invoice Review task will be replaced on your task list with a Invoice On Query task.

1. FAQ’s
   1. Why I am getting an Invoice Review task?

You will receive an Invoice Review (PO/NB) task when an invoice has been received by the Payments Office which cannot be matched and subsequently paid, as a result of a mismatched value. You will receive this task in your capacity as Nominated Buyer for the cost centre responsible for the purchase order.

* 1. What happens if I do not complete this task?

If you do not action an Invoice Review (PO/NB) task the item will continue to appear in your task list, the issue will remain unresolved and the supplier will not be paid for the invoice they have submitted.

* 1. What happens to the task once I action the transaction?

If an Invoice Review (PO/NB) task is actioned as ‘Approve for Payment’, the task will be forwarded to the Budgetary Approver for the cost centre for final approval. If the task is actioned as ‘Do Not Pay’ it will be forwarded to the Payments Office for further action.

1. Glossary

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| --- | --- |
| **Term** | **Description** |
| 3 Way Match | This is where an invoice has been successfully match with a purchase order and goods receipt note, allowing invoice processing to be achieved automatically. |
| GRN | Goods Received Note |
| Mis-match | This is where an invoice cannot be processed automatically as it has not successfully been matched to a valid purchase order and/or a goods received note. |
| QFIS | Queen’s Financial Information System |
| Requisition | Itemised order information which requires approval before a purchase order can be created. |
| Science Warehouse | Shopping basket technology which holds catalogue information on several university suppliers and allows users to create online orders. |
| Task | A task is a notification of any action you are required to carry out in your role as a P2P user and these tasks are held collectively, awaiting action. |
| Workflow | A workflow is a series of activities required to complete a task. |