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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 on-line
- Allows for electronic imaging of:
  - All Purchase Order Invoices
  - Non-PO Payment Requests, invoices, and accompanying documentation (e.g. W-9, C-12)

What is NOT imaged?

- PO supporting documentation (e.g. contracts, competitive bids)
- Travel documentation
- 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_reg/

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](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](http://benapps.isc-seo.upenn.edu)
- Access to BEN Financials and BEN Deposits

Business Enterprise Network

[http://www.finance.upenn.edu/ben](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/](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/oacp/](http://www.upenn.edu/oacp/)
- 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)

- Information about BEN Financials Reports, Fund Aggregations & Object Code Aggregations, etc.
Overview of BEN (continued)

Purchasing Services Web Page

https://cms.business-services.upenn.edu/purchasing/

- Information about BEN Buys, the Commodity Matrix, Supplier information, etc.

Purchasing Forms

https://cms.business-services.upenn.edu/purchasing/policies-a-forms/forms.html

- Request to Add a New BEN Buys Ship-To-Location
- Request for University Tax Exemption Certificate
- Request to Resend Approved Purchase Order to Supplier
- And more...

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 p.m. Monday through Friday

BEN Knows Web Page

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

- Web site to browse and search for possible solutions to your BEN Financials 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 60 days or more of attending a training course, you will be required to repeat the course to obtain access.**
Glossary of Terms

General

Action
In the MarkView viewer, you take actions to process documents. Taking an action moves the document to the next step in Accounts Payable.

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

Image
An electronic copy of an invoice or a document 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 documentation 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 a ‘PDA form’ from Accounts Payable that has been put on hold.

MarkView (170)
The imaging system integrated with the BEN Pays function which allows users to ‘view’ scanned invoices.

Non-Imaged Documents
Travel documentation, 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.

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 ‘Resolve Holds’, ‘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 Request Comment by Accounts Payable; Maximum Shipment Hold; Quantity Ordered Hold; and Quantity Received Hold.

**Request Comment by Accounts Payable**
Accounts Payable requires additional information or clarification.

**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

From: Accounts Payable [apsup@exchange.upenn.edu]
Sent: Monday, December 9, 20XX 8:05 AM
To: Ishmael, David W.
Subject: You have invoices in your Web Inbox

Hello BARBARA RUSSELL,

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 or processing invoices, please refer to the BEN Pays Invoice Imaging Quick Reference Guide or the BEN Pays User Guide. If you have additional questions please contact BEN Helps at 6-HELP (215-746-4357).

- Your browser session will now connect to MarkView:
- Enter your **Username** and **Password**
  - Same as BEN Financials
- Click [OK]

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

<table>
<thead>
<tr>
<th>Invoice Number</th>
<th>Supplier Name</th>
<th>Supplier ID</th>
<th>Operating Unit</th>
<th>Type</th>
<th>PO Number</th>
<th>Invoice Date</th>
<th>Amount</th>
<th>Currency</th>
<th>Priority</th>
<th>Needs...</th>
</tr>
</thead>
<tbody>
<tr>
<td>TMEG1301</td>
<td>DAVIDSON &amp; CO INC</td>
<td>VERNONHILLS-1</td>
<td>University of Pennsylvania</td>
<td>PO Invoice</td>
<td>2976092</td>
<td>17-Aug-13</td>
<td>5982</td>
<td>USD</td>
<td>40</td>
<td>comment</td>
</tr>
<tr>
<td>TMEG1301</td>
<td>TRANSFORM FILM PRODUCTS</td>
<td>TELAVER-1</td>
<td>University of Pennsylvania</td>
<td>PO Invoice</td>
<td>2976094</td>
<td>18-Aug-13</td>
<td>1742</td>
<td>USD</td>
<td>40</td>
<td>purchasing resolution</td>
</tr>
<tr>
<td>TMEG1301</td>
<td>MENDON CARPETS</td>
<td>JERSEY-1</td>
<td>University of Pennsylvania</td>
<td>PO Invoice</td>
<td>2976100</td>
<td>19-Aug-13</td>
<td>27300</td>
<td>USD</td>
<td>20</td>
<td>purchasing resolution</td>
</tr>
<tr>
<td>TMEG1301</td>
<td>PHILADELPHIA CATERING COMPANY</td>
<td>PHILADELPHIA-2</td>
<td>University of Pennsylvania</td>
<td>PO Invoice</td>
<td>2976207</td>
<td>18-Aug-13</td>
<td>6875</td>
<td>USD</td>
<td>20</td>
<td>purchasing resolution</td>
</tr>
<tr>
<td>TMEG1301</td>
<td>ADVANCED OFFICE ENVIRONMENTS</td>
<td>PHILADELPH-4</td>
<td>University of Pennsylvania</td>
<td>PO Invoice</td>
<td>2976138</td>
<td>19-Aug-13</td>
<td>1302.98</td>
<td>USD</td>
<td>20</td>
<td>purchasing resolution</td>
</tr>
</tbody>
</table>

- 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
Inbox Item: Invoice Image & Work Item Details

Upon clicking an invoice number, the screen below appears:

1. Message
2. Actions
3. Annotations
4. View
5. Output
6. Expandable Information
7. Navigation

Please Note: Only the Resolve Holds, Route to Accounts Payable and Return To Actions transition the Invoice to Accounts Payable.
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

2. Use the Actions to transition the invoice to Accounts Payable
   - Resolve Holds - use to APPROVE payment for invoice with Max Ship Amount & Qty Ord holds
     - Comment box not used
   - Route to Accounts Payable – use to CANCEL an invoice
     - Comment box used to explain the reason for cancellation - read by Accounts Payable

3. Use Annotations to add notes, text or highlight information
   - Yellow Highlight – for department use only
   - Blue Sticky Note - information note for department use only
   - Red Arrow – for department use only
   - Green Text - information note for department use only

4. Use View to see the Action History and adjust the image as needed
   - Action History – shows a reverse chronological list of all actions
     - Can read ‘Commented Requested’ from Accounts Payable here by clicking on
   - Thumbnails, Zoom Out/In, Rotate Left/Right – to resize image
   - Page Overview - use to highlight and scroll over invoice
   - Options - customize the appearance of viewer toolbars and images

5. Use Output to send an e-mail or print the document
   - Email – sends e-mail w/link or PDF of invoice image w/your comments for others to review
   - Print - directly print the image to your local printer

6. Expandable information includes the following:
   - Holds
   - PO Lines Details
   - Accounting
     - Includes account distribution information by clicking on
   - Document History
   - Navigation - links to go to Previous, Next or Return to List
Resolving Holds (continued)

The following are the more frequent activities performed in Markview:

**Actions**

*Actions* are used to transition the invoice out of the Buyer’s Web Inbox

- **Resolve Holds**
  - Use to approve an invoice for payment by releasing Max Ship Amount (Maximum Shipment Amount) and Qty Ord (Quantity Ordered) Holds

- **Route To Accounts Payable**
  - Use to send the invoice to Accounts Payable with instructions to cancel the invoice as explained in the comment box

- **Request Comment**
  - Used by Accounts Payable or Buyer when more information or clarification is needed.

- **Return To**
  - Used to reply to ‘Request Comment’ from Accounts Payable

**View**

- **Action History**
  - Used to show a reverse chronological list of all actions. Also used to view the ‘Request Comment’ information entered by Accounts Payable.

- **Page Overview**
  - Used to highlight and scroll over invoice

- **Options**
  - Use to customize the appearance of viewer toolbars and images

**Output**

- **E-mail Print**
  - Used to e-mail or print documents
Resolving Holds (continued)

Actions

Resolve Holds

Use ‘Resolve Holds’ 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 two 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.

Sample Max Ship Amount Hold
Resolving Holds (continued)

Actions (continued)

Resolve Holds (continued)

To approve invoice for payment follow these steps:

- Click on ‘Resolve Holds’
  - Comment box *not* used with Resolve Holds
- Click [OK]
- This transitions the invoice back to Accounts Payable for payment

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

**Please Note:** 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)

Actions (continued)

Route to Accounts Payable

Use ‘Route to Accounts Payable’ to cancel an invoice.

Scenario: Transfax Film Products seems to have double-billed you for an $856 fax machine. Checking your records, you find that only one fax machine was ordered and only one fax machine was received.

Use the Page Overview to move over the invoice as needed.

Sample Max Ship Amount & Qty Ord Hold

You only need to respond once to this multiple holds scenario.
Resolving Holds (continued)

Actions (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 additional information

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

Please Note: Only the Resolve Holds, 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)

Actions (continued)

Request Comment by Accounts Payable

Used by Accounts Payable when more information or clarification is needed.

Scenario: On the Purchase Order to A. Daigger & Co. you originally ordered a desk. The invoice has been placed on hold because it includes a matching chair for an additional $357.00. The chair was 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 chair. Respond to the message with the Return To stamp.

Note the Action icons have changed

You can view the ‘comment’ from AP in two places: In the ‘Message’ area or by clicking on ‘Action History’ and then the ▶

Sample Request Comment/Return To

Note the Action icons have changed
Resolving Holds (continued)

Actions (continued)

Return To

To respond to the ‘Request Comment’ Markup from Accounts Payable follow these steps:

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

Comments read: We did receive the chair, want the chair and have enough funds available so please pay

Please Note: Only the Resolve Holds, 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)

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:

- To cancel the invoice, click on ‘Route to Accounts Payable’ with the reason for the cancellation.

Sample Qty Rec Hold

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

Important! Do not click on ‘Resolve Holds’. Only process receipt in BEN Financials.
## Resolving Holds (continued)

### PO Hold Resolution Grid

<table>
<thead>
<tr>
<th>Hold Type</th>
<th>Approve Invoice</th>
<th>Cancel Invoice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantity Ordered Hold (Qty Ord)</td>
<td>Click on ‘Resolve Holds’. <strong>Please do not type anything in the Comments box.</strong></td>
<td></td>
</tr>
<tr>
<td>Maximum Shipment Hold (Max Ship Amount)</td>
<td>Click on ‘Resolve Holds’. <strong>Please do not type anything in the Comments box.</strong></td>
<td>Click on ‘Return to Accounts Payable’ with the reason for cancellation in the comment box.</td>
</tr>
<tr>
<td>Quantity Receipt Hold (Qty Rec)</td>
<td>Log on to BEN Financials and process receipts via Requisitioner or PO Manager Responsibility. No further action is needed. Please do not use the ‘Holds Resolved’ or ‘Route to Accounts Payable’ to indicate ‘OK to pay’. These will not remove the Hold.</td>
<td>Important! Please do not click on ‘Resolve Holds’.</td>
</tr>
<tr>
<td>Multiple Holds</td>
<td>Click on ‘Resolve Holds’. If one of the holds is a QTY REC Hold, log on to BEN Financials and process receipts via Requisitioner or PO Manager Responsibility</td>
<td></td>
</tr>
<tr>
<td>Request Comment (170_SYSTEMS_HOLD)</td>
<td>Review message sent by Accounts Payable by clicking on Action History. Read the comment by clicking on the ➤. Click on ‘Return To Accounts Payable’ with information requested.</td>
<td></td>
</tr>
</tbody>
</table>
View

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

- Action History—Review actions taken on current document
- Thumbnail icon—Move through multi-page documents
- Zoom functions—Zoom in and out
- Rotation functions—Rotate the image in 90-degree increments
- Page Overview—Focus on a particular part of an image
- Options—Customize the appearance of viewer toolbars and document images

For additional information on this and other topics, click on the Help icon on the upper right-hand side of the screen.
Output

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

Reviewer CANNOT apply Markups used for transitioning invoice to Accounts Payable, i.e. Resolve Holds, Route to Accounts Payable or Return To

Reviewer can apply Annotations, i.e. Yellow Highlight, etc.

To begin sending E-mail:
- Click on To...
- Type in the last name of the contact desired, e.g. Murray in the Filter Criteria field
- Click on [Filter]
- Click on the desired name; click on To->
- Click [OK]
- Select a Delivery Option
  - Document Link - sends an email containing a link to the document in MarkView
  - PDF Attachment (default) - generates and sends an email with a PDF of the document attached
  - Page Range - the default minimum is 1; the default maximum is the total number of pages in the document
- Select Image Options (Optional)
- Click [OK]

Print
Use this to print an image currently on the screen.
To begin printing:
- Enter a Page Range – the default minimum is 1; the default maximum is the total number of pages in the document
- Select Image Options (Optional)
- Click [OK]
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

**Related PO Invoices:** Includes additional invoices related to the PO

**Accounting:** Includes GL Account(s) Charged

**Document History:** Includes the actions taken on the invoice since it was scanned in Markview
Request Comment by User

The Request Comment ‘Action’ gives a user the ability to send invoices from their Inbox to any active PO Manager requesting comments. This functionality is useful for PO Managers who have transferred to another department within the University. They are able to send invoices, which go on hold, from their previous department to another PO Manager requesting comments if the invoice is okay to pay. This leaves an audit trail in the Action History. The Request Comment functionality is also be useful to PO Managers who place orders for others PO Managers in their department. They will be able to send invoices on hold out for comment to the other PO Managers.

Please Note - This functionality doesn’t allow the user, receiving this 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.

- View your Current Inbox Items

- After selecting an invoice to view, you will notice ‘Request Comment’ is an available ‘Action’ item.
Request Comment by User (continued)

- Click on ‘Request Comment’

- Enter in the PO Manager’s Contact name and enter Comments

- Click [OK] to send the invoice with comments to the Contact entered

You have successfully sent PO Invoice 10301183 to CHARLES MOLLI (CMOLLI) for comment. The viewer is now showing the next document.

- The ‘Contact’ can now view the invoice and send a comment back to the sender
Please Note – Recall and Re-Route actions are visible but are not allowed to be used by the name entered in ‘Contact’. The Contact can only use the Return To action with their comments. Below are the error messages that appear:

- You did not request comments on this document. JNACE requested comments on this document and is the only person allowed to take the Recall action.
- You did not request comments on this document. JNACE requested comments on this document and is the only person allowed to take the Re-Route action.
- You can view all invoices which you sent out for ‘Request Comment’ from your Current Inbox Items list.
- Click on ‘My Comment Requests’
Recall Invoice Sent Out for Comment

- You have the ability to ‘Recall’ any invoices you sent out for ‘Request Comment’

**Items Sent for Comment**

- Click in the box next ‘Recall Selected’
- Click on [Recall Selected]

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

Re-Route Invoice to Another PO Manager

- In addition, you have the ability to ‘Re-Route’ the invoice to another PO Manager
- Click on ‘My Comment Requests’ from your Current Inbox Items list
Request Comment by User (continued)

- Click on the invoice Description which will bring up the invoice image

- You will have the ‘Re-Route’ action available for use

- Click on the ‘Re-Route’ Action

- Enter the Contact and Comments

- Click [OK] and you will see the invoice has been rerouted to another user

---

**Items Sent for Comment**

- You have successfully sent PO Invoice 10301183 to RYAN BARNETT (RYANB) for comment.
- You requested comments on the following Items.
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**
- **GL Inquiry (Secured)**
- **Invoice Inquiry**

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

- **PO Manager User Guide**
  

- **GL Inquiry User Guide**
  

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Page Number(s)</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 26, 2012 (BAM)</td>
<td>Various</td>
<td>R12 BEN Financials Upgrade</td>
</tr>
<tr>
<td>December 9, 2013 (BAM)</td>
<td>Various</td>
<td>Markview Upgrade and PDA Forms (formerly C-Forms)</td>
</tr>
<tr>
<td>April 21, 2015 (BAM)</td>
<td>Page 20</td>
<td>Added text box regarding Quantity Receipt Hold</td>
</tr>
<tr>
<td>August 31, 2015 (BAM)</td>
<td>Page 21</td>
<td>Updated the Hold Resolution Grid</td>
</tr>
<tr>
<td>November 6, 2015 (BDL)</td>
<td>Pages 25 – 29</td>
<td>New feature: Request Comment by User</td>
</tr>
<tr>
<td>December 17, 2015 (PW)</td>
<td>Page 5</td>
<td>Purchasing Services website updates</td>
</tr>
<tr>
<td>June 30, 2016 (BDL)</td>
<td>Pages 5, 6</td>
<td>Removed ‘BEN Reports’ reference; no longer exists</td>
</tr>
<tr>
<td>May 31, 2018 (BDL)</td>
<td>Various</td>
<td>Reviewed and updated various web links; removed PDA form references</td>
</tr>
</tbody>
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