PROCUREMENT SERVICES OFFICE HOURS Q&A

Questions and answers from Procurement Services Office Hours held on August 24th, 29th, and 31st.

Q: Does an actual person handle the invoice at GHX, or is it fully automated?

A: The E-Invoicing service at GHX is a fully automated process handled by their scanning system, utilizing the Optical Character Recognition (OCR) technology. It is important to ensure that the invoice sent to the scanning services meets UW's Invoicing Requirements.

Q: Is there any sort of guidance or training for suppliers on how to format their invoices so they don't end up in the non-scan/draft status? That would be very helpful.

A: Yes, please refer to our supplier community to the For Supplier page on the Procurement Services website.

Q: Please clarify, does this mean that the UW now waits 30 days to pay an invoice if that is the contract?

A: UW AP will always strive to pay all invoices in the most efficient manner; the 30-day period is the standard payment terms with suppliers and begins on the suppliers' invoice date (not the date received in Workday). Turn-around time accounts for any potential approval, receipt, and edits that need to be done before an invoice can be paid will vary, but our target is to pay invoices based on the payment terms.

Q: How to check if an Invoice is paid - for Blanket PO.

A: For any type of invoice, including BPOs, once an invoice has paid, the Invoice Status changes to "Paid" and can be found at the header of any Supplier Invoice record, or on the Activity tab.

Q: Is net 30 from Invoice date, if not, why not?

A: Yes, Net 30 days from the invoice date, not the date the invoice is received in Workday.

Q: Do departments need to "Create a receipt" once an invoice is In Progress status? (for BPO, and all other PO types)

A: If an invoice is "In Progress" status, it will show in the R1166 report for invoice exceptions. All invoices that need receiving done will show in this report. The exception for receiving is called "Supplier Invoice Processed Without Receipt Created." This means the unit will need to create a receipt to allow invoices to pay.

Q: Do the suppliers know what emails to look for from GHX regarding rejection?

A: Suppliers do not receive an email from GHX regarding rejection. Rejected invoices are sent to AP as "Non-Scans" requiring manual intervention. It is best practice to have the supplier email the invoice to GHX once the PO is active in Workday.

Q: Does GHX not pay attention to anything in the body of an email from a supplier? In other words, is GHX ONLY looking at the attachment(s). If the invoice does not reference the PO number, but the body of the email does, will it fail?

A: Correct, GHX only scans the invoice itself for the PO number and other pertinent header and line information. So yes, the invoice will likely be processed as a non-scan if the PO number is not part of the invoice itself.

Q: If humans are not involved in non-errant invoices, why does automation take 5 days?

A: GHX has numerous customers to serve, so the 5-day turnaround simply accounts for the volume of invoices that are scanned by the GHX eInvoicing services. Five days is the SLA with GHX, but actual times will vary and often be less than five days.

Q: How does one notify "central AP" is it through pcshelp@uw.edu?

A: Yes, you can email pcshelp@uw.edu and they will route to AP if there is an action they need to perform.

Q: Supplier invoices in Workday in draft status don't require action on our part and are being handled by AP?

A: Yes, Draft refers to invoices needing AP intervention. Please see possible reasons for Draft status here: https://finance.uw.edu/ps/how-pay/invoicing

Q: With match exception report, how do we tell if local unit vs AP needs to take action?

A: Units will always need to take action on the exception called "Supplier Invoice Processed Without Receipt Created." Other exception issues managed by AP are outlined on this page: https://finance.uw.edu/ps/how-to-pay/payment-status-terms-timelines-delays

Q: How frequent are the settlement runs?

A: The UW does a supplier invoice settlement run every night.

Q: With so many invoices overdue, does this mean invoices that are already late will have to wait until the end of the calendar month once approved?

A: No, invoices are processed based on due date. Due date is derived from the Invoice Date + Payment Terms (usually terms are 30 days). Invoice Date is the date on the suppliers invoice.

Q: Sometimes suppliers submit invoices long after the invoice date, how does the Net 30 terms work in those instances?

A: Due Date = Invoice Date + Terms

Q: What does Invoice line exception - "Supplier invoice processed without receipt created" means in R1166?

A: This exception means the unit needs to create a receipt to allow the invoice to pay.

Q: Have suppliers been notified of the change in payment terms and the longer timeline?

A: To clarify, the Net 30 Terms (payment in 30 days from the date of an invoice) have always been UW's standard payment terms and part of our contracts and purchase order so our suppliers by accepting our PO and contracts, has agreed to this as a condition of doing business with the UW. This is well communicated on our website as well.

We do have special payment terms that we negotiate on a one-off basis and those terms are stated on either the contract document or on the purchase order.

Q: How do we know the reason why the invoice has been denied?

A: If denied by AP, comments will be noted of the reason.

Q: If a BPO has multiple line items, how does GHX know which line an invoice should be assigned to (that doesn't necessarily belong on the BPOs first line item)?

A: Best practice is for the supplier to match their lines on the invoice to the lines on the Purchase Order, and sequence them on the invoice in ascending order (Line 1, Line 2, etc)

Q: Is there a BP expert who can answer why the a/p freight review threshold was reduced from $200 in Ariba, down to $100 in Workday? This significantly increases the number of invoices that require a/p review, thus increasing the a/p backlog.

A: This was a mutual decision made during the design phase of the project along with UW Medicine partners to have a set of common thresholds applied to both companies, instead of each having their own set of rules.

Q: A matched exception that says Supplier invoice processed without receipt created" means in R1166? means the department needs to Receive?

A: If an invoice is "In Progress" status, it will show in the R1166 reporting for exceptions. All invoices that need receiving done will show in this report. The exception for receiving is called "Supplier Invoice Processed Without Receipt Created." This means the unit will need to create a receipt to allow invoices to pay.

Q: Should AP be taking care of our Praxair match exceptions?

A: Exception reasons are outlined on this page: https://finance.uw.edu/ps/how-to-pay/payment-status-terms-timelines-delays. Some are managed by AP and the buying staff. The receiving exception will be managed by the unit.

Q: How can we reject an invoice in workday? who should we reach out to?

A: email pcshelp@uw.edu.

Q: Can you please advise on why all invoices do not display on the reports R1149 and R1131?

A: R1149 should show invoices in all status.

Q: Does "paid" mean check sent? If not how can we see when payment is sent?

A: An activity tab on the order will show the payment information for the payment.

Q: The requisition job aid shows how to create a receipt for an invoice that is uploaded to a requisition. For a BPO should a receipt be created for an invoice that's uploaded or should we be submitting the invoices as Supplier Invoices to get paid?

A: All invoices on a BPO will need receiving in order to allow invoices received from the supplier to pay. You will have an option to attach the invoice to the receipt at that time.

Q: Do non-scans include invoices with no PO number?

A: That is a common reason for a non-scan invoice. It is recommended that suppliers do not send the invoice to GHX until the PO is active in Workday.

Q: It is a federal requirement that PIs approve subcontract invoices. I understand that these invoices are being sent to GHX for upload as well. If this is so, are they being routed in Workday for approval by the (grant manager and) PI? If not, this is a compliance issue, and we will need a way to address it (inside or outside of Workday).

A: These invoices will need to be received in Workday. This should be completed by someone with delegated signature authority. At month end a report with all expenses to the grant budget will need to be run. PI will review and sign off on expenses posted – or flag erroneous expenses. Additional guidance and best practices for budget reconciliation will be provided to campus at the end of September.

Q: Does GHX have a standard invoicing document that we can share with our contractors/suppliers to ease the process? We have lots of small consultants/contracts that would likely adopt a standard form.

A: Please refer to the Invoice Requirement section of UW Procurement Services "For Supplier" website.

Q: The supplier received a notification from GHX that they received the Invoice. How can we check the status of the payment?

A: The invoices should show in Workday in 3-5 business days.

Q: Can we use the confirmation number GHX provides to the supplier to track invoices status?

A: Use the Supplier Invoice number to track the invoice status.

Q: This might be off topic but, is there any update on food approval applied to worktags? In our legacy system, certain budget required budget approval. Is this still necessary in Workday? Please advise.

A: Food approval is still required. 1798 is still needed, but has not been updated and do not have an ETA.

Q: When we at the local unit have chosen to pay supplier invoices via procard because things were fouled up with GHX/WD what should we do to ensure duplicate payments do not occur?

A: Please email PCSHelp with a request to cancel the PO and provide the name of the Supplier and the PO#.

Q: I**n the past with the old system, Ariba, we were advised to create a PO and attach the invoice with Sole Source Justification to it and submit. That's all we needed to do on our end. I would like to know would it be the same process in Workday?**

A: If the requisition is over the direct buy limit it will route to the buying team for review. Attach your sole source justification to the requisition before submitting and add a comment that the sole source is attached.

Q: I checked the supplier on the "Supplier Search" page, it shows the supplier has been deleted. Should the supplier has to register again? Please confirm/advice.

A: New information for adding suppliers can be found here: https://finance.uw.edu/ps/suppliers

Q: Are there any general email addresses we can reach out to to check status of payments?

A: Yes, please try to locate the invoice within Workday first and if not found, reach out to PCSHELP@uw.edu.

Q: Apple said there is a billing address issue for one of our requisition. Is that a known issue?

A: Procurement is reaching out to multiple suppliers to update our account profile since we now have a new Bill-To address for our paper invoices, if issuing a PDF invoice (our preferred document type) is not feasible.

Q: Do non-catalog vendors need LCAN deliver to addresses built for successful BPO submission in workday? We have seen an error message stating "please select an available deliver to from R1433" but have also been told within our UWConnect ticket "Formaspace isn't a catalog supplier so they don't need LCANs"… how should we proceed for a successful submission?

A: If a supplier is Fully Integrated within GHX, then yes, a department needs to pick a correct Deliver to/Ship-to combination for the order to be issued correctly. Procurement Services is working closely with the Hypercare team to address this specific issue with every Round-Trip supplier and we are targeting the end of September to have all of them resolved.

Q: Should we submit UW Connect request on an LCAN address missing for a smaller (non-catalog) vendor?

A: Yes, that would allow us to research to make sure the address is truly missing since sometimes a well-known building name is labeled differently in WD's location data.

Q: I have two other non catalog supplier that are not accepting the PO because the Bill to address is listed Salt lake City and not 4300 Roosevelt bill to address!

A: Procurement Services is reaching out to the Suppliers to address this change in our billing address, please reach out to PCSHelp with the specific PO that have been affected so that we can reach out to the specific suppliers for you.

Q: POs also list bill to address with GHX address rather than UW a/p address. Supplier comes back to us and says they don't have an account for UW with that bill to address

A: Procurement is reaching out to multiple suppliers to update our account profile since we now have a new Bill-To address for our paper invoices, in the event that issuing a PDF invoice (our preferred document type) is not feasible.

Q: When will we have ALL LCAN issues resolved? VWR is rejecting orders because we are sending them manual orders rather than via EDI. According to Workday LCAN list, HSB K-wing is still missing and so is all of 850 Republican St, which is 3 large research buildings

A: Procurement Services and the Hypercare team is very close to resolving the issue with VWR and other Suppliers, with a potential deployment as soon as 9/22/23 or sooner.

Q: Then why are the workday error messages stating we need to select deliver to addresses from the LCAN list for non-catalog vendors?

A: LCAN is required with a GHX fully integrated suppliers and not specific to the ordering method whether the order is placed via Round-Trip, or as a non-catalog requisition. For example, if someone places an order with ODP (formerly Office Depot) whether by their Round-Trip catalog, or as a non-catalog requisition, it will still require the correct LCAN to be selected for the order to go through.

Q: Could you kindly provide insights into the status of the invoice upload process by GHX and any potential reasons for the delays?

A: Invoices sent to GHX will be uploaded into Workday within 3-5 business days. If the PO/BPO is inactive (most common reason for delay) in Workday, for example, then the invoice will be sent to AP as a "non-scan" requiring manual intervention.

Q: What is the difference between a GHX email and a GHX address? Are some suppliers mailing invoices in? Is GHX a separate company, or a software solution used by PCS?

A: Suppliers can email or mail the invoice to GHX. It is recommended to email since mail will take additional time.

GHX, which stands for Global Health Exchange, is a third-party Workday-certified solution partner that provides a wide variety of services such as data enrichment, invoice automation, etc. They are not part of PCS.

Q: How can we check the BPO Invoices?

A: Report R1149 will allow you to pull a report invoices.

Q: Is Ariba's POs EI in WD? My team member found EI1397046 in WD.

A: A select number of Non-Catalog orders from Ariba were transitioned to the Workday system around the time of go-live.

Q: Do we have to create a receipt in order to pay for supplier invoices (created by AP after a supplier invoice request has been approved)?

A: Invoices for most types of requisitions will need receiving with the exception of most catalog orders. To find invoices needing receiving, check the R1166 report.

Q: In Ariba Tango requests were entered as good/ services request is there a reason that they are now changed to a blanket request?

A: To ensure that a purchase order process can be maintained in Workday.

Q: Where do these Tango card instructions live?

A: https://finance.uw.edu/ps/how-pay/research-subjects/tango-card-0

Q: Can we send Tango card to a Non-UW employee?

A: Yes. Tango card should be used to pay research subjects only.

Q: For loading cards, does the approver have to have budget permissions? As of now, staff members without budget permissions are able to approve loads, but our PI is under the impression that these staff will lose the ability to approve in the future. So does the approver have to have budget authorization to approve loads?

A: Load requests are submitted through UW Connect. It is recommended that an approver with budget authority or in a supervisory position approves the load request.

Q: Cash Card: Is there a place to check the balance of a card from June, that wasn't distributed?

A: revfund@uw.edu for any cash card inquiries

Q: A student who is Co-PI on a grant that the budget is in another department. Can the student order tango cards?

A: Yes, if the student is in Workday and has the security role to initiate a purchase order

Q: How do we update a BPO line?

A: Any updates to an order will need to be done by the buying team. You can contact the buyer directly via email for updates. There is an intake form being designed that will allow campus to make these requests. More information will be available when it is closer to being finished.

Q: How do we correct a line item or the entire BPO with new info? What is the timeline for the UW Connect change BPO form?

A: Any updates to an order will need to be done by the buying team. You can contact the buyer directly via email for updates. There is an intake form being designed that will allow campus to make these requests. More information will be available when it is closer to being finished.

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

A: Any updates to an order will need to be done by the buying team. You can contact the buyer directly via email for updates. There is an intake form being designed that will allow campus to make these requests. More information will be available when it is closer to being finished.

Q: What if there is an error on a line that needs to be corrected? is it the same process as if we need to update it?

A: Any updates to an order will need to be done by the buying team. You can contact the buyer directly via email for updates. There is an intake form being designed that will allow campus to make these requests. More information will be available when it is closer to being finished.

Q: When receiving for a BPO, do we receive for the pre-tax amount, or for the taxed amount?

A: Do not include amounts for tax or shipping

Q: What is the timeline for invoices to be entered into Workday from the time they get sent to GHX?

A: 3-5 business days.

Q: What do we do if the wrong line items were invoiced in a BPO?

A: Send an email to pcshelp@uw.edu for any invoices that need to be rejected.

GHX split incoming invoices into several line items. We are trying to receive them but can only receive line 1. Was suggested we ask GCA to cancel all invoices, ask GHX to submit correctly, or email invoice list to AP to manually fix. But that doesn't fix future invoices when entered. And we have over 200 invoices in BPO's waiting on receipt. What is the best option to fix the line item issue, but also ensure GHX enter the invoices as one line item. We have over 200 invoices per month so substantial volume we need to address.

Q: What is the timeline for invoices to be entered into Workday from the time they get sent to GHX? Is there a way to make this process more transparent?

A: At this time it is 3-5 business days.

Q: For Procurement Office ours why is Procurement not fully represented at these meetings? They seem to often have more details than FT about processes.

A: We will be participating in these meetings going forward until the end of Hypercare.

Q: If we have monthly invoices with the same dollar amount that needs to be received on a BPO, how can we tell if receipts get applied to the correct invoice?

A: receiving is approving an amount of money to pay invoices. A receipt will match in the order of the invoice created date in Workday.

Q: I submitted RQ-0000019297 and it is fully completed but no PO generated. When I submitted a ticket to clarify why we do not have a PO#. They replied to the ticket and said "WD will not auto source requisition since one of the line is non-catalog zero dollar (no-cost) line. Requisition will need to be manually sourced to PO. Please use related action of Requisition and select Source Goods and Lines." What does manually sourced mean? when this manual sourcing step should be occurring?

A: An order placed via Round-Trip suppliers will be auto sourced, meaning no person needs to touch it, the PO is issued automatically to the Supplier via EDI, or Email. Manually sourced usually means that a Buyer role will need to create the PO from the requisition manually.

Q: How do extend the end date of a BPO?

A: Any updates to an order will need to be done by the buying team. You can contact the buyer directly via email for updates. There is an intake form being designed that will allow campus to make these requests. More information will be available when it is closer to being finished.

Q: If a Requisition is successfully completed, what does the "close" button do and when do we use it? Any examples?

A: From time to time, there are errors that need to be corrected even if a requisition is fully approved. For example, if the requisition has multiple lines, but the Supplier is only added to line one and are missing from the rest of the lines, the requisition can be fully approved but a PO will not issue due to the lack of supplier on the rest of the lines. In this case, a requisition needs to be closed and start over to correct the lack of supplier error.

Q: We have a BPO a supplier has been waiting for GHX invoice matching for a while now. We want to get the supplier paid. Can we just create a receipt for each invoice via the PO and attach our copy of the invoice to the BPO?

A: Yes, all invoices on a BPO will need receiving. You will have an option to attach the invoice to the receipt at that time.

Q: How do we cancel a PO that has been fully issued already?

A: To cancel a purchase order you first need to contact the supplier it was issued to so they cancel it in their system and then currently if you know the buyer that approved the purchase order you can email them directly or you can email PCSHelp@uw.edu. There will be a Connect Form in the future you will submit for this.

Q: Will there eventually be a way for us to communicate directly with GHX when there's a problem, or will we need to route all questions through the Procurement team?

A: You will have to route the questions to Procurement Services. If the problem is broad in nature, we will engage GHX on a potential technical fix.

Q: How can we check the status of an invoice after sending the invoice to GHX?

A: Within 3-5 business days, invoices that GHX can scan will be visible in Workday. The PO/BPO must be active in Workday so that GHX can scan it. If they are not scanned, they will be sent to AP for a manual review and entry.

Q: I understand we need to move on but this is a major issue with how do we know about this non-scan queue - is there a best practice we can do to help our teams.

A: Supplier sending the invoice once the PO/BPO is active in Workday will reduce the chance of non-scan. Having the Workday PO/BPO number on the invoice will reduce the chance of non-scan.

Q: When GHX receives an invoice for matching, are they paying attention to only what's on the invoice? Or are they also paying attention to the email text? If a PO isn't referenced on the invoice, but it is referenced in the body of the email, will it match correctly?

A: The PO has to be prominently displayed on the header of the Invoice in the correct format that matches the Workday PO format (including the letter "PO" with the dash afterwards) for the invoice to be scanned correctly.

Q: We created a BPO for laundry services and an invoice was submitted by the vendor to GHX, however the invoice was rejected because at that them the BPO wasn't active because it was being sent back for us to update address. Do create invoice match in WD or do we contact the vendor to resubmit the invoice to be paid now that the BPO is active? Also is the only person who entered in the BPO the only person to create invoice match?

A: Since we can no longer convert any Ariba BPO into Workday, and new Workday Blanket Request will need to be created for the remaining term of the Ariba PO, and the laundry service vendor will need to issue a new invoice against the new Workday Blanket Purchase Order.

For any outstanding invoices that needs to be paid right away, a requisition requester to create a Supplier Invoice Request in Workday, reference the Ariba BPO and make a one time payment that way.

Q: Is ACH ever an acceptable choice for Miscellaneous Payments, or should we focus on selecting Check as the payment method?

A: Valid payment types for Misc Payments are Check, ACH, and Wire. ACH should be used for bank accounts domiciled within United States. Wire should be used for bank accounts domiciled outside of United States.

Q: The taxability on spend categories is weird we are seeing memberships taxable publication fees taxable

A: I believe this has been escalated and is being looked into.