Carnegie Mellon University
Finance Division

Accounts Payable: Buyer's Invoice Guide

Invoice Checklist
All criteria must be met before submission; Accounts Payable (AP) will send incomplete invoices back to the supplier.

- The document submitted must be an invoice. Quotes, statements, contracts, estimates, purchase orders (POs), acknowledgments, and Proforma invoices are not valid and will not be processed.
- PDF format is required. If you receive an invoice in any other format, please save as a PDF prior to submitting the invoice.
  - Invoices should not be in a fillable format (meaning the information on the form cannot be altered).
- All attachments within a single email need to be in PDF format. If they are not all submitted as PDFs, the invoice submission will fail, and you will be asked to resubmit with all the documents in PDF format.
- Only include one invoice per email. If multiple invoices are submitted in one email, one invoice will be processed and the others will not.
- Invoices must contain the following to be processed:
  - PO number – preference is that the PO number is typed on invoice. Handwritten PO numbers will be accepted.
    - If an invalid PO number is included on the invoice, the invalid PO number should be redacted prior to submitting the invoice
  - Invoice number
  - Invoice date (payments are made **net 30** from invoice date)
  - Full "Remit To" address – without an address, AP will not be able to send the payment. This address does not need to be the same as the purchasing address.
  - Cents must be included in the total amount due field (so the comma is not picked up as a decimal point)
  - Breakdown of PO lines (if necessary)
- Ensure that the copy of the invoice is legible and has sufficient contrast. If it is on colored paper or light font, it may not show up correctly in the AP system.

- Include PO Number (and invoice number if more than one invoice with the same PO number) in the email subject line.
- If possible, remove all pictures from email and signature. This includes social media icons, mascots, etc.
- Submit invoices to ap-cmu-poinv@andrew.cmu.edu
  - This email must be the only email address on the "To" line
  - Additional email addresses must go on the "Cc" or "Bcc"

Oracle Access Requirement

- AP Inquiry access is required in Oracle to view the status of invoices and payments that have been processed by AP, and also provides view only access of invoice images. All buyers should obtain access to this responsibility in Oracle to view their invoices and provide self-service as to their processing and payment status.
  - There are two e-learning trainings that are required for you have access to AP Inquiry: CMU Finance Fundamentals and Oracle 101.
  - There are several resources available to assist you with using AP inquiry functionality:
    - AP Supplier Inquiry User Guide provides you step by step instructions on how to search for suppliers in Oracle
    - AP Invoice/ER/PRC Inquiry User Guide provides you step by step instructions on how to view invoices, PayDocs and ERs and the status of their related payment as well as PCard transactions.
    - All Inquiry Tutorial includes step by step demonstrations of AP Inquiry and Supplier Inquiry.
- All AP training materials and FAQs are located on the Finance Division's website.

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PO Invoice Reminders

- Please do not send questions to ap-cmu-poinv@andrew.cmu.edu. It should only be used for the submission of invoices. All questions should be directed to ap-help@andrew.cmu.edu.
- A PO should be created and approved in Oracle before services are performed and/or goods are ordered and prior to receiving an invoice.
- AP can see first 50 characters of PO description when matching the invoice, so include key information first.
    - Do not copy PO description from an old PO. This may create invalid characters and character recognition issues within Oracle which may cause a delay in payment to the vendor.
- Do not create PO lines with multiple shipment rows. Separate PO lines should be created for each shipping charge. If you are paying something with a capital asset object code, please follow property accounting guidelines regarding freight.
- Provide the approved PO to the supplier to ensure they have the PO number for inclusion on the invoice.
- Ensure PO Number is typed or written directly on the invoice. The PO number can also be in the email, but placing the PO Number on the invoice will speed up the process.
- Invoices do not show up in Oracle immediately upon email submission.
    - Average processing time of an invoice is seven business days from AP receipt of invoice.
- If AP reaches out with questions/requests more information, respond directly to the AP representative's email or ap-help@andrew.cmu.edu.
    - Do not re-attach invoices to email response unless specifically requested
    - Do not re-submit invoices to the ECM submission email address. Resubmitting an invoice creates a longer processing time.
- As a best practice, we recommend that you do not receive on the invoice until you receive the email notification from Oracle to ensure the invoice is valid and correct. Invoice payment is not sent until the PO is received on.

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AP Forms and Submission Emails

- PayDocs are payment forms required to be completed and submitted to AP to generate a payment without a PO and should be submitted to ap-payform@andrew.cmu.edu.
- Supplier forms are required to be completed and submitted to AP to setup a new supplier and/or change supplier information and should be submitted to ap-supplier-doc@andrew.cmu.edu. Supplier invoices should not be submitted to this email address.
- All invoices with a PO number should be submitted to ap-cmu-poinv@andrew.cmu.edu.

Questions? Please contact AP by emailing us at ap-help@andrew.cmu.edu.