Penn Marketplace Non-PO Payment Request - Application

Training for Approvers

1.1 Welcome

![Welcome to the Penn Marketplace Non-PO Payment Requests Application Training for Approvers]

Notes:

1.2 Knowledge Link Training Tips

![Knowledge Link Training Tips]

Menu:
- Allows you to navigate to a desired section of the course.

Presentation Controls:
- Use pause, replay previous, and next as desired throughout the presentation.

Links:
- On-screen links will open a separate browser window.

Notes:
1.3 Objectives

Course Objectives

- After this training, users will be able to:
  - Review & Approve Non-PO Payment Requests.
  - Manage Non-PO Payment Requests and invoices.
  - Complete ‘Quiz’ to confirm knowledge and skills gained.
  - Understand ‘Next Steps’ and available Support resources.

Note: This Application Training for Approvers is Part 3 of 3 for Approver’s Only.

1.4 Approver Role

Role of Approver

- An Approver is responsible for reviewing and approving Non-PO Payment Requests or Invoices to authorize payment.
- It is the responsibility of an Approver to review all information on the Request or Invoice and any attachments for complete and accurate information, a valid University business purpose, and compliance with all University policies before authorizing the Request/Invoice for payment.
- Each Approver is assigned by their School or Center to an Approving Org and a level in the 3-level Non-PO Payment Approval Hierarchy.
- Each level has an assigned dollar-limit and can authorize payments up to that amount.
- An Approver may forward Non-PO Payment Requests or Invoices to obtain supplemental approvals needed for compliance or other business purposes.

Note: All Approvers also have the role of Preparer.
1.5 Approval Hierarchy

The 3-level Approver Org Hierarchy gives the Hierarchy its structure.
The approval required depend on the payment dollar amount and how each
School or Center constructed its Approval Hierarchy.
Each Approver is assigned by their School or Center to an Approving Org and
level in the 3-level Non-PO Payment Approval Hierarchy.

Note: Upon approval at Level 1, a Payment Request becomes an Invoice.

1.6 Approval Hierarchy

Non-PO Payment Requests are routed for approval to the Approving ORG
designated on the Non-PO Payment Request.
Approvers may act upon the Request or Invoice from the Approver Org Level
Folder or, if assigned to them, from their My Approval Folder.
All Payments $&gt;50,000 are routed to Accounts Payable for review.

Note: Requests will reside in a "Shared Folder", i.e. all Approver Org members can
see the Request and 'Assign' to My Approval Folder - to be discussed later.
1.7 Type of Non-PO Payment Requests

There are three types of Non-PO Payment Requests:

- Non-PO Payment Request
- Non-PO Credit Memo Request
- SP Payment Request (SP Preparers and Approvers Only)

*SP (Special Purpose) Payment Requests are accessed by a limited group of individuals.

1.8 Non-PO Payment Requests

Each Non-PO Payment Request has five (5) sections for the Level 1 Approver to review before taking a Request Action:

1. **Supplier** - the Supplier/Payee being paid.
2. **Questions** – the business purpose, amount to be paid and attachments.
3. **Codes** - identifies Approving Org hierarchy, account being charged, with a Note to Approver.
4. **Additional Information** - Special routing Instructions, i.e. Will Call.
5. **Review and Submit** – confirm all required fields are complete, then perform Request Action.

*Form Approvals* show where the request is in the workflow hierarchy.
1.9 Scenario Overview

One the following slides, two scenarios will be reviewed to demonstrate the review and approval process for Non-PO Payment Requests (Level 1 Approver) and Invoices (Level 2 & Level 3 Approvers).

- Scenario #1 - A Level 1 Approver will review and approve a Non-PO Payment Request.
- Scenario #2 - A Level 2 Approver will review and approve a Non-PO Invoice.

Tips will be incorporated throughout the demonstration.

1.10 Scenario #1

Scenario #1: Review a Non-PO Payment Request for an invoice to the Penn Club of New York for a Lunch Cultivation Meeting for $197.02.

In this scenario, the Approver Level 1 will edit the default account ‘code’.
1.11 Log On...

Log On to the Penn Marketplace

- Approvers will receive an email with a link to the Penn Marketplace when a Request/Invoice has been submitted for review and approval.
- Log into the Penn Marketplace (PennKey authentication required)

1.12 Navigate To Items Awaiting Approval

Navigate to Items Awaiting Approval

- Approvers have a variety of options to access items to approve.

The Flag icon (Action Items) and Bell icon (Notifications) are short cuts to items requiring your attention. Notification Settings are managed in View My Profile.
1.13 Navigate - Shared Folder

Notes:

1.14 Navigate - Shared Folder Actions

Notes:
1.15 **Navigate to Items Awaiting Approval**

View of Requests in My Shared Folder & Approval Org Folder
- My Approvals Folder items show as Assigned in Shared folder.

**Notes:**

1.16 **Review a Non-PO Payment Request**

Non-PO Payment Request Open for Review
- Approvers have five (5) sections to review.

**Notes:**
1.17 Sections to Review

Non-PO Payment Requests

Quick review of the five (5) sections the Level 1 Approver reviews before taking a Request Action:

1. **Supplier** - the Supplier/Payee being paid.
2. **Questions** - the business purpose, amount to be paid and attachments.
3. **Codes** - identifies Approving Org hierarchy, account being charged, with a Note to Approver.
4. **Additional Information** - Special Routing Instructions, i.e. Will Call.
5. **Review and Submit** - confirm all required fields are complete, then perform Request Action.

*Form Approvals* show where the request is in the workflow hierarchy.

1.18 Review-Supplier

Review a Non-PO Payment Request

- Supplier - Review Supplier/Payee Information.

Notes:
1.19 Review-Questions

Review a Non-PO Payment Request

- Questions – Review Policy and Payment Type.
  - Refer to the **Financial Policy Manual** as needed for policy information on the various types of payments.
  - Scroll down to continue the review of the Questions section.

Notes:

1.20 Review-Questions

Review a Non-PO Payment Request

  - Open and review all supporting documentation provided.
  - Ensure Supporting Documentation is complete and relevant for this Request.
  - Scroll down to continue the review of the Questions section.

Notes:
1.21 Review-Questions

- Review a Non-PO Payment Request


  **NOTE FOR FOREIGN INDIVIDUALS AND NON-U.S. ENTITIES:**
  - If work is performed outside the U.S., please attach a Certificate of Foreign Income Form. If not attached during implementation.
  - If work is performed inside the U.S., please attach the foreign information forms and stamp with country of work.

  For foreign individuals and non-U.S. entities, please attach a Certificate of Foreign Income Form. Attach Foreign Information Form and stamp with country of work. Instructions:
  - No further action

  Review attached supporting documentation, if any.

- Scroll down to continue the review of the Questions section

Notes:

1.22 Review-Questions

- Review a Non-PO Payment Request

  - Questions – Review Invoice Details.
    - Validate Invoice Details match supporting documentation
      - Invoice Number
      - Description of Payment
      - Grand Total Amount
      - Invoice Date, if provided

*Note: Grand Total Amount applies to the entire request and will be the total amount shown on the invoice*

Notes:
1.23 Review-Codes

Notes:

1.24 Review-Codes

Notes:
1.25 Account Validation Fails

- After the Level 1 Approver approves the Request, the Request becomes an Invoice and goes through Invoice Validation.
- During this validation, the COA on the invoice is validated with BEN to ensure the COA is a valid COA.
- If the validation fails, the invoice is in error and is reassigned to the Level 1 Approver.
- When this happens, the Level 1 Approver needs to navigate to the Invoice, look on the ‘History’ tab (reviewed later in this course), and correct the COA.

Notes:

1.26 Review-Codes

- Codes – Edit of COA must be done from My Approvals Folder.
- Request moves to My Approvals Folder

Notes:
1.27 Review-Supplier

Notes:

1.28 Review-Supplier

Notes:
1.29 Review-Additional Information

Notes:

1.30 Review and Submit

Notes:
1.31 Level 1 – Request Actions

- Level 1 Approvers have several Request Actions they can take when reviewing a Non-PO Payment Request:
  - Add to Favorites - adds a copy of the Request to Favorites
  - Approve/Complete – Request has been reviewed & approved for payment
  - Assign to Myself – Request is moved from Approver Org shared folder to My Approval folder and restricts others from acting upon the Request.
  - Forward To... – Request moves to person selected for supplemental approval with your approval & dollar authority.
  - Reject – cancels the Request. A Rejected request cannot be reinstated.
  - Return to Preparer – returns the Request to the Preparer for adjustment & resubmission. Only a Level 1 Approver can select this Action. Level 2 and 3 can only ‘Reject’ the Request.
  - Return to Shared Folder – Request returned to Approver Org shared folder.

Note: Availability of Request Actions depends on the folder you’re working from and in some cases you must be working from the Request Form.

1.32 Level 1 - Request Actions

- Request Actions vary when acting from a Folder or the Request.

<table>
<thead>
<tr>
<th>Request Action</th>
<th>Approver ORG Level 1 Folder (Shared folder)</th>
<th>My Form Request Approver Folder</th>
<th>Invoice (If Assigned to ME)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add to Favorites</td>
<td>YES</td>
<td>N/A</td>
<td>YES</td>
</tr>
<tr>
<td>Approve/Complete</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Assign to Myself</td>
<td>YES</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Forward To...*</td>
<td>N/A</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Put Request on Hold</td>
<td>N/A</td>
<td>Not used at Penn</td>
<td>Not used at Penn</td>
</tr>
<tr>
<td>Reject*</td>
<td>N/A</td>
<td>N/A</td>
<td>YES</td>
</tr>
<tr>
<td>Return to Preparer*</td>
<td>N/A</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Return to Shared Folder</td>
<td>N/A</td>
<td>YES</td>
<td>YES</td>
</tr>
</tbody>
</table>

*Request Actions that require a Note to the Preparer
1.33 Form Approvals after Request Submission

- Form Approvals show where the Request is in the workflow process.
- Form Approvals show past and future steps.
- View approvers show Approvers assigned to that Org Approver Level and their contact information.

Notes:

1.34 Sample Note Screens

Forward to... Search for a person, select a person, add Note

Now to Scenario #2, Reviewing and Approving an Invoice.
1.35 Log On...

Log On to the Penn Marketplace

- Approvers will receive an email with a link to the Penn Marketplace when a Request or Invoice has been submitted for review and approval.
- Go to Action Items > Unassigned Approvals > Invoices.

1.36 Invoice Folders

Overview of Invoice Approval Folders

- Invoice folders have similar folder structure as Request folders.

Note: Invoices only have 1 line, the Grand Total Amount of the payment.
1.37 Invoice Tabs - Summary

Overview of an Invoice

- An Invoice has many tabs & opens on Buyer Invoice>Summary tab

- An ‘edit’ button is available in every section.
- Only a few sections of an Invoice can be edited. DO NOT EDIT Invoice and Payment Overviews, or the Address!

1.38 Invoice Tabs - Summary

Overview of Invoice

- Continue review of Buyer Invoice>Summary tab.

- Special Routing Instructions - ‘edit’ Will Call if needed.
- Approving Org, COA, and Note to Approver can be ‘edited’ as previously demonstrated in Application Training for Preparers.
1.39 Invoice Tabs - Summary

- Continue review of Buyer Invoice>Summary tab.
- Link to open initial Non-PO Payment Request Form and payment supporting documentation.
- Able to 'edit' Grand Total of Requested Payment. Must also update COA to equal new amount and add a Note to History documenting change.
- Back to the top to review other Invoice tabs.

1.40 Invoice Tabs - Approvals

- Review Buyer invoice > Approvals tab.
- Approvals show where the invoice is in the workflow process.
- Approvals show past and future steps.
- View approvers will show Approvers assigned to that Approver Level and their contact information.
- Back to the top to review other Invoice tabs.
1.41 Invoice Tabs

Overview of Invoice Tabs

- See Buyer Invoice > Comments, Supplier Messages, & History tabs.

- Comments, Supplier Messages, & History tabs are used to document notes as needed during the review and processing of an invoice.
- Comments are internal to Penn users and can be emailed.
- Supplier Messages are sent by the Supplier to Penn.
- History notes are visible to both the Supplier and Penn users.
- Back to the top to review other Invoice tabs

1.42 Invoice Tabs

Overview of Invoice Tabs

- Buyer Invoice > Matching & Attachments tabs NOT USED at Penn.

- Matching and Attachments tabs are NOT USED by Penn.
- After completing the Invoice review, select an Invoice Action to approve and authorize payment.
1.43 Overview of Invoice

- Approve the Invoice after review of invoice and documentation.

- Click on the ‘Invoice Actions’ drop down and select ‘Approve/Complete Step’ to Approve and authorize payment. Invoice will continue through workflow.

1.44 Approver Invoice Actions

- Level 2/3 Approvers have several Invoice Actions available:
  - Add Comment – add Comment on Invoices Comments tab
  - Assign to Myself – invoice is moved from shared folder to My Approval folder and restricts others from acting upon the invoice.
  - Approve/Complete Step – approve current invoice
  - Approve/Complete & Show Next – approve current Invoice, show next invoice in folder.
  - Add Note to History – add note on Invoice History tab.
  - Forward To... – Invoice moves to person selected for supplemental approval with your approval & dollar authority.
  - Reject – cancel invoice with a note. Rejected invoices cannot be reinstated.
  - Return to Shared Folder – Invoice returned to the Approver Org shared folder.

Note: Availability of Invoice Actions depends on the folder you’re working from and in some cases you must be working from the Invoice.
1.45 Approver Invoice Actions

<table>
<thead>
<tr>
<th>Invoice Action</th>
<th>Approver Org Level 2/3 Folder (Shared Folder)</th>
<th>My Invoice Approval Folder</th>
<th>Invoice (If Assigned to Me)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Comment*</td>
<td>N/A</td>
<td>N/A</td>
<td>YES</td>
</tr>
<tr>
<td>Assign to Myself</td>
<td>YES</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Approve/complete step</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Approve/complete &amp; show next</td>
<td>YES</td>
<td>N/A</td>
<td>YES</td>
</tr>
<tr>
<td>Add Notes to History*</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Forward to...</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Reject/Cancel*</td>
<td>N/A</td>
<td>N/A</td>
<td>YES</td>
</tr>
<tr>
<td>Return to Shared Folder</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
</tbody>
</table>

* Request Actions that require a Note to the Preparer

1.46 Adding a Comment

- Comments are internal to Penn users.
- Select recipients. Add other Penn Marketplace users as needed.
- Add text and click on [Add Comment].
- Confirm Notification Settings to ensure you receive email & notifications.
1.47 Invoice Tabs - Summary

- Once an invoice is paid, payment information is available on the Invoice on both the Summary and Payment Overview tabs.

Note: While the Penn Marketplace does have information on POs, invoices, & Payments, the most complete information is found in BEN Financials.

1.48 Notification Preferences

- "Click Edit Section" and set preferences in Extra Requests options in the Penn Marketplace, and Email & Notification Preferences.

Notes:
1.49 Assigning Substitutes

Assigning a Substitute Approver

- Approvers may assign a Substitute Approver if they will be away from the office for a period of time.
- Assigning a Substitute Approver grants the individual your approval authority and dollar limit. Similar to using “Forward To...” action.
- Substitute assignments are set with a start date/time and an end date/time.
- Substitute assignments are temporary in nature, not ongoing.
- Substitutes can be any user in the Penn Marketplace. Please inform your Sr. Business Officer when assigning substitutes.
- Substitute Approvers are assigned from the Documents menu:
  Documents > Approvals > Assign Substitute Approvals

1.50 Support / Resources

Support/Resources

- Penn Marketplace
  - FAQs
  - Training
  - Change Agent Resources
- BEN Helps
  - Phone 6-Help or 215.746.4357
  - BEN Helps Online Support via ticket
- Financial Policy Manual
- Documentation

Notes:
1.51 Accessing the Penn Marketplace

Accessing the Penn Marketplace

- All Preparers and Approvers must complete the required training prior to gaining access to Non-PO Payment Requests
- BEN Users can enter the Penn Marketplace via BEN Financials
- Non-BEN Users can access via the Penn Marketplace link on the Penn Purchasing Services homepage.

Notes:

1.52 Quiz Instructions

Quiz Instructions

- Are you ready for the Quiz?
  - If you would like to review the material before proceeding to the quiz, use the navigation bar on the left to return to a specific topic or page
- All questions must be answered correctly for successful completion
  - You may retake the quiz as needed by clicking on [Retry Quiz] on the Results page at the end of the quiz
1.53 Next Steps

Next Steps

- Complete Application Training Quiz for Approvers with 100% score
- When appropriate, confirm access in the Penn Marketplace

Once you have completed the course, close this session.