Within MarkView, the Buyer has the ability to send invoices on hold to any active PO Manager requesting review and/or comment. The person to whom the invoice has been sent responds back to the Buyer with their comments using the ‘Return To’ Action in MarkView. From here, the Buyer’s ‘next step’ is to request that the hold(s) be released or invoice cancelled based on the MarkView training and/or documentation.

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

### 1. Send the invoice on hold to a PO Manager for review and comment.

- From the MarkView Web Inbox select the invoice on hold to view
  - The image is opened and the Request Comment Action is available
  - Click on ‘Request Comment’

<table>
<thead>
<tr>
<th>Step</th>
<th>Function</th>
<th>Person Responsible</th>
<th>BEN Pays/MarkView Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Send the invoice on hold to a PO Manager for review and comment</td>
<td>PO Buyer or Buyer's Alternate</td>
<td>Select Request Comment</td>
</tr>
<tr>
<td>2.</td>
<td>Respond to invoices that have been sent</td>
<td>PO Manager to whom comment was requested</td>
<td>Select Return To</td>
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<tr>
<td>3.</td>
<td>Recall/Re-Route invoices sent for comment and have not been returned</td>
<td>PO Buyer or Buyer's Alternate</td>
<td>Select Recall or Re-Route</td>
</tr>
</tbody>
</table>

For additional information click on the Invoice Imaging (MarkView) User Guide.
REQUEST COMMENT QRG

- Enter in the PO Manager’s Contact name and enter Comments
- Click [OK] to send the invoice with comments to the Contact entered

2. Respond to invoices that have been sent
- The invoice is now in the selected PO Manager’s BEN Pays/MarkView Web Inbox
- After opening the image the PO Manager can respond by selecting the ‘Return To’ Action and entering the appropriate comments
- Click [OK]

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:
3. Recall/Re-Route invoices sent for comment and have not been returned
The Buyer can view all invoices which are sent out for ‘Request Comment’ from the ‘My Comments Request’ link

Recall Invoice Sent Out for Comment

- The Buyer has the ability to ‘Recall’ any invoices you sent out for ‘Request 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, the Buyer has the ability to ‘Re-Route’ the invoice to another PO Manager
- Click on ‘My Comment Requests’ from your Current Inbox Items list
- Click on the invoice Description which will bring up the invoice image
- The ‘Re-Route’ action available for use
- Click on ‘Re-Route’
- Enter the Contact and Comments
- Click [OK] and the invoice has been re-routed to another user
- You will receive a message that you successfully sent the item for Comment Request.