

## How to handle 'PO Invoices that Cannot be Processed by Accounts Payable'

Please note: These are not invoices that have gone on hold. Invoices that go on hold should be managed via MarkView and BEN Financials.

### Overview

If a PO invoice cannot be processed by Accounts Payable, an e-mail will be sent to the Buyer indicating the PO number, Supplier Name, and Reason.

Below is a brief description of each reason the invoice could not be processed by Accounts Payable and the course of action the Buyer should take if an invoice for good or services is valid and should be paid.

### Reasons Why an Invoice Cannot be Processed:

**Cancel** – The entire PO has been cancelled.

**Finally Closed** – The Buyer (or department) requested Accounts Payable finally close the PO.

**Closed** – The PO has no valid distributions. A PO has no valid distributions when one or more segment of the GL account(s) on the order has been disabled.

Please refer to the [PO Manager User Guide](#) for additional information on how/when to request and process a Cancel or Finally Close a PO.

### Action for PO Buyer:

<i>If the invoice <b>should</b> be paid...</i>	<i>If the invoice <b>should not</b> be paid...</i>
1. Contact the Supplier and inform them the invoice submitted cannot be processed because the purchase order is closed for invoicing.	1. Contact the Supplier to inform them the invoice cannot be processed because the purchase order is closed for invoice billing.
2. Complete an After-the-Fact PO* and note the PO number.	
3. Request the supplier submit a new invoice against the After-the-Fact PO. <b>Be sure to give the Supplier the new PO #.</b>	

\* Please refer to the Purchasing Services website for additional details regarding After-the-Fact (AFT) Orders: <http://cms.business-services.upenn.edu/purchasing/faqs/purchasing-faqs.html#13>

**Note:** This process does not include EDI invoices that cannot be processed. When an EDI Supplier submits an electronic invoice that cannot be processed, the Supplier is notified by the EDI provider that transmits their invoices to the University.

For any questions, please contact the BEN Helps Line (215-746-4357) or enter a BEN Helps support ticket at <http://BENHelps.finance.upenn.edu>.