



ben Pays

Invoice Imaging User Guide

Document Last Updated March 1, 2012








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Accounts Payable Invoice Imaging (MarkView)

Objectives

Upon completion of this section, you will:

-  Have an understanding of the purpose of BEN Pays
-  Understand the procedures surrounding the BEN Pays function
-  Learn how to access invoices using the following:
 -  170 MarkView Home Page
 -  Web Inquiry
-  Know how to manage BEN Pays 'Current Inbox Items'
 -  Resolve holds on invoices for purchase orders

Overview of BEN Pays

Features

- Electronic handling of invoice holds
- Ability to view invoices and C-368 forms on-line
- Allows for electronic imaging of:
 - All Purchase Order Invoices
 - Accounts Payable C-368 forms, invoices, and accompanying documentation (e.g. W-9, C-12)

What is NOT imaged?

- PO supporting documentation (e.g. contracts, competitive bids)
- C-368 forms found to be missing required information upon initial Accounts Payable audit
- C-1, C-1A, and C-368 (when used for travel purposes) forms
- Petty cash reimbursements

Goals/Objectives

- Improve invoice processing
 - Faster turnaround time
 - Fewer requests for invoice information
- Improve overall disbursement process
 - Holds resolved faster
 - Errors corrected electronically
 - Improve Supplier relationships

MarkView Imaging

- Imaging system software
- Integrated with BEN Financials
- Available during normal BEN Financials hours
 - Monday-Friday 8am-8pm
 - Saturday 8am-6pm

Desktop Configuration

Consistent with current University standards

http://www.finance.upenn.edu/ben/benfin/desktop_req/

Local Support Providers (LSP's)

<http://www.upenn.edu/computing/view/support/staff.html>

- List of primary computer support assigned by Center and by Department

Overview of BEN Pays (continued)

Access/Security

- *MarkView* user name and password
 - Assigned automatically to all BEN Financials PO Managers, Invoice Inquiry, and BEN Balances users and selected Senior BA's within each School/Center
 - Same user name and password as BEN Financials logon information
 - Dedicate browser to *Imaging* session
 - User remains logged on until browser is closed
 - BEN Pays 170 MarkView Home loads each time URL is accessed
- ☞ *URL to access the "170 Markview Home" will be sent via e-mail from Accounts Payable when Holds are applied to an invoice*

Important Web Addresses

U@Penn Portal

http://medley.isc-seo.upenn.edu/penn_portal/u@penn.php

- Access to a wide variety of University web sites and information including those listed below

BEN Financials Homepage

<http://benapps.isc-seo.upenn.edu>

- Access to BEN Financials, BEN Deposits, and BEN Reports

Business Enterprise Network

<http://www.finance.upenn.edu/ben>

- News, Calendar, BEN Reps, BEN Knows, Frequently Asked Questions, Support Information, etc.

Financial Training Department Web Page

<http://www.finance.upenn.edu/ftd/>

- Information regarding courses offered, register for training, view the Bottom Line Newsletter, etc.

Audit and Compliance Web Page

<http://www.upenn.edu/audit/>

- Information on controls, compliance mechanisms, and technologies to manage risk as well as providing guidance on the stewardship of University resources

Responsibility Center Management (RCM)

<http://www.finance.upenn.edu/comptroller/rcm/index.shtml>

- Information about BEN Financials Reports, Fund Aggregations & Object Code Aggregations, etc.

Overview of BEN Pays (continued)

Need Help?

Dial 6-HELP (6-4357 or 215/746-4357)

- Enter your two-digit School or Center code
- BEN Helps is available 9:00 a.m. to 5:00 p.m. Monday through Friday

BEN Knows

<http://www.finance.upenn.edu/benknows/>

- Browse and search for possible solutions to your BEN Financials and BEN Reports questions

Penn eForms

Penn eForms are required for entry to most University financial systems. These eForms should be processed promptly to ensure system access following training. If an eForm has not been processed within **two months or more of attending a training course**, you will be required to repeat the course to obtain access.

☞ If you need your BEN Financials password reset call 8-1099.

Glossary of Terms

General

170 MarkView

The imaging system integrated with the BEN Pays function which allows users to 'view' and 'mark-up' invoices placed on 'hold'.

Buyer

PO Manager whose approval or submission of a requisition creates a Purchase Order.

Image

An electronic copy of an invoice or a C-368 form that has been scanned by Accounts Payable. From the Current Inbox you can click on the invoice number to view the invoice image online.

Imaging

Imaging is the ability to capture, store, retrieve, display, process, and manage business information in digital form. It allows viewing of PO invoices and C-368 Forms online.

PO Managers are able to respond electronically to the invoices in your Web Inbox from Accounts Payable placed on hold because of a problem with the purchase order/invoice matching process.

TAC Reviewers in the Schools & Centers can respond electronically to 'C-form' from Accounts Payable that has been put on hold.

Mark-Up

Refers to the placement of electronically annotated objects (stamps or sticky notes) on an imaged document.

Non-Imaged Documents

C-1, C-1A, and C-368 (when used for travel purposes), petty cash reimbursements and PO supporting documentation (e.g. contracts, competitive bids)

PO Creator

The individual who originated the PO (Buyer) who is responsible for reviewing and responding to all POs placed on hold.

TAC Reviewer

The senior business person in your School/Center who has been designated to review and respond to all C-Forms that have been rejected back to your School/Center.

Transition

The process whereby an invoice on hold is moved from one queue to another, i.e. from 170 Markview to Accounts Payable. Only the 'Holds Resolved', 'Route to Accounts Payable' and 'Return To' Markup can be used to transition an invoice to Accounts Payable.

Glossary of terms (continued)

Holds

Invoice Hold

This is the hold placed on PO invoices for the following reasons: Comment Requested by Accounts Payable; Maximum Shipment Hold; Quantity Ordered Hold; and Quantity Received Hold. C-forms are placed on hold with the Comment Requested markup for the following reasons: incomplete forms; incorrect data; missing documentation.

Comment Requested by Accounts Payable

Accounts Payable requires additional information before the invoice can be processed.

Maximum Shipment Hold (MAX SHIPMENT)

Total invoice line amount > total PO line amount by \$25 or more

Quantity Ordered Hold (QTY ORD)

Quantity billed on invoice > 10% of quantity ordered on PO

Quantity Received Hold (QTY REC)

Created when any invoice is received for a PO that exceeds \$5,000 or the PO line has been marked 'receipt required' and no receipt has been entered in BEN Financials for items invoiced

Resolving Holds

Logon to 170 MarkView

If an invoice received by Accounts Payable is placed on 'hold', you will receive an e-mail message that contains the URL to access your BEN Pays Web Inbox.

E-mail notifications for the invoices on hold will be sent daily

- Click on the BEN Pays Web Inbox link from the e-mail
- Your browser session will now connect to MarkView:
- Enter your **Username** and **Password**

Same as BEN Financials

- Click **[OK]**

From: Accounts Payable [mailto:apsup@exchange.upenn.edu]
Sent: Monday, December 01, 20xx 11:01 PM
To: BEN Buys PO Manager
Subject: You have invoices in your Web Inbox

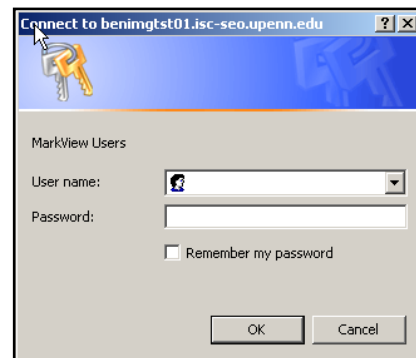
Hello (Your name will appear here)

You have at least one invoice to review in your BEN Pays Web Inbox. Please log in and provide the necessary approval or resolution.

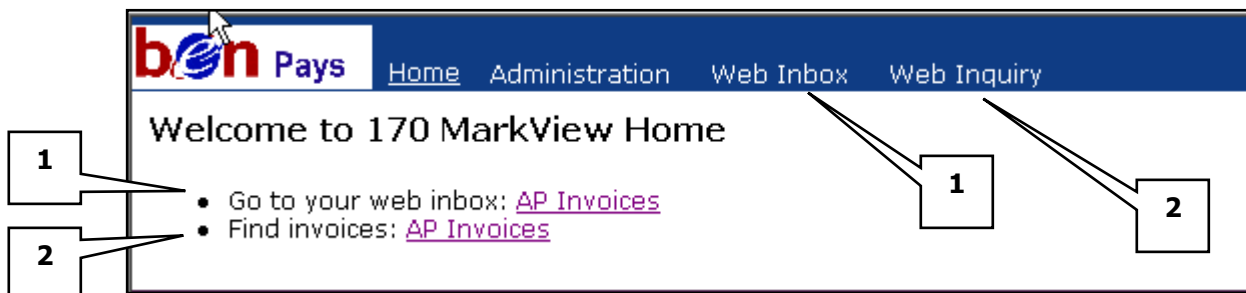
Login to the Web Inbox with your BEN Financials Username and Password from this URL:

[BEN Pays Web Inbox](#)

Please do not reply to this e-mail. If you have questions about accessing the Web Inbox please contact BEN Helps 6-4357 (215-746-4357).



170 Markview Home



1. Click on **AP Invoices** here or on **Web Inbox** to begin to manage invoices on Hold
2. Click on **AP Invoices** here or on **Web Inquiry** to view invoices i.e. all scanned invoice images

Resolving Holds (continued)

Web Inbox: Current Inbox Items

- Click on the **Go to your web inbox: AP Invoices** or **Web Inbox** to see the 'Current Inbox Items', i.e. invoices, awaiting your review

ben Pays Home Administration Web Inbox Web Inquiry Logged in: DORIS KREIG

Current Inbox Items

The following Inbox Items are awaiting your review. Select a row to review that item's details.

Refresh Records Per Page: All Apply

Invoice Number	Supplier Name	Supplier Site	Type	PO Number	Invoice Date	Amount	Currency	Needs...
5000	A DAIGGER & CO INC	260221	PO Invoice	2070091	04-DEC-08	6500	USD	comment
2000	VALENS INFORMATION SYSTEMS, INC.	50653	PO Invoice	2070090	04-DEC-08	1742	USD	purchasing resolution
4000	SHIHADDEH CARPETS	53631	PO Invoice	2070092	04-DEC-08	25000	USD	purchasing resolution
4000	MUSEUM CATERING COMPANY	333208	PO Invoice	2070094	04-DEC-08	6875	USD	purchasing resolution
8000	ADVANCED OFFICE ENVIRONMENTS	57232	PO Invoice	2070102	05-DEC-08	1362.08	USD	purchasing resolution

Page 1 of 1 (5 Records)

My History - AP Invoices

- Information shown includes
 - Invoice Number
 - Supplier Name
 - PO Number
 - Invoice Date
 - Amount
 - Needs...
 - comment
 - purchasing resolution
- Click on the **Invoice Number** to open the invoice for review

Resolving Holds (continued)

Inbox Item: Invoice Image & Work Item Details

Upon clicking an invoice number, the screen below appears:

1. Message Area

2. Markups (Stamps)

Please Note: Only the Holds Resolved Markup and the Route to Accounts Payable transition the Invoice to Accounts Payable

3. Expandable Information

4. Buttons & Links to move around invoice info

5. View Invoice Image

ben Pays Home Administration Web Inbox Web Inquiry Logged in: DORIS KREIG

Invoice #8000 Invoice 5 of 5 Return to List Previous Item Next Item Tutorial

Quick Links to Invoice Details: Holds PO Line Details Accounting Document History

There is a variance between the quantity and/or price billed and the original Purchase Order. Please place the **Holds Resolved** markup to approve the variance or place the **Route to Accounts Payable** markup to request cancellation of the invoice. Qty Rec holds require a receipt to be created within the BEN Financials.

Supplier: ADVANCED OFFICE ENVIRONMENTS Date: 12/05/2008 Amount: 1,362.08 USD Terms: Net 30 Terms Date: 12/05/2008

View: Default Previous Page 1 of 1 Next Page

Image Size: [] [] []

Blue Sticky Note
Green Text
Holds Resolved
Route To Accounts Payable

Print
Email Document

Click on image to zoom in

Holds Return to Top

Hold Lookup Code	Hold Reason	Hold Date	Hold Line Number
Max Ship Amount	Variance between invoice and shipment amount exceeds limit	12/05/2008	1
Max Ship Amount	Variance between invoice and shipment amount exceeds limit	12/05/2008	2

PO Line Details Return to Top

Invoice Dist Line Number	Invoice Dist Amount	Invoice Unit Price	Invoice Quantity	PO Number	PO Line Number	PO Unit Price	PO Currency	PO Quantity	PO Item Description	Quantity Ordered	Quantity Received	Quantity Billed
1	932.25	310.75	3	2070102	1	282.50	USD	3	Knoll 2-piece Parachute Ergonomic Task Side Chair, Basic Control, Group A Fabric Grade	3	0	3
2	379.83	379.83	1	2070102	2	345.30	USD	1	Knoll-Sapper, Management Chair, Basic Knee-Tilt Control, Group V Textile Grade	1	0	1

Accounting Return to Top

Amount undistributed (USD): 0.00

Num	Line Type	Tax Code	Amount (USD)	GL Account	GL Account Text	Description
→1	Item		932.25	020-0102-1-000000-5225-4550-0000	SAS/UR-ASIAN/MIDEAST S-Y-GENERAL UNRESTR-NONCAP FURN/FIX-ASIAN MID EAST-UNDEFINED	Knoll 2-piece Parachute Ergonomic Task Side Chair, Basic Control, Group A Fabric Grade
→2	Item		379.83	020-0102-1-000000-5225-4550-0000	SAS/UR-ASIAN/MIDEAST S-Y-GENERAL UNRESTR-NONCAP FURN/FIX-ASIAN MID EAST-UNDEFINED	Knoll-Sapper, Management Chair, Basic Knee-Tilt Control, Group V Textile Grade
→3	Freight		35.53	020-0102-1-000000-5225-4550-0000	SAS/UR-ASIAN/MIDEAST S-Y-GENERAL UNRESTR-NONCAP FURN/FIX-ASIAN MID EAST-UNDEFINED	
→4	Freight		14.47	020-0102-1-000000-5225-4550-0000	SAS/UR-ASIAN/MIDEAST S-Y-GENERAL UNRESTR-NONCAP FURN/FIX-ASIAN MID EAST-UNDEFINED	

Document History

Invoice 5 of 5 Return to List Previous Item Next Item

Resolving Holds (continued)

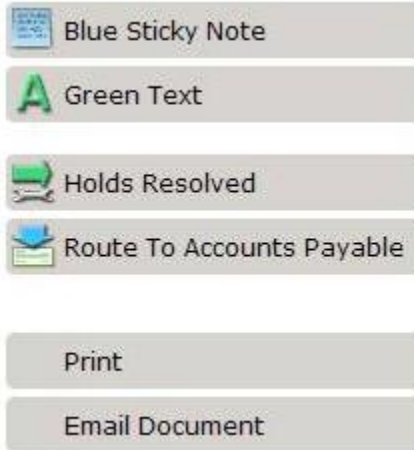
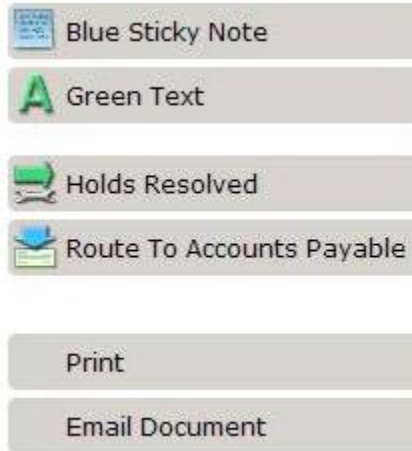
Inbox Item: Invoice Image & Work Item Details (continued)

1. Follow instructions in '**Message**' area at the top of the page
 - This area provides information on the invoice holds and instructions to follow
 - Blue icons indicate instructions
 - Red icons indicate warnings or alerts
2. Use the **Markups** to add notes, text, e-mail others, and/or transition the invoice to Accounts Payable
 - Blue Sticky Note - information note for department use only
 - Green Text - information note for department use only
 - Email Document Link - e-mail a link for others to review the invoice
 - Holds Resolved Markup - use to **APPROVE** payment for invoice with Max Ship Amount & Qty Ord holds
 - ☞ *Comment box not used*
 - Route To Accounts Payable Markup – use to **CANCEL** invoice
 - ☞ *Comment box used to explain the reason for cancellation - read by Accounts Payable*
 - Print - directly print the image to your local printer
3. Expandable information includes the following:
 - Holds
 - PO Lines Details
 - Accounting (includes account distribution information)
 - Document History
4. Buttons and links to maneuver around the invoice information available and/or back to 'inbox'
 - Buttons – Includes [Return to List], [Previous Screen] and [Next Screen]
 - Links – Takes you to expandable information – see #3 above
5. View the invoice image – image can be enlarged for easier viewing

Resolving Holds (continued)

Markups (a.k.a. Stamps) & Notes

Markups are used to take action on an invoice and transition the invoice out of the Buyer's Web Inbox



provides an opportunity to add additional departmental information.

provides an opportunity to add additional departmental information.

approves invoice for payment by releasing Max Ship Amount (Maximum Shipment Amount) and Qty Ord (Quantity Ordered) Holds.

sends the invoice to Accounts Payable with instructions to cancel the invoice as explained in the comment box

Print the invoice image

users have the option to send the link or a pdf copy of the image as an email attachment

☞ The Blue Sticky Note and the Green Text are not read by Accounts Payable and does not transition the invoice to Accounts Payable

The following pages provide a sample of various scenarios and how and when to use the appropriate 'markup'

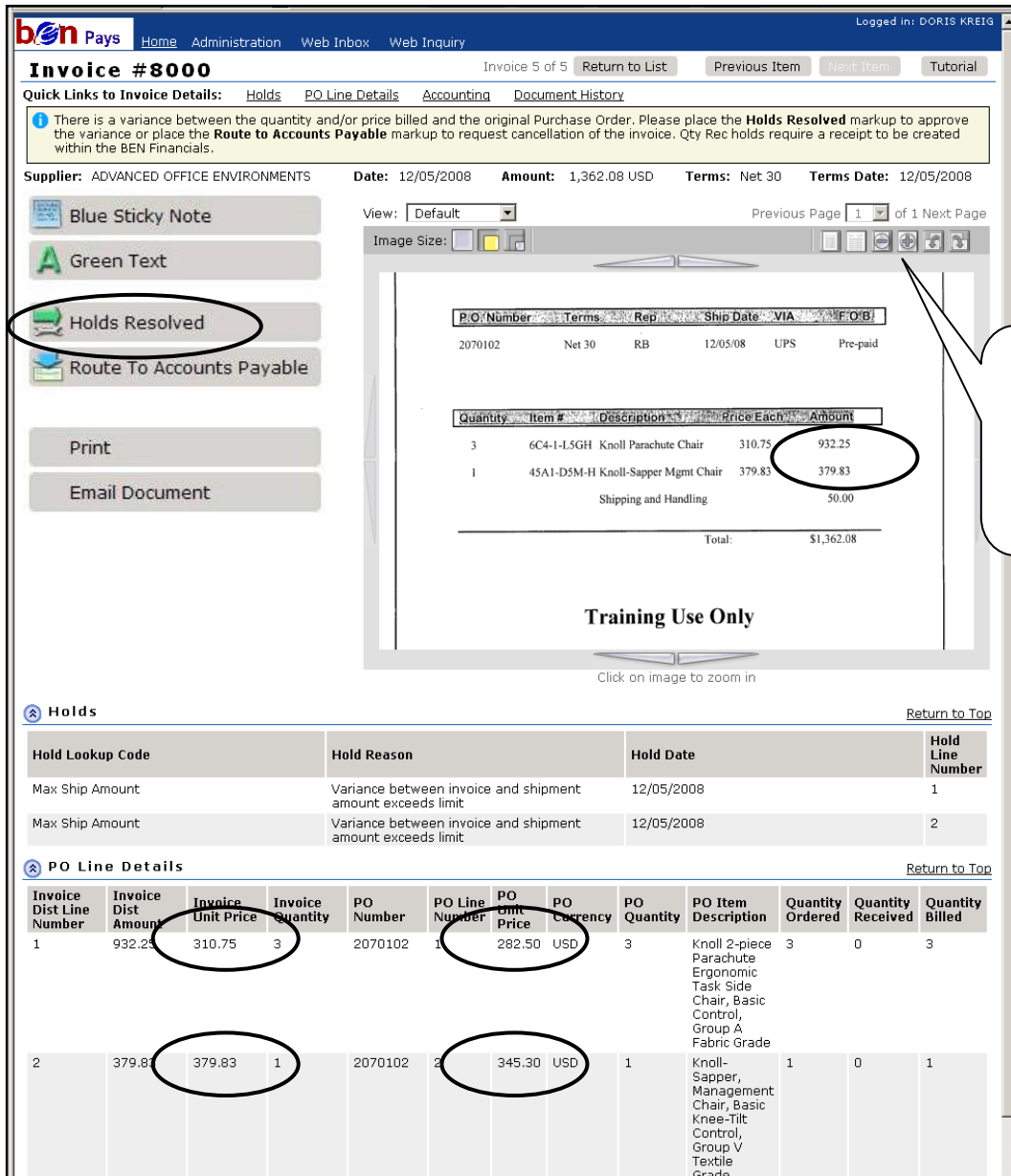
Resolving Holds (continued)

Markups (a.k.a. Stamps) & Notes (continued)

Holds Resolved

Use the Holds Resolved Markup to approve an invoice for payment.

Scenario: Your supervisor comes to your desk and asks you to order new chairs; one for the manager and three for the 2 of you and the other person in your office (total 4 chairs). You look through AOE's catalog and find suitable chairs and create a PO for 3 desk chairs and 1 manager chair. Based on the information in the catalog, your PO has one line for \$847.50 (3 chairs) and a second line for \$345.30 (1 manager chair). The invoice is now on Hold because the price for the chairs is higher than the PO amount. You realize that the catalog was 2 years old and determine that the invoice is billing for the correct amount based on current prices.



Invoice #8000 Invoice 5 of 5 [Return to List](#) [Previous Item](#) [Next Item](#) [Tutorial](#)

Quick Links to Invoice Details: [Holds](#) [PO Line Details](#) [Accounting](#) [Document History](#)

There is a variance between the quantity and/or price billed and the original Purchase Order. Please place the **Holds Resolved** markup to approve the variance or place the **Route to Accounts Payable** markup to request cancellation of the invoice. Qty Rec holds require a receipt to be created within the BEN Financials.

Supplier: ADVANCED OFFICE ENVIRONMENTS Date: 12/05/2008 Amount: 1,362.08 USD Terms: Net 30 Terms Date: 12/05/2008

View: Default Previous Page 1 of 1 Next Page

P.O. Number	Terms	Rep. Code	Ship Date	VIA	FOB
2070102	Net 30	RB	12/05/08	UPS	Pre-paid

Quantity	Item #	Description	Price Each	Amount
3	6C4-I-1.5GH	Knoll Parachute Chair	310.75	932.25
1	45A1-D5M-H	Knoll-Sapper Mgmt Chair	379.83	379.83
		Shipping and Handling		50.00
Total:				\$1,362.08

Training Use Only

Click on image to zoom in

Holds [Return to Top](#)

Hold Lookup Code	Hold Reason	Hold Date	Hold Line Number
Max Ship Amount	Variance between invoice and shipment amount exceeds limit	12/05/2008	1
Max Ship Amount	Variance between invoice and shipment amount exceeds limit	12/05/2008	2

PO Line Details [Return to Top](#)

Invoice Dist Line Number	Invoice Dist Amount	Invoice Unit Price	Invoice Quantity	PO Number	PO Line Number	PO Unit Price	PO Currency	PO Quantity	PO Item Description	Quantity Ordered	Quantity Received	Quantity Billed
1	932.25	310.75	3	2070102	1	282.50	USD	3	Knoll 2-piece Parachute Ergonomic Task Side Chair, Basic Control, Group A Fabric Grade	3	0	3
2	379.83	379.83	1	2070102	2	345.30	USD	1	Knoll-Sapper, Management Chair, Basic Knee-Tilt Control, Group V Textile Grade	1	0	1

Use these buttons to enlarge or reduce the invoice as needed

Sample Max Ship Amount Hold

Resolving Holds (continued)

Markups (a.k.a. Stamps) & Notes (continued)

Holds Resolved (continued)

To approve invoice for payment follow these steps:

- Click on Holds Resolved

*Comment box **not** used with Holds Resolved*

- Click **[OK]**
- This transitions the invoice back to Accounts Payable for payment

ben Pays Home Administration Web Inbox Web Inquiry Logged in: DORIS KREIG

Invoice #8000 Invoice 5 of 5 Return to List Previous Item Next Item Tutorial

Quick Links to Invoice Details: Holds PO Line Details Accounting Document History

Please enter your comments and click OK.

Supplier: ADVANCED OFFICE ENVIRONMENTS Date: 12/05/2008 Amount: 1,362.08 USD Terms: Net 30 Terms Date: 12/05/2008

Holds Resolved View: Default Previous Page 1 of 1 Next Page

Comments :

Image Size: [Small] [Medium] [Large]

Markup Applied when Holds Resolved icon clicked

Invoice Preview:

Advanced Office Environments
PO BOX 8500 S-5065
Philadelphia, PA 19178-5065

PO Number	Terms	Rep.	Unit	Ship Date	VA	Amount	Type
2070102	Net 30	RD		12/05/08	EPS	Pre-paid	

Quantity	Item #	Description	Supplier Price	Invoice Price	Amount
3	904-04-5018	Kized Parachute Chair	310.75	932.25	
1	45A1-021A-01	Kized-Supper Mgmt Chair	279.83	279.83	
Shipping and Handling					50.00
Total:					\$1,362.08

Training Use Only

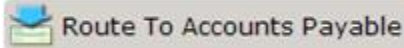
*Please Note: Only the **Holds Resolved**, **Route to Accounts Payable** and **Return To** markups transition the Invoice to Accounts Payable and remove the item from the Web Inbox.*

Shipping and Handling added to an invoice by the Supplier will be paid by Accounts Payable automatically, i.e. these amounts will not place an invoice on Hold.

Resolving Holds (continued)

Markups (a.k.a. Stamps) & Notes (continued)

Route to Accounts Payable



Use the Route To Accounts Payable Markup to cancel an invoice.

Scenario: Valens Information Systems seems to have double-billed you for an \$856 fax machine. Checking your files, you find that only one fax machine was ordered and only one fax machine was received.

ben Pays Home Administration Web Inbox Web Inquiry Logged in: DORIS KREIG

Invoice # 2000 Invoice 2 of 5 Return to List Previous Item Next Item Tutorial

Quick Links to Invoice Details: Holds PO Line Details Accounting Document History

There is a variance between the quantity and/or price billed and the original Purchase Order. Please place the **Holds Resolved** markup to approve the variance or place the **Route to Accounts Payable** markup to request cancellation of the invoice. Qty Rec holds require a receipt to be created within the BEN Financials.

Supplier: VALENS INFORMATION SYSTEMS, INC. Date: 12/04/2008 Amount: 1,742.00 USD Terms: Net 30 Terms Date: 12/04/2008

View: Default Previous Page 1 of 1 Next Page

Image Size: [Icons]

Philadelphia, PA 19101-3853 8-Dec-08 2000

University of Pennsylvania Accounts Payable 3451 Walnut Street Philadelphia, PA 19104

University of Pennsylvania ATTN: Ben Holds SAS Asian & Middle Eastern Studies 255 South 36th Street Philadelphia, PA 19104-6305

P.O. Number	Terms	Rep	Ship Date	VIA	F.O.B.
2070090	Net 30	RB	12/05/08	UPS	Pre-paid

Quantity	Item #	Description	Price Each	Amount
2	PX-21	Fax Machine	856.00	1,712.00
		Shipping and Handling		30.00
			Total:	\$1,742.00

Training Use Only
Click on image to zoom in

Holds Return to Top

Hold Lookup Code	Hold Reason	Hold Date	Hold Line Number
Max Ship Amount	Variance between invoice and shipment amount exceeds limit	12/04/2008	1
Qty Ord	Quantity billed exceeds quantity ordered	12/04/2008	1

PO Line Details Return to Top

Invoice Dist Line Number	Invoice Dist Amount	Invoice Unit Price	Invoice Quantity	PO Number	PO Line Number	PO Unit Price	PO Currency	PO Quantity	PO Item Description	Quantity Ordered	Quantity Received	Quantity Billed
1	1,712.00	856.00	2	2070090	1	856.00	USD	1	Panasonic 321 Fax Machine	1	0	2

Accounting Return to Top

Amount undistributed (USD): 0.00

Num	Line Type	Tax Code	Amount (USD)	GL Account	GL Account Text	Description
→1	Item		1,712.00	020-0102-1-000000-5225-4550-0000	SAS/UR-ASIAN/MIDEAST S-Y-GENERAL UNRESTR-NONCAP FURN/FIX-ASIAN MID EAST-UNDEFINED	Panasonic 321 Fax Machine
→2	Freight		30.00	020-0102-1-000000-5225-4550-0000	SAS/UR-ASIAN/MIDEAST S-Y-GENERAL UNRESTR-NONCAP FURN/FIX-ASIAN MID EAST-UNDEFINED	

Document History

Sample Max Ship Amount & Qty Ord Hold

👉 You only need to respond once to this multiple holds scenario

Resolving Holds (continued)

Markups (a.k.a. Stamps) & Notes (continued)

Route to Accounts Payable (continued)

To request cancellation of an invoice follow these steps:

- Click on Route To Accounts Payable
 - Enter a reason for cancelling the invoice in Comments box
 - Click **[OK]**
- ☞ *AP will return invoice for comment if reason requires add'l information*

☞ *Note: An entire invoice is either approved or cancelled. Partial payment of an invoice is not permitted.*

ben Pays Home Administration Web Inbox Web Inquiry Logged in: DORIS KREIG

Invoice #2000 Invoice 2 of 5 [Return to List](#) [Previous Item](#) [Next Item](#) [Tutorial](#)

Quick Links to Invoice Details: [Holds](#) [PO Line Details](#) [Accounting](#) [Document History](#)

Please enter your comments and click **OK**.

Supplier: VALENS INFORMATION SYSTEMS, INC. **Date:** 12/04/2008 **Amount:** 1,742.00 USD **Terms:** Net 30 **Terms Date:** 12/04/2008

Route To Accounts Payable View: Default Previous Page 1 of 1 Next Page

Comments* :

Cancel invoice. Only one fax machine ordered and received.

OK Cancel

It is recommended to type 'Cancel invoice' first then type the reason for the cancellation

Invoice

Valens Information Systems
PO BOX 13853
Philadelphia, PA 19101-3853

Invoice
Date: 12/04/2008

ROUTE TO ACCOUNTS PAYABLE

PO Number	Terms	Rep	STPL
307000	Net 30	BB	120500

Quantity	Item #	Description	Unit Price	Ext
2	FX-21	Fax Machine	550.00	
		Shipping and Handling		
Total:				

Markup Applied when Route to Accounts Payable icon

Training Use Only

☞ *Please Note: Only the **Holds Resolved**, **Route to Accounts Payable** and **Return To** markups transition the Invoice to Accounts Payable and remove the item from the Web Inbox.*

☞ *Shipping and Handling added to an invoice by the Supplier will be paid by Accounts Payable automatically, i.e. these amounts will not place an invoice on Hold.*

Resolving Holds (continued)

Markups (a.k.a. Stamps) & Notes (continued)

Comment Requested



ben Pays Home Administration Web Inbox Web Inquiry Logged in: DORIS KREIG

Current Inbox Items

The following Inbox Items are awaiting your review. Select a row to review that item's details.

Refresh Records Per Page: All Apply

Invoice Number	Supplier Name	Supplier Site	Type	PO Number	Invoice Date	Amount	Currency	Needs...
5000	A DAIGGER & CO INC	260221	PO Invoice	2070091	04-DEC-08	6500	USD	comment
2000	VALENS INFORMATION SYSTEMS, INC.	50653	PO Invoice	2070090	04-DEC-08	1742	USD	purchasing resolution
4000	SHIHADAH CARPETS	53631	PO Invoice	2070092	04-DEC-08	25000	USD	purchasing resolution
4000	MUSEUM CATERING COMPANY	333208	PO Invoice	2070094	04-DEC-08	6875	USD	purchasing resolution
8000	ADVANCED OFFICE ENVIRONMENTS	57232	PO Invoice	2070102	05-DEC-08	1362.08	USD	purchasing resolution

Page 1 of 1 (5 Records) My History - AP Invoices

Used by Accounts Payable when more information or clarification is needed on the reason for cancelling an invoice.

Scenario: On the Purchase Order to A. Daigger & Co. you originally ordered 2 desks. The invoice has been placed on hold because it includes matching chairs for an additional \$1,000. The chairs were not ordered on the original PO and a representative from Accounts Payable has sent you a MarkView message asking if you want to keep the chairs. Respond to the message with the Return To stamp.

ben Pays Home Administration Web Inbox Web Inquiry Logged in: DORIS KREIG

Invoice # 5000 Invoice 1 of 5 Return to List Previous Item Next Item Tutorial

Quick Links to Invoice Details: Holds PO Line Details Accounting Document History

JESSE PALMER (JPALMER) requested your comments for the following reason: "Items on line 2 were not ordered on the purchase order. Please confirm that the invoice should be paid as is." Please respond by providing comments in the Return To markup.

Supplier: A DAIGGER & CO INC Date: 12/04/2008 Amount: 6,500.00 USD Terms: Net 30 Terms Date: 12/04/2008

Blue Sticky Note Green Text Return To Print Email Document

View: Default Previous Page 1 of 1 Next Page Image Size:

PO Number	Terms	Rep	Ship Date	VIA	F.O.B
2070091	Net 30	RB	12/05/08	UPS	Pre-paid

Quantity	Item #	Description	Price Each	Amount
2	220-9027	Desk with 3 side drawers and	2,725.00	5,450.00
2	221-9027	Matching chairs	500.00	1,000.00
		Shipping and Handling		50.00
Total:				6,500.00

Training Use Only

Click on image to zoom in

Holds Return to Top

Hold Lookup Code	Hold Reason	Hold Date	Hold Line Number
170_SYSTEMS_HOLD	Awaiting Workflow Completion	12/04/2008	

PO Line Details Return to Top


Invoice Dist Line Number	Invoice Dist Amount	Invoice Unit Price	Invoice Quantity	PO Number	PO Line Number	PO Unit Price	PO Currency	PO Quantity	PO Item Description	Quantity Ordered	Quantity Received	Quantity Billed
1	5,450.00	2,725.00	2	2070091	1	2,725.00	USD	2	Desk with 3 side drawers and computer keyboard drawer - 5 ft. black top	2	2	2

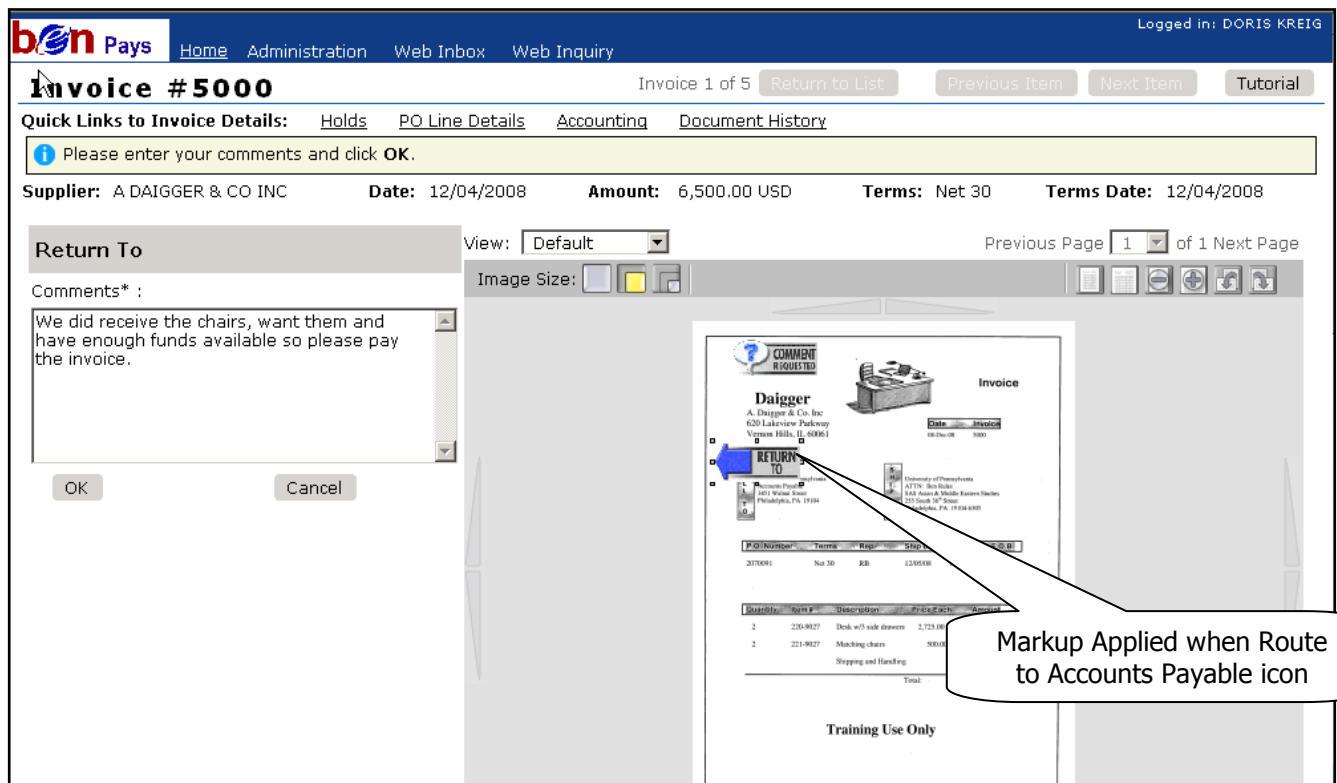
Resolving Holds (continued)

Markups (a.k.a. Stamps) & Notes (continued)

Return To  Return To

To respond to the 'Comment Requested' Markup from Accounts Payable follow these steps:

- Click on  Return To
- Enter a response in the Comments box
- Click [OK]



ben Pays Home Administration Web Inbox Web Inquiry Logged in: DORIS KREIG

Invoice #5000 Invoice 1 of 5 [Return to List](#) [Previous Item](#) [Next Item](#) [Tutorial](#)

Quick Links to Invoice Details: [Holds](#) [PO Line Details](#) [Accounting](#) [Document History](#)

Please enter your comments and click **OK**.

Supplier: A DAIGGER & CO INC Date: 12/04/2008 Amount: 6,500.00 USD Terms: Net 30 Terms Date: 12/04/2008

Return To View: Default Previous Page 1 of 1 Next Page

Comments* :
We did receive the chairs, want them and have enough funds available so please pay the invoice.

OK Cancel

COMMENT REQUESTED Invoice

Daigger
A. Daigger & Co. Inc
620 Lakeside Parkway
Vermont Hills, IL 60061

UNIVERSITY OF PENNSYLVANIA
University of Pennsylvania
1370 Locust
435 Assen & Shields Eastern Station
320 South 39th Street
Philadelphia, PA 19104

PO#	Number	Terms	Rep	Ship	AMOUNT
3078081		Net 30	BB		1356506

Quantity	Item #	Description	Price Each	Amount
2	220-9027	Desk w/5 side drawers	1,125.00	
2	221-9027	Matching chairs	500.00	
Shipping and Handling				
Total				

Training Use Only

Markup Applied when Route to Accounts Payable icon

 Please Note: Only the **Holds Resolved**, **Route to Accounts Payable** and **Return To** markups transition the Invoice to Accounts Payable and remove the item from the Web Inbox.

Resolving Holds (continued)

Markups (a.k.a. Stamps) & Notes (continued)

E-mail Document Link

Email Document

Use this to send an e-mail with your comments together with a link or .pdf to the Markview invoice image for others to review.

- Invoice can be viewed by other PO Managers or BEN Balances users
- Reviewer CANNOT apply Markups used for transitioning invoice to Accounts Payable, i.e. Holds Resolved, Route to Accounts Payable or Return To
- Reviewer can apply notes using the Blue Sticky Note or Green Text

To begin using E-mail Document

- Type in the last name of the contact desired, e.g. Murray
- Click on the icon to the right of the Contact field
- From the List of Values (LOV), click on the desired Full Name

Please note: Only PO Managers names are in the Contact LOV. To send to BEN Balances or others enter their e-mail address.

Full Name	Last Name	First Name	Email Address	User ID
MURRAY, BARBARA (MURRAYB)	MURRAY	BARBARA	altimage@admsystems.upenn.edu	MURRAYB
MURRAY, LORRAINE (MURRAYL)	MURRAY	LORRAINE	altimage@admsystems.upenn.edu	MURRAYL

- Type in the desired comments
- The asterisk denotes a required field
- Click [OK]

Resolving Holds (continued)

Quantity Received Hold (Qty Rec Hold)

When an invoice is placed on Qty Rec Hold, the following steps should be followed to either pay or not pay the invoice.

- To pay the invoice, log on to BEN Financials and follow the steps provided in the following user guides http://www.finance.upenn.edu/ftd/documentation/req_manual.pdf or http://www.finance.upenn.edu/ftd/documentation/pomgr_manual.pdf
- To cancel the invoice, place a 'Route to Accounts Payable' Markup with the reason for the cancellation

Invoice #4000 Invoice 3 of 5 [Return to List](#) [Previous Item](#) [Next Item](#) [Tutorial](#)

Quick Links to Invoice Details: [Holds](#) [PO Line Details](#) [Accounting](#) [Document History](#)

There is a variance between the quantity and/or price billed and the original Purchase Order. Please place the **Holds Resolved** markup to approve the variance or place the **Route to Accounts Payable** markup to request cancellation of the invoice. Qty Rec holds require a receipt to be created within the BEN Financials.

Supplier: SHIHADDEH CARPETS Date: 12/04/2008 Amount: 25,000.00 USD Terms: Net 30 Terms Date: 12/04/2008

View: Default Previous Page 1 of 1 Next Page

Image Size:

Blue Sticky Note
Green Text
Holds Resolved
Route To Accounts Payable
Print
Email Document

Click on image to zoom in

Holds [Return to Top](#)

Hold Lookup Code	Hold Reason	Hold Date	Hold Line Number
Qty Rec	Quantity billed exceeds quantity received	12/04/2008	1

PO Line Details [Return to Top](#)

Invoice Dist Line Number	Invoice Dist Amount	Invoice Unit Price	Invoice Quantity	PO Number	PO Line Number	PO Unit Price	PO Currency	PO Quantity	PO Item Description	Quantity Ordered	Quantity Received	Quantity Billed
1	25,000.00	1.00	25000	2070092	1	1.00	USD	25000	New carpets for the 1st thru 4th floor of the building - hallway, offices and conference rooms	25000	0	25000

*If there are multiple Holds on the invoice, e.g. Max Ship Amount and Qty Rec, and you want to pay the invoice, place the Holds Resolved Markup for the Max Ship Amount and **also** enter the receipt in BEN Financials for the appropriate amount*

Resolving Holds (continued)

PO Hold Resolution Grid

Hold Resolution Grid		
Hold Type	Approve Invoice	Cancel Invoice
Quantity Ordered Hold (Qty Ord)	Apply Holds Resolved stamp	Apply Return to Accounts Payable stamp with the reason for cancellation in the comment box
Maximum Shipment Hold (Max Ship Amount)	Apply Holds Resolved stamp	
Quantity Receipt Hold (Qty Rec)	Log on to BEN Financials and process receipts via Requisitioner or PO Manager Responsibility	
Multiple Holds (e.g. Max Ship Amount & Qty Rec)	Apply Holds Resolved stamp. If one of the holds is a QTY REC Hold, log on to BEN Financials and process receipts via Requisitioner or PO Manager Responsibility	
Comment Requested (170_SYSTEMS_HOLD)	Review message sent by Accounts Payable by clicking on Comment Requested Markup & apply Return To stamp with info requested	

Manipulating the Image Display

There are a variety of ways to view the image. Use the options displayed to increase, reduce and/or rotate an image.

View:
Reveals that Markups that appear on the image (*see below for more details*)

Image:
Increases or reduces the image area on the screen

Previous Page:
View a multiple pages scanned

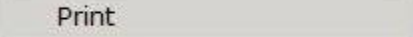
Image Toolbar:
Provides a variety of sizes to view & rotate the image

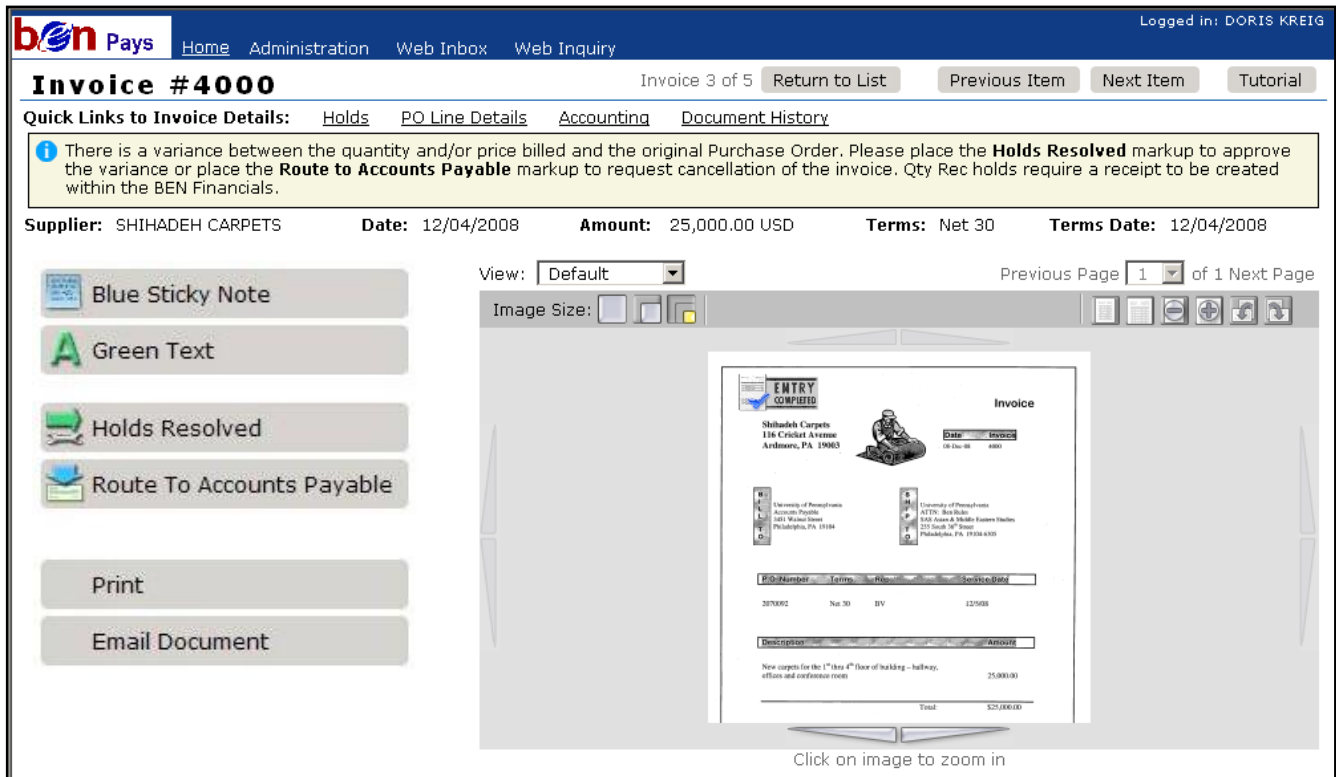
Click on image to zoom in

View – Displays markups on the invoice as follows:

- Default – Displays all markups that have been applied to the image
- Minimum – Temporarily removes all markups so that the invoice details on the image can be easily viewed
- Maximum – Displays all markup and origin information as well as the current queue of the invoice

Print the Invoice

To print an invoice, click on  while the image is on the screen.




ben Pays Home Administration Web Inbox Web Inquiry Logged in: DORIS KREIG

Invoice #4000 Invoice 3 of 5 [Return to List](#) [Previous Item](#) [Next Item](#) [Tutorial](#)

Quick Links to Invoice Details: [Holds](#) [PO Line Details](#) [Accounting](#) [Document History](#)

Supplier: SHIHADEH CARPETS **Date:** 12/04/2008 **Amount:** 25,000.00 USD **Terms:** Net 30 **Terms Date:** 12/04/2008

View: Default Previous Page 1 of 1 Next Page

Image Size: 

Blue Sticky Note

Green Text

Holds Resolved

Route To Accounts Payable

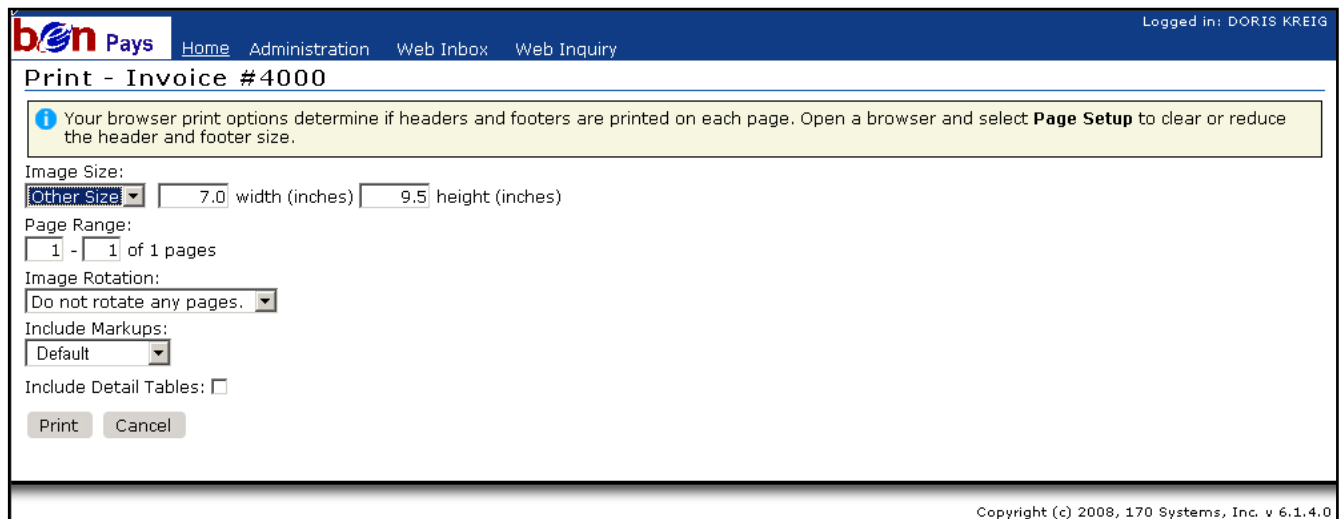
Print

Email Document

Click on image to zoom in

Select the following or accept the defaults

- Image Size
- Page Range
- Image Rotation
- Include Markups (see 'View' details on the previous page)
- Include Detail Tables – prints the expanded information located at the bottom of the screen



ben Pays Home Administration Web Inbox Web Inquiry Logged in: DORIS KREIG

Print - Invoice #4000

Image Size: Other Size width (inches) height (inches)

Page Range: - of 1 pages

Image Rotation: Do not rotate any pages.

Include Markups: Default

Include Detail Tables:

Print **Cancel**

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Expanded Information

At the bottom of each screen more information can be found regarding the invoice on hold such as:

- Holds
- PO Line Details
- Accounting
- Document History

This information can be very useful in determining why the invoice is on Hold and deciding the course of action required to resolve the Hold.

Holds:

Hold Lookup Code, Hold Reason, Hold Date

PO Line Details:

Includes Quantity Ordered, Received and Billed

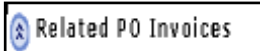
Accounting:

Includes GL Account(s) Charged

Document

History: Includes the actions taken on the invoice since it was scanned in Markview

If there are additional invoices related to the PO a section is available titled:



ben Pays
Home Administration Web Inbox Web Inquiry
Logged in: DORIS KRIEG

Invoice #4000

Invoice 3 of 5 [Return to List](#) [Previous Item](#) [Next Item](#) [Tutorial](#)

Quick Links to Invoice Details: [Holds](#) [PO Line Details](#) [Accounting](#) [Document History](#)

There is a variance between the quantity and/or price billed and the original Purchase Order. Please place the **Holds Resolved** markup to approve the variance or place the **Route to Accounts Payable** markup to request cancellation of the invoice. Qty Rec holds require a receipt to be created within the BEN Financials.

Supplier: SHIHADDEH CARPETS **Date:** 12/04/2008 **Amount:** 25,000.00 USD **Terms:** Net 30 **Terms Date:** 12/04/2008

[Blue Sticky Note](#)

[Green Text](#)

[Holds Resolved](#)

[Route To Accounts Payable](#)

[Print](#)

[Email Document](#)

View: Default Previous Page 1 of 1 Next Page

Image Size: □ □ □

Click on image to zoom in

Holds [Return to Top](#)

Hold Lookup Code	Hold Reason	Hold Date	Hold Line Number
Qty Rec	Quantity billed exceeds quantity received	12/04/2008	1

PO Line Details [Return to Top](#)

Invoice Dist Line Number	Invoice Dist Amount	Invoice Unit Price	Invoice Quantity	PO Number	PO Line Number	PO Unit Price	PO Currency	PO Quantity	PO Item Description	Quantity Ordered	Quantity Received	Quantity Billed
1	25,000.00	1.00	25000	2070092	1	1.00	USD	25000	New carpets for the 1st thru 4th floor of the building - hallway, offices and conference rooms	25000	0	25000

Accounting [Return to Top](#)

Amount undistributed (USD): 0.00

Num	Line Type	Tax Code	Amount (USD)	GL Account	GL Account Text	Description
→1	Item		25,000.00	020-0102-1-000000-5225-4550-0000	SAS/UR-ASIAN/MIDEAST S-Y-GENERAL UNRESTR-NONCAP FURN/FIX-ASIAN MID EAST-UNDEFINED	New carpets for the 1st thru 4th floor of the building - hallway, offices and conference rooms

Document History [Return to Top](#)

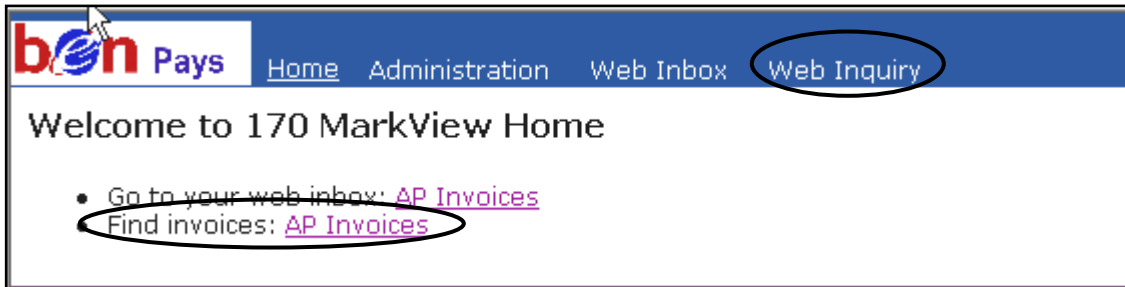
Timestamp	User ID	Detail
12/03/2008 15:41:54	DISHMAEL	Created: 170 MarkView Scan Station
12/04/2008 14:09:01	JPALMER	JESSE PALMER (JPALMER) attached Oracle Applications Record.
12/04/2008 14:09:15	JPALMER	JESSE PALMER (JPALMER) placed "Entry Complete" Markup.
12/04/2008 14:09:15	JPALMER	JESSE PALMER (JPALMER) placed "Entry Complete" Markup and sent for 170 workflow system verification.
12/04/2008 14:25:57	System	Oracle Applications status is "NEEDS REAPPROVAL" There are 1 unreleased holds on the PO Invoice.
12/04/2008 14:25:57	System	The current Hold is QTY REC; routing to role PO AGENT. New owner DKRIEG.
12/04/2008 14:25:57	DKRIEG	Queue: Purchasing Resolution
12/04/2008 14:46:35	System	Oracle Applications status is "NEEDS REAPPROVAL" There are 1 unreleased holds on the PO Invoice.
12/05/2008 11:40:39	System	Oracle Applications status is "NEEDS REAPPROVAL" There are 1 unreleased holds on the PO Invoice.
12/12/2008 11:32:01	System	Oracle Applications status is "NEEDS REAPPROVAL" There are 1 unreleased holds on the PO Invoice.
12/16/2008 06:47:08	System	Oracle Applications status is "NEEDS REAPPROVAL" There are 1 unreleased holds on the PO Invoice.

Web Inquiry

Use Web Inquiry to view invoices associated with a purchase order. Querying by PO Number returns all the invoices and credit memos matched to the PO.

Does not include EDI credit memos

- From the 170 Markview Home page, click on **Find Invoices: AP Invoices** or **Web Inquiry**



Select from either the [Basic] or [Advanced] Web Inquiry

- Enter the search criteria
- Click on [**Submit**]

Basic Web Inquiry

Advanced Web Inquiry

View Invoice Images from BEN Financials

There are three responsibilities from which to view images of invoices

- **PO Manager** or
- **GL Inquiry (Secured)**
- **Invoice Inquiry**


For information on viewing invoices the following user guides are available:

- PO Manager User Guide

http://www.finance.upenn.edu/ftd/documentation/pomgr_manual.pdf

- GL Inquiry User Guide

http://www.finance.upenn.edu/ftd/documentation/glinq_manual.pdf

 *For Requisitioners Only use the Invoice Inquiry Responsibility and the corresponding Invoice Inquiry User Guide*

http://www.finance.upenn.edu/ftd/documentation/inv_inq.pdf

Revision History

Date	Page Number(s)	Topic
December 15, 2003	Various	Formatting and minor wordsmithing
January 25, 2005	5	Addition of U@Penn website
July 12, 2005	Various	Update Markview images
July 12, 2005	15 – 16	Change to procedure for adding markups
July 31, 2005	Various	Change to procedure for adding markups
October 14, 2005	27 and 30	Update navigation flow and screens
February 10, 2006(BAM)	27 and 30	New navigation screen
December 23, 2008	Various	Markview upgrade
December 2, 2010	Various	E-mail Document button/info changed
March 1, 2012 (BAM)	Page 6	Added new Penn eForm information