Approving Vouchers
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
Click the Voucher Number to open and view the voucher.
The Summary of the Voucher tab contains the following sections to review:
- General
- Addresses
- Note/Attachments
- Payment Information
- Discount, Tax, Shipping & Handling
- Codes
- Line Item Details
1. The **Available Actions** drop-down menu offers you the following options after you assign and review the voucher:
   - **Approve/Complete & Show Next**
     - To approve this voucher and automatically open the next voucher in your queue.
   - **Approve/Complete Step**
     - To approve this voucher and return to your voucher folder.
   - **Return Voucher**
     - To return the voucher to Accounts Payable for corrections/edits.
   - **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.
   - **Add Comment**
     - To ask another employee a question about the voucher prior to taking action.
   - **Add Notes to History**
     - To add additional information to the voucher.

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.
1. Click the Profile icon in the top right-hand corner of the Homepage.
2. Select View My Profile.
Navigate to Ordering and Approval Settings > View Assigned Approval Folders.
1. In the Refine Search Results section, select **Vouchers** from the Type menu.
2. Check the box next to your **My Voucher Approvals** folder.
3. Select **Assign Substitute to Selected Folders** from the actions menu and click Go.
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 Substitute** button when their assistance is no longer needed.
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
Related Documents:
In the Line Item Details section of the Summary tab, you can click the show list 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.
3. Click Go.
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 Add Comment 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.
1. From the **Available Actions** dropdown, choose **Place Voucher on Hold**.
2. Click **Go**.
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 **Available Actions**.
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