What’s different in UD Exchange?

Streamlined invoice approval

Previously, AP would receive the invoice, look up the PO in webforms, forward the invoice to the requisitioner, and wait for an email reply before entering the invoice – multiple touches lead to delays.

In UD Exchange, AP touches the invoice once – upon entry. Based on the dollar amount and workflow setup, the voucher will route to the PO Owner for approval, and once approved, pay automatically without AP involvement.
Who Approves Vouchers in UD Exchange?

- Voucher approvals route to the PO Owner to ensure that the goods or services being invoiced were received.
- This guide provides navigation assistance to take action on voucher approvals, instructions to assign a substitute Approver for vouchers, and additional features within the vouchers.
From the Homepage:
1. Select **Action Items**
2. Select **Vouchers**
You can also go to Accounts Payable>Approvals>Vouchers to Approve in the left menu bar.
Click the Voucher Number to open and view the voucher.
The Summary of the Voucher tab contains the information for review.
The invoice itself should be viewable in the top right area as a link called **Voucher Image**.
Clicking on the link opens the invoice image side-by-side with the voucher information so you can review the lines and other 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.
1. The drop-down 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 and stay on this screen.
   - **Return Voucher**
     - To return the voucher to Accounts Payable for corrections/edits.
   - **Place Voucher on Hold**
     - To temporarily halt reminder emails while you investigate your next steps – **NOTE**: this forces a comment so that others know why you are not taking action right away.
   - **Forward...**
     - To send the voucher to a different Approver.
   - **Reject/Cancel**
     - To cancel a voucher because the vendor should not be paid – **NOTE**: the voucher is then deleted and cannot be modified in the future if this action is taken.

2. Select your desired action and click **Go**.
Assigning a Substitute Voucher Approver

• If you will be out of the office, you may need to assign a substitute Approver to take action on your behalf.
Go to Accounts Payable>Approvals>Assign Substitute Approvers – Vouchers in the left menu bar.
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 user 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.
Click the Remove or End Substitute for All Vouchers Folders button when their assistance is no longer needed.

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 Features

• The following sections of this guide include the topics listed below:
  – Related Documents in Line Item Details
  – Rejecting Line Items
  – Viewing Comments
  – Placing Vouchers on Hold
  – Adding Ad hoc Approvers
  – Approving via E-mail
**Related Documents:**
In the **Line Item Details** section of the **Summary** tab, you can click the **Show** link to view related documents (invoices, vouchers, credits, receipts).
To reject a specific line item:
1. Check the box on the right-hand side of the item.
2. Select **Reject Selected Line Items** from the drop-down menu.

You will then need to Approve the rest of the voucher for it to move on.
Viewing Comments:
From the **Comments** tab of the voucher, you can view comments not only made on the voucher, but on related documents such as the Requisition, Purchase Order, and Receipt.

You can also add a new comment via the + icon button.
Placing Vouchers on Hold:
Users receive email notifications and reminders about vouchers to approve. 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 dropdown, choose Place Voucher on Hold.
Placing a voucher on hold requires a comment.
1. Type in the reason you are not yet approving in the box.
2. Click Place Voucher on Hold.
The voucher now indicates that it is on hold and the comment is part of the voucher. You will no longer receive daily reminders to approve the voucher.

When you are ready to approve, proceed as normal from the actions dropdown.
Adding Ad Hoc Voucher Approvers
Occasionally you may want to have more than one approver on a voucher; for instance, if someone needs to take an action such as verifying goods were received, applying an asset tag, or adding a packing slip for documentation. This can be accomplished with an ad hoc approver.

After the voucher is assigned to you (if necessary), click the blue Select link next to Ad-Hoc Approver
2. Enter any comments about why you are adding the approver.
3. Click Save.
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.

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.
Similar to requisitions, 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 assistance, please refer to the guide, "Initiating Email Approvals" in the Approver Guides.
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 take one of two options:
  – The Department Purchasing Specialist can submit the UDX Access Request form to request that administrators name a substitute approver for the PO owner. This is the best for an extended period of time.
  – Someone else can create a comment on the voucher tagging Procurement Help indicating that they are approving the voucher in the PO owner’s place. An administrator will then move the voucher through to the next workflow step. This 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 substitute PO owner be approved. The PO owner, their supervisor, or the Department Purchasing Specialist should create a comment on the PO tagging Procurement Help naming the new PO owner to approve any future vouchers.
  – If this is not done 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.
Resources

Procurement Services
procurement@udel.edu

See also: “How to Attach a Packing Slip to a Voucher”