# Accounts Payable (AP) Enterprise Content Management (ECM) Automation Project

**Automation Allies**
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# Agenda

- Accounts Payable Team Introductions

- Invoice Processing and Metrics

- Expected Processing Times and Service Level Agreements (SLAs)

- Tips and Reminders for Efficient Processing

- Examples and Demonstrations

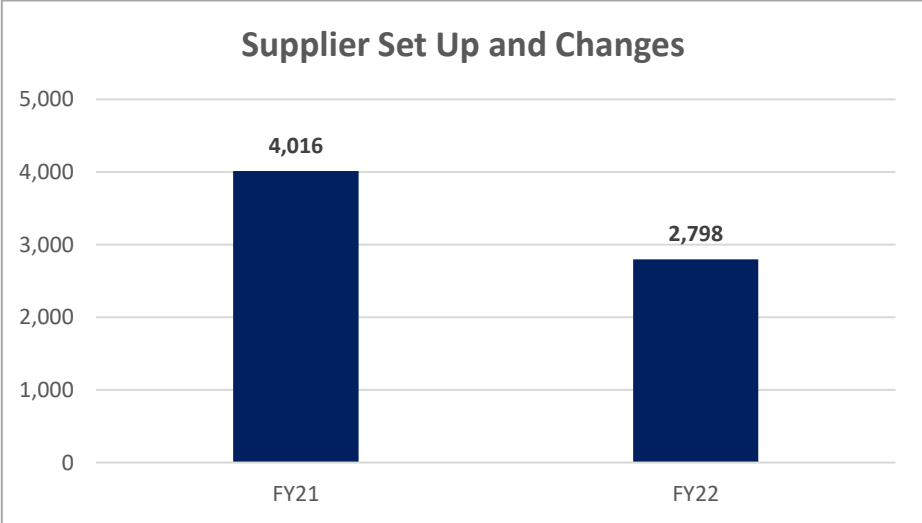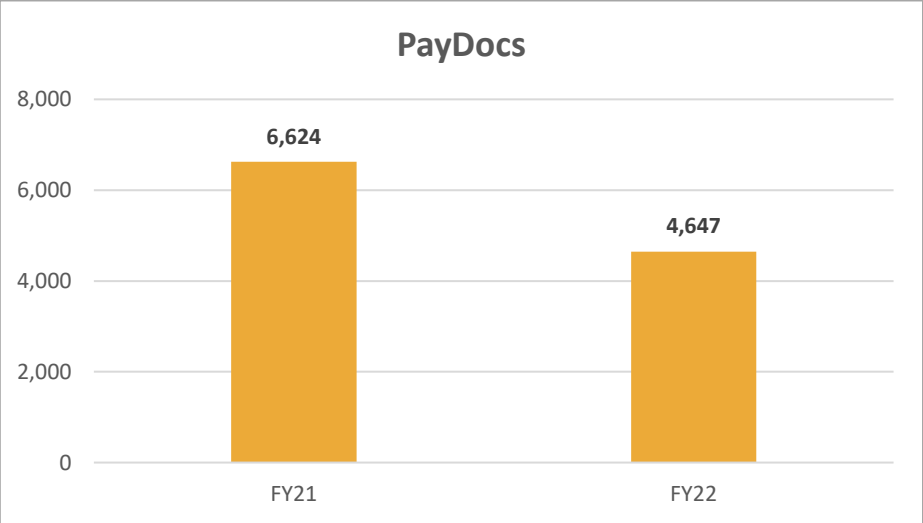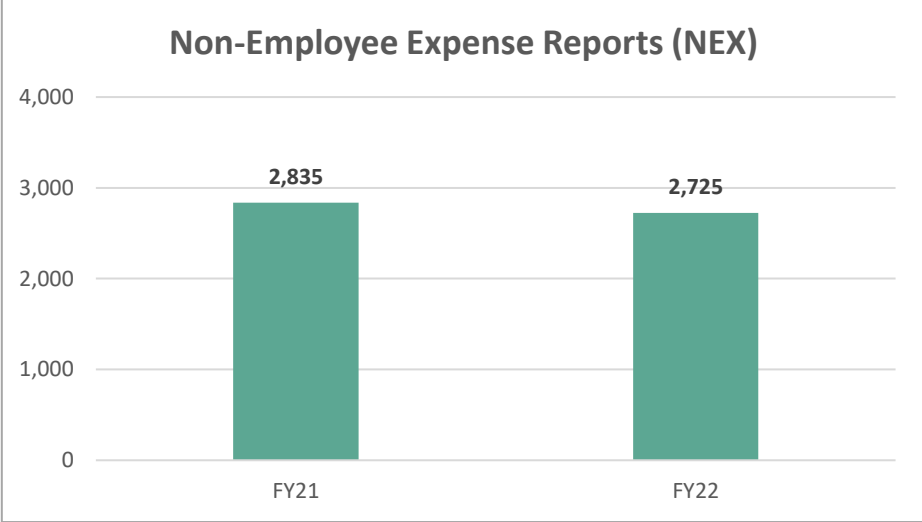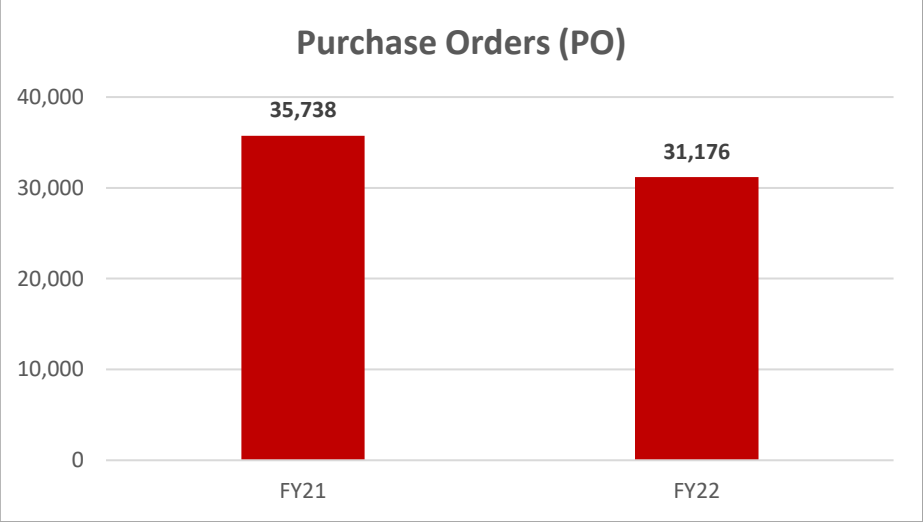# Accounts Payable Team Introductions

**Leadership Introductions**

- Rebecca Marcej, Accounts Payable Manager

- Christine Moffatt, Director, Taxation and Accounts Payable

- Kathy Proch, Senior Director

**AP Team Introductions**

- Erin Gray, AP Rep

- Alexander Laroco, Senior AP Rep

- Joanne Naylor, AP Rep

- Maggie Popovich, AP Rep

- Amy Wilk, Assistant Accounts Payable Manager

# Statistics*

## Purchase Orders (PO)

| | |
|---|---|
| FY21 | 35,738 |
| FY22 | 31,176 |

## Non-Employee Expense Reports (NEX)

| | |
|---|---|
| FY21 | 2,835 |
| FY22 | 2,725 |

## PayDocs

| | |
|---|---|
| FY21 | 6,624 |
| FY22 | 4,647 |

## Supplier Set Up and Changes

| | |
|---|---|
| FY21 | 4,016 |
| FY22 | 2,798 |

*FY21 = July 1, 2020 to June 30, 2021 and FY22 = July 1, 2021 to March 31, 2022

# Expected Processing Times and Service Level Agreements (SLAs)

| Service | Processing Time/SLA |
|---|---|
| Purchase Order Invoice | 7 business days |
| PayDoc Forms/Non-Employee Expense Reports | Domestic payees – 5 business days<br><br>International payees – up to 14 business days |
| Supplier Forms | 3 weeks |
| AP Help Inbox (ap-help@andrew.cmu.edu) | 48 business hours |

# ECM System SUBMISSION ONLY Email Reminders

- **Submit PayDocs**: ap-payform@andrew.cmu.edu
  ( Only for payments that do not have an associated PO)

- **Submit Supplier Forms**: ap-supplier-doc@andrew.cmu.edu
  (Only for supplier set up/changes.  No payments.)

- **Submit Invoices**: ap-cmu-poinv@andrew.cmu.edu
  (Only for invoices with a PO number)

Tips:

- Do not send questions to these email addresses.  Questions should be directed to ap-help@andrew.cmu.edu

- Please only submit documents once

# Single One-Time ECM System Submission Reminders

- One PayDoc, Supplier Package or PO Invoice per email – multiple documents will not be processed. ECM views each email as a new document, therefore anything in that email is treated as one document.

- Submit the documents only one time – multiple submissions require manual AP intervention and will cause a delay in processing

- Do not re-submit/re-attach documents when responding to AP questions (unless specifically requested)

# General Process Reminders

Invoices must contain the following information in order to be processed:

- 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 added to the amount due (so the comma is not picked up as a decimal point)

- Invoice date and invoice number

- PO number

- Breakdown of lines (if necessary)

Tips:
- If any of the above information is not on the invoice, it will cause a processing delay

- Effective immediately, AP will send incomplete invoices back to the supplier.  A communication will be sent to all suppliers in the coming weeks reminding them of the university's invoice requirements.

# General Process Reminders (Cont.)

- Submit documents in a timely manner, do not hold the invoice until a few days before it is due

- The ECM system submission email address must be the only email address on the "To" line (additional email addresses must go on the "Cc" or "Bcc" lines as needed)

- Indicate in the email subject line what is being submitted (e.g. PO Number, NQS Payment Request, Supplier Set Up, Honorarium Payment)

- Use all the most current forms on the [Finance Forms Website](forms older than 2019 should not be used)

# General Process Reminders (Cont.)

- Make sure email is in HTML format (not text) when sending an attachment. The ECM system will not accept a JPEG image, please convert to PDF prior to submission.

- Forms should be legible with no dark backgrounds, mark-ups, highlighter, stamps, etc. over information.  If you cannot read the form or invoice, AP/ECM will not be able to read it either.

- Make sure the forms are not in a fillable format (invoices, supplier forms and paydoc forms). Fillable format means the information on the form can still be altered.  Please print these forms to PDF, save the printed format and then submit.

To 'Flatten' a fillable PDF or convert a JPEG to PDF:
- 'Print to PDF' by choosing your Adobe PDF Printer in your printing options.

- Save the file to your computer

- Email the 'flat' PDF version to ECM

# PO Invoice Reminders

- 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 – include key information first

- Refrain from creating PO lines with multiple shipment rows

- 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 also may speed up the process.

# PO Invoice Reminders Cont.

- Invoices do not show up in Oracle immediately upon email submission

  - Invoices can take up to 7 business days

- If AP-Help reaches out with questions/requests more information, respond directly to the AP Rep or AP-Help email

  - Do not re-attach invoices to email response unless specifically requested

  - Do not re-submit invoices to the ECM submission email address

- Do not receive on the invoice until you receive the email notification from Oracle

# PayDoc Form Reminders

- Submit one form per payment request (including all required attachments)

- The forms are able to be electronically signed. This will lock the form down from editing.

- Make sure the form is not in a fillable format meaning the form is not able to be altered

- Payforms should include backup for the payment. Each form is different, if you are not sure what you need, please ask AP and we will assist.

# Supplier Form Reminders

- New suppliers should be set-up in Oracle before services are performed and/or goods are ordered and prior to submitting an invoice

- Submit Supplier Information forms from a CMU email address to receive notification when set up is complete

- Notify new suppliers that if they requested electronic payment, CMU's Accounts Payable (AP) department will contact them to confirm banking information

- Supplier setup can take up to 3 weeks

- If the supplier does not verify the banking – <u>the supplier will be set up to receive a check</u>

# Non Employee Expense Report Reminders

- Include the full Oracle account string

- Grants account strings:

  - Enter the full Expenditure Organization Name as it appears in Oracle. A complete list of organization names is available in the [Chart of Accounts - Organizations [.xlsx]](#) list.

  - The Expenditure Date must be within the timeframe of the grant being charged

# Examples and Demonstrations

- Invoices – What is Missing??

- Oracle Overview*

  - Check vs Electronic Funds Transfer (EFT)

  - Payment Date

  - Invoice Review

*For step-by-step instructions, please reference:

- The AP User Guides at www.cmu.edu/finance/systems/documentation/guides.html

- The AP section of the All Inquiry tutorial at https://www.cmu.edu/finance/training/catalog/tutorial/index.html

# Thank You!

Send any questions to ap-help@andrew.cmu.edu