Voucher Approval in UD Exchange

• Vouchers may require approval prior to payment based on dollar amount
• Vouchers route to the **PO Owner** for approval
  – The PO Owner does *not* need to have the Approver Role in their UDX profile
• The PO Owner will receive email notifications and reminders about vouchers to approve.
• The PO Owner will review the voucher to ensure that the goods or services being invoiced were received
• Once approved, the voucher will be queued for payment

• This guide illustrates:
  – Where to find your voucher approvals
  – How to assign a substitute approver to vouchers
  – Additional voucher actions and features
From the Homepage:
Click the **Action Items flag**.
Select **Vouchers**.
Alternatively, you can navigate to Accounts Payable > Approvals > Vouchers to Approve
Click the Voucher Number to open and view the voucher.
The **Summary** tab of the Voucher contains the information for review.
The invoice should be viewable in the sidebar as a link called **Voucher Image**.

Clicking the **link** will open the invoice image side-by-side with the voucher.
You can now validate the information that was used to create the voucher.

Clicking on the **eyeball** lets you narrow down what you are looking at, such as Line Items Only.
The actions menu offers you the following options:

Approve & Next - To approve this voucher and automatically open the next voucher in your queue.

Approve - To approve this voucher only and remain on the current screen.

Return Voucher - To return the voucher to Accounts Payable for corrections/edits.

Place Voucher on Hold – This action will temporarily halt reminder emails if you need time to investigate your next steps. You will be prompted to add a comment documenting the reason for the hold.

Forward - To send the voucher to a different Approver.

Reject Voucher - To reject a voucher because the vendor should not be paid. **NOTE:** If this action is taken, the voucher is then cancelled, making it *unavailable for future edits of any kind.*

Select your desired action from the menu.
Assigning a Substitute Voucher Approver

• If you will be out of the office, you may need to assign a substitute Approver to review and approve vouchers on your behalf.

• The following slides illustrate how to assign a Substitute Approver for vouchers.
Navigate to Accounts Payable>Approvals>Assign Substitute Approvers
Most likely, you will have only one Voucher Approval folder (called My Voucher Approvals). Click either Assign or Assign Substitute to All Vouchers Folders.
Search for and select the name of the UD employee you want to act as your substitute, then click Assign.

Unlike requisitions, users do not need an Approver role to approve vouchers. All users have the permission to approve vouchers.
When the Substitute is no longer needed, click **End Substitute for All Vouchers Folders** or the **Remove** button.

Note: When a substitute is named for voucher approvals, the voucher routes to that person, *not to both* people. If your substitute is not removed, your voucher will stay with them until they take action on it.
Additional Voucher Actions & Features

The following sections of this guide illustrate additional voucher actions and features:

– Viewing Related Documents
– Viewing Comments on Related Documents
– Rejecting Line Items
– Placing Vouchers on Hold
– Adding Ad hoc Approvers
– Approving via E-mail
Viewing Related Documents:

In the **Line Item Details** section of the **Summary** tab, click the **Show** link to view related documents (invoices, vouchers, credits, receipts).
Viewing Comments on Related Documents:

From the **Comments** tab of the voucher, you can view comments made on the voucher, as well as on related documents such as the **Requisition**, **Purchase Order**, and **Receipt**. You can also add a new comment via the + icon button.
To Reject Specific Line Items:

- Check the box(es) on the right-hand side of the item(s).
- Select **Reject Selected Line Items** from the drop-down menu.
- A scenario where you may need to use this action is if a shipment was incomplete.

After you have rejected specific lines, you will still need to approve the voucher for the remaining lines to be paid.
Placing Vouchers on Hold:
If you are not yet ready to approve a voucher, best practice is to place it on hold until you are.
From the Available Actions drop-down, select Place Voucher on Hold.
Placing a voucher on hold requires a comment.
- Provide a reason you are not yet approving the voucher in the comment box.
- Click **Place Voucher on Hold**.
The voucher now indicates that it is on hold and the comment is part of the voucher record. You will no longer receive daily reminders to approve the voucher.

When you are ready to approve, proceed as usual from the approval menu.
Adding Ad-Hoc Voucher Approvers:
Occasionally, you may want to have more than one approver on a voucher; for instance, if someone else needs to take verify that goods were received, apply an asset tag, or add a packing slip for documentation. This can be accomplished with an Ad-Hoc approver.

Click the blue **Select** link next to Ad-Hoc Approver.
Select the approver from the list of users.
Enter any comments about why you are adding the approver.
Click Save.

Unlike requisition approvals, every UDX user has the permission to approve vouchers as part of their role.
Each approver can add only one ad hoc approver, directly after their workflow step. This approver has added Alex and cannot add another, but Alex will have the ability to add an ad hoc approver also.

The Ad-Hoc Approver is now shown on the requisition and in future workflow. Once you approve the voucher, it will move to the Ad-Hoc Approver for approval.
Vouchers can also be approved by email. This feature is not enabled until you have set your approval code in your profile as shown above. For more information, please refer to the Initiating Email Approvals guide.
Future Enhancements

- As we open our supplier portal, our suppliers will have the ability to communicate with approvers through the “Supplier Messages” tab.
- Enabled suppliers will be able to log in and enter their own invoices against open purchase orders and view payment status against processed invoices.
- We may reach out to your department financial leadership to determine whether additional workflow is desired for supplier-portal-entered vouchers (such as review at any dollar level if entered by supplier).
Troubleshooting

If you have a PO owner who is out of the office without setting a substitute and cannot approve a voucher in workflow, you may choose one of two options:

- The Department Purchasing Specialist can submit the UDX Access Request form to request that administrators name an Emergency Substitute Approver for the PO owner. This option is the best for an extended period of time.

- Someone else can add a comment on the voucher with Procurement Help as the recipient indicating that they are approving the voucher in the PO owner’s place.
  - A system administrator will then move the voucher through to the next workflow step. This option is best for one-off voucher approvals.
Troubleshooting

If a PO owner leaves the University or department prior to the purchase order being fully invoiced, they should request a new PO owner be named to the PO.

The PO owner, their supervisor, or the Department Purchasing Specialist add a comment on the PO with Procurement Help as the recipient and name a new PO owner to approve any future vouchers.

- If this action is not taken and a future voucher requires approval after the PO owner has become inactivated by HR, it will stall in workflow.
- The PO owner’s supervisor may receive a comment from an administrator asking to approve via comment and name a substitute PO owner for future vouchers.
Questions:
• procurement@udel.edu

Resources:
• Procurement Services Website
• How to Attach a Packing Slip to a Voucher
• Initiating Email Approvals