New BEN Pays/MarkView Functionality – Request Comment

There is new MarkView functionality which gives the Buyer (or user as below) the ability to send invoices on hold to any active PO Manager requesting review and/or comment. The person to whom the invoice has been sent responds back to the Buyer with their comments using the ‘Return To’ Action in MarkView. From here, the Buyer should know their ‘next steps’ to request that the holds be released or invoice cancelled based on their MarkView training and/or documentation.

Please Note - This new functionality does not allow the user, receiving the invoice for comment, the ability to use the ‘Resolve Holds’ or ‘Route to Accounts Payable’ Actions in MarkView. Only the ‘Return To’ Action can be selected.

Summary of the Functionality by Person Responsible or Summary by Function

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<th>Function</th>
<th>Person Responsible</th>
<th>BEN Pays/MarkView Action</th>
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<td>Send the invoice on hold to a PO Manager for review and comment</td>
<td>PO Buyer or Buyer’s Alternate</td>
<td>Select Request Comment</td>
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<td>II.</td>
<td>Respond to invoices that have been sent</td>
<td>PO Manager to whom comment was requested</td>
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<td>III.</td>
<td>Recall or Re-Route invoices that were sent for comment and have not been returned</td>
<td>PO Buyer or Buyer’s Alternate</td>
<td>Select Recall or Re-Route</td>
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Detailed Procedures on Functions

I. **Send the invoice on hold to someone else for review and comment.**

A. From the MarkView Web Inbox select the invoice on hold to view. The image is opened and the Request Comment Action is available.
B. Click on ‘Request Comment’. Enter or select from the list of values the PO Manager’s Contact name and enter Comments for her/him to review. Click OK to send the invoice with comment.
II. **Respond to invoices that have been sent.**

A. Invoice is now in the selected PO Manager’s BEN Pays/MarkView Web Inbox.

![Invoice in BEN Pays/MarkView Web Inbox](image1)

B. After opening the image the PO Manager can respond by selecting the ‘Return To’ Action and entering the appropriate comments. Click **[OK]**.

![Return To Action](image2)

**Please Note** – The ‘Recall’ and ‘Re-Route’ actions are visible but are not to be used by the PO Manager. The PO Manager can only use the ‘Return To’ Action.
III. Recall or Re-route invoices that were sent for comment and have not been returned.

A. The Buyer can view all invoices sent to ‘Request Comment’ from the Web Inbox by clicking on the ‘My Comment Requests’ link.

B. The Buyer Recall or Re-route an invoice sent for comment.
   a. Re-Routing an Invoice
      i. Click on the link under ‘Description’ to open the invoice.
      ii. Click the Re-Route Action.
iii. Enter another PO Manager’s contact information and comments. Click [OK].

![Re-Route dialog box]

b. Recall an Invoice

i. Click on the link under ‘Description’ to open the invoice or check the box next to the invoice and then select the ‘Recall Selected’ box.

![Invoice recall dialog box]

OR
ii. You will receive a message that you recalled the item from Comment Request.