



Procurement Services

Campus News Flash

October 2023

Procurement Office Hour Q&A – August

Below are some of the questions that came up during Procurement Office Hours in August. We will release more questions and answers from those sessions in the days to come.

Q: How can changes be made to a BPO after it's been fully approved?

A: Changes to a BPO can be performed by the Purchasing department. You can send a request to the assigned buyer of the order. If there is no buyer, check the Subject Matter List here to find a buyer to direct the request to: <https://finance.uw.edu/ps/contact-us/subject-matter-experts>. A new intake process is being developed for the future. Sub Award BPO changes must be submitted through GCA/OPS .

Q: How can we reject an invoice that's been uploaded that's incorrect or needs to be changed?

A: To reject an invoice, email pcshelp@uw.edu with the invoice number and PO number and request to have the invoice rejected. For **Urgent** rejections only: after you email pcshelp@uw.edu that you need an invoice rejected, please call 206-543-4500 and leave a message with the REF number of your Connect ticket and that you are wanting an invoice rejected.

Q: We work primarily with foreign suppliers who need to receive foreign currency wires. Since go-live, we have processed many requisitions for payment, but we have not yet seen any evidence that wire payments have gone out. How can we know whether the supplier is marked for needing a foreign currency wire? When we look up the suppliers in Workday, we cannot see that. Also, how long should we expect to wait to receive confirmation that payment/wire went out, such as a CashPro alert?

Commented [JB1]: I am confused. I see that invoices can be canceled by campus if under \$3500. See attached job aid.

Commented [JB2]: I recommend avoiding campus to call and leave a message. Pick one form of communication in the guidance to avoid multiple staff working on the same issue

A: Supplier who need foreign currency wire should be designated with Wire (Foreign Currency) as the default payment type. Once the supplier invoice has been created by AP, the supplier invoice will be on hold until the foreign currency wire has been processed. Please allow 2-3 business days for the foreign currency wire to settle into the supplier's bank account. Thereafter, AP will update the supplier invoice in Workday to reflect the final settlement amount in USD.

If your existing supplier is not designated with Wire (Foreign Currency), please reach out to APWires@uw.edu with the wire instructions.

Q: When we submit (or a vendor submits) an invoice to uwashington@ghxinvoicing.com, how long does it take before WD users can view the invoice? Who "receives" it (using Ariba language)? Also, when does it pay out? I know of the net30; however, when does the "clock" begin for the 30 days?

A: Invoices need to reference an active purchase order in Workday. It takes 3-5 business days for GHX to scan invoices submitted to the invoice email address. If it scans, it will be visible in Workday. If a problem occurs with the scan, it will be manually reviewed and entered into Workday.

Requisition Requesters can perform receiving in Workday.

The Net 30 day clock begin on the date that the UW receives a complete and correct invoice from the supplier.

Q: What are the instructions if GHX rejects/denies an invoice? Would it still be visible on the R1149 report? Or do they just disappear from existence?

A: Invoices that GHX cannot scan won't be visible in any report in Workday. They will need to be manually reviewed and entered by AP before they are visible in Workday.

Q: We have 3 BPOs and haven't seen any invoices from GHX applied to them. Can't we just create a receipt and attach an invoice like we did in Ariba?

A: Invoices will need to be entered into Workday in order for them to pay. Make sure the purchase order is active in Workday before sending to GHX. Be sure the purchase order number is listed as the purchase order number on the invoice and not just on the email. Please forward the invoices to PCShelp@uw.edu to review what might be the issue with the invoices being scanned.

Q: How do you process a supplier invoice when supplier's is not collecting sales tax? Every time I create a supplier's invoice it keeps adding tax and I don't want to pay the supplier sales tax.

Commented [JB3]: Are we sure that AP creates the invoice?

Commented [HN4R3]: This answer was provided by Arnold Hong. I think this is a special process for paying the supplier in foreign currency so specific entry may be needed. Should I follow up with him?

A: Taxability is determined by the spend category and where the purchase was received. If the purchase is considered taxable based on those factors, the system will likely apply use tax, which the UW is required to pay. See <https://finance.uw.edu/tax/departments/wa-state-taxes/purchasing-gs> for more information. If the supplier does not charge tax and the item is taxable and a taxable spend code is used, the system will add use tax to the invoice which will be paid directly to the State of Washington and not the Supplier.

Q:

1. How can changes be made to a BPO after it's been fully approved?
2. How can we check the status of an invoice after sending the invoice to GHX?
3. Can we change the payment terms from Net 30? Even after the BPO has been approved?
4. Is the Net 30 counting down from the invoice date or the received date?

A:

1. We have a Connect form for change orders that will be deployed soon. Until then, you may submit BPO change requests to the Procurement Contracts and Sourcing team via UW Connect, or by directly emailing the applicable contract manager.
<https://finance.uw.edu/ps/contact-us/subject-matter-experts>. Changes to SubAward BPOs need to be requested through GCA/OSP.
2. GHX has 3-5 business days to scan invoices submitted to the GHX email.
3. Net 30 payment terms are part of the University's standard General Terms and Conditions and may not be changed without working with the Procurement contract manager to amend the overarching agreement. This is only applicable in rare instances.
4. Net 30 counts down from the date the UW receives a complete and correct invoice.

Q:

1. Are there reports we can run to reveal what receiving needs to be performed?
2. Is WD pushing notifications that receipts need to be performed? If so, to what security roles?
3. What roles can perform receiving?
4. What is the turnaround time on supplier invoicing GHX and local unit being able to receive and supplier getting paid?
5. How do we cancel/Edit POs after they have been issued? Is there a job aid?

A:

1. Run the R1166 report on a regular basis to see invoices that have an exception indicating receiving is needed.
2. There is no email sent to the department like Ariba used to.
3. Requisition Requesters can perform receiving.

4. GHX has 3-5 business days to scan invoices sent by suppliers. If they scan successfully, the unit will see them in Workday. If they do not scan successfully, they will be manually reviewed and uploaded by Accounts Payable if a purchase order is identified.

5. A buyer from the central office Purchasing team is able to do edits and canceling of orders after they are issued. Until a new intake process is created, contact a buyer in Purchasing to assist with these tasks. See list of SMEs at <https://finance.uw.edu/ps/contact-us/subject-matter-experts>.

Q: Can we receive in advance of an invoice posting to an order, or will that cause processing issues like it did in Ariba?

A: If you receive before an invoice is received, it may pay without your review. But any other exceptions that may come up will still need to be reviewed by the Accounts Payable department or the Purchasing team.

Q: For BPO contracts that did not transfer over, such as DLT contracts, do we now manually pay them each month or are we supposed to submit these invoices to uwashington@ghxinvoicing.com?

A: You will need to recreate your PO in Workday, and have the supplier submit their invoices to GHX. Instructions for creating replacement Ariba BPO's is located here: <https://finance.uw.edu/ps/> under "BPO Conversion Guide".

Q: What determines the invoices that show up on R1166? We have many that are on R1149 but not on R1166.

A: The invoices that show on the R1166 report are in "In Progress" status. R1149 includes other invoice statuses.

Q: Is there any way to do a search for invoices that need receiving by the person who is the requisition requester? We have a central team that purchases on multiple cost centers.

A: The R1166 report doesn't have a filter for requester. But the report output does list the requester and these results can be exported in excel.

Q: I have an invoice against a blanket request that exceeds the extended line amount. How does this affect the invoice being paid?

A: Invoice Match Exceptions R1166 is filtered to only invoices that have Supplier Invoice match Exception status = "Exception". If the invoice exceeds the amount of the line item, the purchase

order will need to be modified to add additional funds before you Receive for it. Until the Change Request form is available in the Connect Finance Portal, you can email the buyer that approved your blanket purchase order or one of the other Contact Mangers listed on the Subject Matter Except web page <https://finance.uw.edu/ps/contact-us/subject-matter-experts> for the Contract Manager that handles the commodity being purchased.

Q: Per my understanding, “Goods line” should be automatically except for “Services” line item. Is that correct?

A: Currently Both Goods and Services line items require Receiving before an invoice will reconcile. Goods lines cannot be set up as lump sum lines or by Lot. They must have a multiple quantity to be invoiced multiple times. If you expect multiple invoices or have multiple items, you either have to set up 1 good line for each item or set up a Service line.

Q: What if an invoice shows up on this report but under process history, it shows that Buyer still needs to take action?

A: This means the buyer has an action to take before the invoice can move forward. Some exceptions will need to be resolved by the buyer in Purchasing.

Q: If R1149 is all invoices - where are all the missing ones that do not show on the R1166 exception list? We know there are more invoices out there.

A: The invoices that show on the R1166 report are in “In Progress” status. R1149 includes other invoice statuses. The invoice could be in draft status waiting for an error to be corrected.

Q: If there are multiple Invoices on a BPO and I created one Receipt, how does Workday determine which Invoice is paid?

A: Workday will apply receiving to the oldest Invoice Create date first. If any invoices should not be paid, have them rejected before receiving them. Currently, it appears that Workday requires all invoices showing on the line item be received for before any invoice will reconcile. We are still waiting for confirmation from FT on this process.

Q: Is this process the same for subaward invoicing?

A: Yes, the sub award purchase order has to be active in Workday. Any invoice that has a purchase order number from Workday should be sent to uwashington@ghxinvoicing.com.

Q: Do we need to create receipts for supplier invoice requests that create invoices?

A: Receiving is for invoices that apply to purchase orders in Workday.

Q: Can you talk about the difference between invoicing on blanket POs vs. other invoices?

A: Invoices are the same for all orders. They are all sent to the same location and scanned by GHX. Invoices for BPOs will need receiving, but many other order types will need receiving as well.

Q: How come some invoices were paid automatically without a receipt but some PO's require depts to process 'create receipts'? Has the problem with invoices loading with too many lines been addressed? How do we reject the invoice or instruct the supplier on how to invoice the correct line.

A: Catalog orders will not require receiving. Non-Catalog orders will, with the exception of a Goods and Services order with a Goods line only. Currently Catalog, Non-Catalog and old EI orders require receiving as well as blanket purchase orders.

Q: Is it ok to create one receipt for multiple invoices of BPO? Or one receipt per invoice? And how do we note which invoice(s) are for?

A: If you create one receipt for multiple invoices, be mindful about the math to ensure the receiving applies correctly. What PCS is seeing is that all invoices on a line item must be received for before any will reconcile. An exception of "Supplier invoice amount is greater than amount received" shows if not all invoices are received.

Q: PO invoices need no receipts and BPO invoices need receipts, or both need receipts?

A: Most purchase orders will need receiving done, with the exception of catalog orders and non-catalog Goods and Services orders with only Goods line items. Currently we are seeing that Catalog, Non-Catalog and old EI transitioned orders are requiring receiving.

Q: For BPOs - Are draft invoices being paid if we create a receipt?

A: Draft status invoices need Accounts Payable intervention. They will not pay until AP takes action.

Q: What happens with ProCard transactions that are not reviewed in Workday? Do they get applied to a default?

A: If the transaction is not verified, the purchase remains open and is not expensed to an appropriate funding Worktag until verification has been completed.

Q: How does one look up the check number when MPs have completed approval flows?

A: Once a payment has been issued, an Activity tab will show on the transaction and will show the payment information.

Q: We are having issues @ ICA with CTA Verification. #1. We have large amount of individuals traveling with the team and we are purchasing tickets at the same values. With this, Workday is saying that we have duplicate lines. #2. Why do we need to enter the passenger information when that information is already listed when you click on the Credit Card Transaction link?

A: For the duplicates on ER's Workday tracks expenses for payees across all expense reports. Even those in draft status. To get around this, you will need to cancel all ER drafts with this expense on them. You can use the R1126 report and fill out the search terms to find all expense reports for the traveler in question. You will then have to cancel all the extra ERs in draft status.

Q: I was getting an issue with incorrect tax calculations on expense reports (non-travel) with enable tax button checked. How do we fix that?

A: Enable tax button is for if an employee buys something out of state and paid no tax, but then brought the purchase to Washington (which makes it taxable). If that event occurs, the button will apply use tax and then the department will need to do a manual journal to move the use tax amount from their FDM to the tax office so they can send to the state.

Q: Food approvals. How does this work in Workday? Do we still need form 1798? Worktags?

A: The same food policy applies. 1798 forms will still be needed. No food approval worktags have been created for Workday at this time.

Q: We have guests asking for payment. What is the timeline from approved to paid that a Zelle gets processed? Or just general payments timelines?

A: From the time that a payment is approved in Workday, allow up to 2- 3 business days for Zelle to get processed. If the payee does not have Zelle set up with their bank, then they will have up to 14 calendar days to set up/activate Zelle with their bank to receive the payment. Otherwise, the payment will be rejected and returned to UW.

Q: For misc. payments, is direct deposit an option?

A: Valid payment types for Misc Payment are Check, ACH, Zelle and Wire.

Q: We also had an Apple PO get cancelled and now Apple has asked for a new PO. Should we somehow cancel the first requisition and put in a new one?

A: Yes. Please contact Procurement Contracts and Sourcing to cancel the first PO, and then submit a new Requisition after the first one has been cancelled. Apple orders should be done through the CDW catalog.

Q: Is there a resource (post go-live) that I can refer to for receiving, an article, recording, etc.?

A: Here is the link about receiving on Procurement's website: <https://finance.uw.edu/ps/how-to-buy/receiving>. Also see the [Office Hours Q&A from 8/22/23](#) on the Procurement Services website.

Q: If the Purchase Order Issue Option/Method is "Print", what does that mean? How is the supplier receiving these POs? This is for a non-catalog supplier. I've noticed many of the suppliers have their Issue Option as "Email" but some just say "Print."

A: "Print" means that the PO must be manually emailed to the supplier by the Procurement contract manager.

Q: Any updates on processing invoices for BPOs? I have not received a response from Procurement for my ticket on invoices submitted to GHX. Can we create a receipt and attach the invoice to process?

A: In order for an invoice to pay, the invoice must show on the purchase order as an SI number. It is best practice to wait until the invoice has been scanned or upload to the purchase order before receiving so you can make sure it was invoiced correctly.

Q: WD PO Invoice/receiving issue: 1) The invoices came into WD in Draft status, what does this mean, can we receive when invoice is in Draft status? 2) Some invoices are charged to the incorrect line, how to fix that? Can we reject, we used to be able to in Ariba?

A: Draft status invoices have an error that needs to be corrected before they go to in Progress for Receiving. If an invoice has been allocated to the wrong line of your purchase order, you can email pcshelp@uw.edu with the correct allocation, and we can let AP know to make the correction. Do not receive until the invoice is correct on the purchase order.

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Customer Service: pcshelp@uw.edu

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