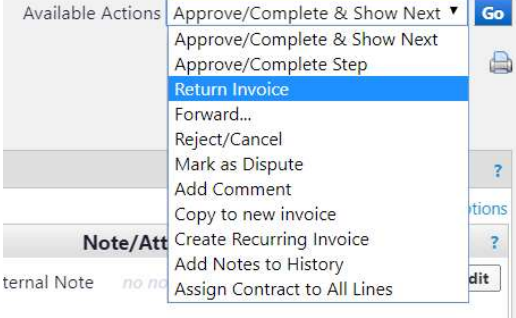
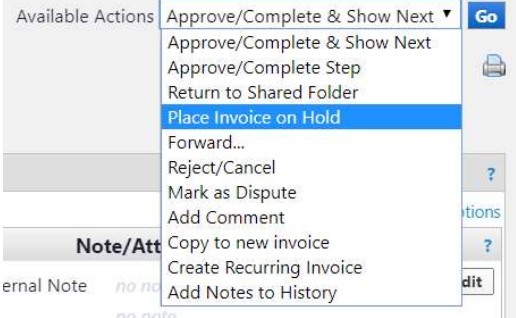
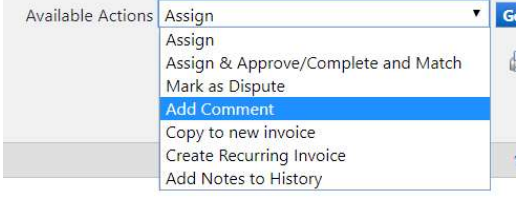


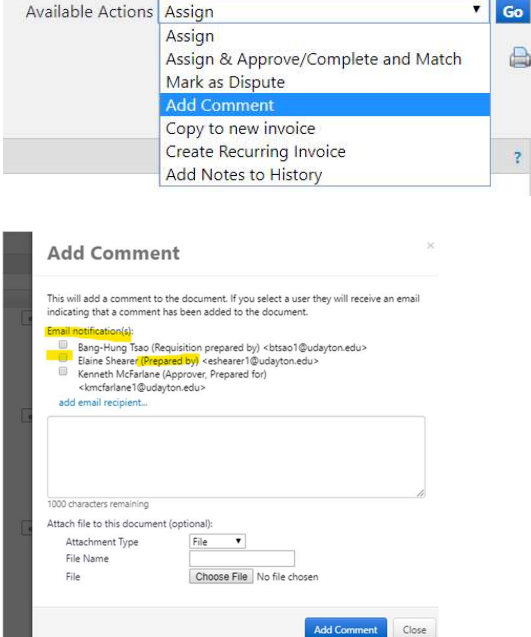
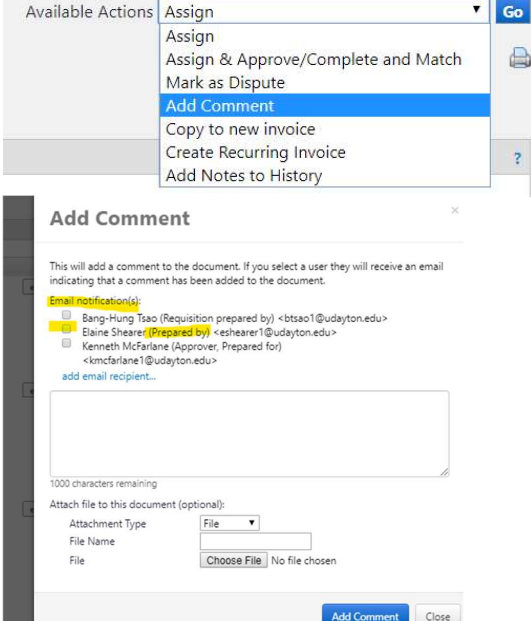
## UD Procurement and Payable Services Job Aid: Handling Problematic Invoices

Objective: Identify Available Actions for handling problematic invoices when it is not appropriate to approve/complete the invoice.

Point of Contact: Peter McNeely, [pmcneely1@udayton.edu](mailto:pmcneely1@udayton.edu), ext 93790

Type	Screenshot	When to Use	How to Use
<b>Return Invoice (to Accounts Payable)</b>		<ul style="list-style-type: none"> <li>- This is typically used for typos, missing attachments, or other simple errors.</li> <li>- This should not be used to delay making payments to a vendor (use another option below).</li> </ul>	<ul style="list-style-type: none"> <li>- Invoices entered by the AP office can be returned to the processor who keyed the invoice into Runway.</li> <li>- Select "Return Invoice" from the Available Actions menu.</li> <li>- (This Action is not available for invoices created by a Payment Request form, Employee Reimbursement form or an electronic invoice.)</li> </ul>
<b>Place Invoice on Hold</b>		<ul style="list-style-type: none"> <li>- Invoices placed on hold will suppress automated Runway emails that an invoice is pending approval.</li> <li>- This is typically used when there will be a short delay between the point the invoice is keyed for approval and the point approval will be given (2 weeks or less).</li> </ul>	<ul style="list-style-type: none"> <li>- Select "Place Invoice on Hold" from the Available Actions.</li> <li>- Runway will prompt the user placing the hold to make a comment. You are encouraged to put enough detail in the comment section, as AP staff will refer to your comments if the supplier calls for a payment update.</li> </ul>
<b>Comment (General)</b>		<ul style="list-style-type: none"> <li>- Comments can be added to any document, with the option to include email distribution by selecting the specific user (examples below). Use this to make any comments that need recorded in an official record regarding an invoice.</li> </ul>	<ul style="list-style-type: none"> <li>- Select "Add Comment" from the Available Actions.</li> </ul>

## UD Procurement and Payable Services Job Aid: Handling Problematic Invoices

Type	Screenshot	When to Use	How to Use
<b>Reject/Cancel</b>		<ul style="list-style-type: none"> <li>- Accounts Payable can permanently cancel/reject an invoice on behalf of a user. When an invoice is canceled/rejected, it cannot be reversed and the same vendor invoice number cannot be used again in Runway. (Only AP staff can cancel/reject a Runway invoice.)</li> <li>- This is typically used when the University is billed in error, or the University determines that it is inappropriate to pay any amount on the invoice due to major product or service errors.</li> <li>- This should not be used for small errors or for delaying payment. In general, the vendor should be contacted by the purchaser to inform them that the invoice will not be paid.</li> </ul>	<ul style="list-style-type: none"> <li>- Add a comment (as shown on the left) with a brief explanation and ask AP to reject the invoice. Also select the check box of the “prepared by” AP email to ensure the comment is distributed via email to the recipient(s).</li> </ul>
<b>Dispute</b>		<ul style="list-style-type: none"> <li>- Dispute is a specific status that is visible within the Supplier Portal and Runway. Only AP staff can change an invoice status to dispute, as requested by Runway users.</li> <li>- This is typically used when goods or services have not been received, there is a material problem with the goods/services, or another problem which requires the supplier’s attention before the invoice is paid.</li> <li>- This functionality should not be used as a substitute for making contact directly with the supplier to dispute the goods/services. (Suppliers receive notifications when an invoice is placed in dispute status unless the Supplier specifically turns off their Supplier Portal system notifications.)</li> </ul>	<ul style="list-style-type: none"> <li>- Add a comment (as shown on the left) with a brief explanation and ask AP to change the invoice to dispute status. Also select the check box of the “prepared by” AP email to ensure Runway sends the comment via email to the recipient(s).</li> <li>- User will also need to follow up with AP when the dispute is resolved or if the invoice needs cancelled thereafter.</li> </ul>