

BEN Pays - MarkView Workshops

Overview – MarkView Holds

- Business process—
 - PO Manager gets email notification and checks web inbox
 - PO Manager reviews the Hold, purchase order, and invoice
 - PO Manager determines if the invoice should be paid or not
 - PO Manager takes the appropriate action with the Supplier if items need to be returned
 - PO Manager applies the appropriate MarkView stamp supporting the decision (and/or processes receipts in BEN Buys)
 - PO Manager confirms that the action has been successfully completed
- Only the Buyer of the PO (or their alternate assignment designee) can **approve** or request **cancellation** of the invoice

From: Accounts Payable
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).

Web Inbox –lists invoices on hold awaiting review

- Information shown includes Invoice Number, Supplier Name, PO Number, Invoice Date, and Amount
 - Invoice Number is a link that will open invoice for review
 - An e-mail notification for invoices on hold will be sent daily

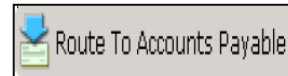
Invoice Number	Supplier Name	Supplier Site	Type	PO Number	Invoice Date	Amount	Currency	Priority	Needs...
TRNG2001	FISHER SCIENTIFIC COMPANY	PHILADELPHIA-1	PO Invoice	2816882	15-AUG-12	2943	USD	40	comment
TRNG4001	ADVANCED OFFICE ENVIRONMENTS	PHILADELPHIA-4	PO Invoice	2816914	10-AUG-12	1362.08	USD	40	purchasing resolution
TRNG1001	FAX PLUS SYSTEMS INC	MOUNTLAUREL-1	PO Invoice	2816866	10-AUG-12	1742	USD	40	purchasing resolution
TRNG5501	PHILADELPHIA CATERING COMPANY	PHILADELPHIA-2	PO Invoice	2816930	10-AUG-12	6875	USD	40	purchasing resolution
TRNG3001	SHIHAEDEH CARPETS	ARDMORE-1	PO Invoice	2816898	10-AUG-12	25000	USD	40	purchasing resolution

Key Markup Stamps

- **Holds Resolved** – Approves the invoice for payment



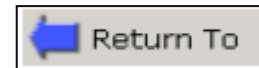
- **Route to Accounts Payable** – Sends the invoice to Accounts Payable with instructions to cancel the invoice without paying it (i.e. “Cancel Invoice because.....” – give reason as appropriate)



- **Comment Requested** – Used by Accounts Payable to request more information or clarification, and/or address items on an invoice that were not ordered on the corresponding purchase order (Accounts Payable will usually phrase the question in the form of a yes/no question)



- **Return To** – Used by the Buyer to respond to a “Comment Requested” markup (respond, “Yes, do xyz because....” or “No, do not do xyz because.....”)



Holds Types and Actions

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	Apply Return to Accounts Payable stamp with the reason for cancellation in the comment box
Quantity Receipt Hold {QTY REC}	Log on to BEN Financials and process receipts via the Requisitioner or PO Manager Responsibility	Apply Return to Accounts Payable stamp with the reason for cancellation in the comment box
Multiple Holds	Apply Holds Resolved stamp. If one of the holds is a QTY REC Hold, log on to BEN Financials and process receipts via the Requisitioner or PO Manager Responsibility	Apply Return to Accounts Payable stamp with the reason for cancellation in the comment box
Comment Requested	Review e-mail message sent by Accounts Payable and apply Return To stamp with the information requested	

Workshops

- Log into BEN Pays MarkView Workshops --- STDT03XX
- Complete the workshops below by answering the questions and performing the appropriate tasks
- Follow the instructions in the Message Area at the top of the page on each invoice
 - Provides information on the invoice holds and instructions to follow
 - Blue icons are instructions
 - Red icons are warnings or alerts

Case #1 – Fax Plus Systems, Inc.

Fax Plus Systems, Inc. has billed you for **two fax machines** at \$856 each for a total of \$1,712; plus shipping and handling.

Questions:

- How do you enlarge the invoice image?

Answer: _____

- What type(s) of hold(s) have been placed on this invoice?

Answer: _____

- What has happened in this situation to cause the invoice to be put on “Hold”?

Answer: _____

- How did you figure out what happened?

Answer: _____

- How would you resolve this “Hold”?

Answer: _____

- Do you have to contact the Supplier or Accounts Payable? How?

Answer: _____

- How do you confirm that the invoice has transitioned back to AP?

Answer: _____

Case #2 – Philadelphia Catering Co.

You placed an order with Museum Catering for an ‘Old Guard Lunch’. The PO is for **\$7,500, split between a deposit of \$2,500 and the remaining balance for \$5,000**. The deposit has already been billed and paid. Your agreement with the caterer was that the balance would be paid once the event has been completed.

The event has been very successful with more attendees than anticipated and, as a result, more food and drink than expected was needed. **The final invoice is for \$6,875.**

Questions:

- What type(s) of hold(s) have been placed on this invoice?

Answer: _____

- How did these “Hold” come about?

Answer: _____

- Which PO Line(s) are on “Hold”? Why?

Answer: _____

- How should the Hold be resolved?

Answer: _____

- Where can you find information about each of the PO Lines?

Answer _____

- How much money should Museum Catering be paid? Why?

Answer _____

- How do you confirm that the invoice has transitioned back to AP?

Answer: _____

- How would you process a receipt?

Answer: _____

Case #3 – Fisher Scientific Co.

The invoice from Fisher Scientific is billing for a desk and chair. The invoice is now in your Web Inbox.

Questions:

- What type(s) of hold(s) have been placed on this invoice? Why?

Answer: _____

- Looking at the PO Line Details, what can you tell about what was ordered?

Answer: _____

- How would you reply to the Account Payable request for comment?

Answer: _____

- How do you return an item that you do not need/want?

Answer: _____

- How do you confirm that the invoice has transitioned back to AP?

Answer: _____

Case #4 – Shihadeh Carpets

New carpets were needed in your offices and conference room. You received bids and settled on **Shihadeh's bid of \$25,000**. A PO was created for \$25,000, the price you negotiated with the Supplier. After the Supplier received the PO, an installation date was scheduled. The installation was done on schedule and to your satisfaction. Once the installation was completed, the Supplier sent an invoice for the agreed upon amount of \$25,000. However, the invoice is now showing up on your "Hold" list.

Questions:

- Why did you obtain bids?

Answer: _____

- Where did you check to see if this was an approved and/or Contract supplier?

Answer: _____

- Which markup stamp should be placed on the invoice to resolve the "Hold"?

Answer: _____

- Should a Blue Sticky Note or Green Text stamp be put on the invoice?

Answer: _____

Case #5 – Advanced Office Environments (AOE)

Your Supervisor asks you to order **new chairs**; one (1) for the Manager and three (3) for the rest of the office (total 4 chairs).

You look through AOE's catalog and find suitable chairs and create a purchase order for 3 desk chairs and 1 manager chair. Based on the information in the catalog, your P.O. has one line for **\$847.50 (3 office chairs)** and a second line for **\$345.30 (1 manager chair)**.

The invoice is on "Hold".

Questions:

- What type(s) of hold(s) have been placed on this invoice?

Answer: _____

- Is there any discrepancy in the number of Lines and Items between the purchase order and the invoice?

Answer: _____

- Why is there a mistake in the amount billed?

Answer: _____

- How should the "Hold" be resolved?

Answer: _____