Voucher Approval, Payments, and Match Exceptions

General

The University has several methods and processes for making payments to various entities. All result in a voucher being created for the payment. There are several processes the Service Center is involved in to create and approve a voucher for payment. Match exceptions occur when a voucher is created against a Purchase Order and the voucher is unable to clear matching. The exception must be corrected before the voucher can pay.

Payment process

The payment process is bound by multiple policies at the University. The Accounts Payable Department (http://controller.osu.edu/ap/ap-home.shtm) controls the Accounts Payable policy and general payment procedures. The policies mainly include:

- Accounts Payable Policy - http://www.busfin.ohio-state.edu/FileStore/PDFs/441_AccountsPayable.pdf
- Expenditure policy - http://busfin.osu.edu/FileStore/PDFs/411_Expenditures.pdf

Convenience orders are approved by University Purchasing on an annual basis. The University has 11 convenience orders for use for the general university. Departments can apply for additional convenience orders for special circumstances for payments that are not required to go through the Purchase Order process. (http://www.purchasing.osu.edu/FileStore/PDFs/NonPOVoucherInstructions.pdf)

The general procedures for the purchasing process can be found at the Universities financial systems assist pages (https://it.osu.edu/assist/).

Purchasing Systems

The University utilizes two primary systems to complete the payment process:

- PeopleSoft Financials
- eRequest

Training

Training will be offered by the PSSC on eRequest best practices and usage. We will offer training on a regular basis alternating between in person classes and online courses (Carmen connect). We will also provide one-on-one or small group training on request from our departments.

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Department Roles - eRequest

All access is org/Dnode based.

Department - Roles	System Name	Description	Responsibility	Required Training	Suggested Training
Initiator	N/A	All employees with a name.# have the ability to initiate an eRequest	Provide accurate and complete information Attach all supporting documentation in a timely manner		• Core Courses • IDP
Requestor	FR Purchase Requestor	Provides individuals the ability to see all eRequests in the selected org. Allows them to enter eRequests on behalf of others	Provide accurate and complete information Attach all supporting documentation in a timely manner Complete the distribution panel	• Core Courses • IDP	
Level 1 Approver	FR Purchase Appr First	Approves purchases. This role is not required.	Ensures the completeness and accuracy of the business purpose Validates that the purchase is appropriate for the department	• Core Courses • IDP	
Level 2 Approver	FR Purchase Appr Second	Approves purchases. This is a required role.	Responsible for all of the above Available budget Correct chartfield	• Core Courses • IDP	

Department Roles – PeopleSoft Financials

None

Service Center Roles - eRequest

Service Center - Roles	System Name	Description	Responsibility	Required Training	Suggested Training
Service Center	FR Service Center User	Processes the transaction, including the reallocation and approval process	• Determines the most appropriate procurement method • Reviews the transaction for compliance with policies and process • Ensures all transactions have the appropriate approval	• Core Courses • IDP	

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Service Center Roles - PeopleSoft

Service Center - Roles	System Name	Description	Responsibility	Required Training	Suggested Training
Voucher Approver	AP_Invoice_approver	This role provides page access (voucher approval) to manually approve a voucher.	• Reviews voucher for compliance with policies and accuracy of entry	• Core Courses • IDP •	
PREP entry	AP_PREP_Full	This role allows users to create new PREP transactions.	• Enters non-PO payments that cannot be pushed through the eRequest system	• Core Courses • IDP • PREP training	
Payment Request approver	AP_Prep_Admin	Authorized users with this role will receive voucher work flow for transactions generated within the PREP System, regardless of dollar amount	• Reviews PREP payments for compliance and accuracy	• Core Courses • IDP • PREP training	•

Access

Access can be requested through your VP/College unit SFO or their designee.

| **General Rules and Requirements** |

- **Voucher approvals –** Vouchers should be reviewed by the department to ensure that the vendor is charging the University the appropriate amount for the purchases being made. The department should also ensure that the goods or services have been received in good condition and services have been completed (when applicable). The Service Center should review the voucher for compliance with university policies and accuracy of the data entry.

- **Employee Reimbursements –** Reimbursements for business expenses paid for by employees should be made in accordance with departmental and University expenditure policies. The department will enter a request for reimbursement and attach all receipts to the eRequest system. The Service center will review the transaction for compliance with policies and accuracy.

- **Prep Entries –** Prep entries are a method of paying non-PO invoices that cannot be processed through the eRequest system. The method of creating a voucher through PREP is completed by the Service Center and workflows to the Service Center Leads. A PREP entry occurs for Refunds and payment requests that cannot be "pushed" through the eRequest system for various reasons.

- **Match Exceptions –** Match exceptions occur when PO vouchers do not meet the requirements to pass the matching process. In order to clear match exceptions action must be taken to correct either the voucher or the Purchase Order. A change order to the purchase order is typically required to correct the match exception.

- **Vendor Payments -** Vendor payments are payments to vendors using a convenience order where a Purchase Order is not required. A payment to a vendor using this method may or may not include an invoice from the vendor.

Voucher Approval, Payments, and Match Exceptions

Questions-Who do I call?

Who Do I Call	Why?	How do I reach them
Your department's business manager/fiscal officer/SFO	• Questions about whether you can purchase something • Budgets	
PSSC	• Procurement methods • General policy questions • Status of an order	(PSSC webpage)
Accounts Payable	• Only if you can't get ahold of the PSSC staff member	http://controller.osu.edu/ap/ap-home.shtm

Voucher Approval, payments and match exceptions process

See processes on following pages

Employee reimbursements

Phase

Department

- Employee needs to buy something
- **Employee Puts in eRequest and is approved
- Purchase is made
- Receipt is attached to PR
- Unit notifies PSSC that receipt is attached and is ready for processing

- Employee seeks approval via method other than eRequest (email/verbal)
- Employee makes the purchase
- Unit or employee enters eRequest and attaches receipt; unit approves eRequest

PSSC

- Buyer Assigns PR to self
- Is there a receipt attached — Yes → Perform Compliance review of request
- Is this an OSP reimbursement? — NO → Does this need entered in Prep? → Select distribution method and "push" to PeopleSoft → System marks request complete
- No → Contact the requestor to find out if the purchase has been made
- Add comment to PR & put in Additional needs and request that PSSC be notified when receipt is attached.
- Has the purchase been made?
- Yes (OSP reimbursement) → Go to OSP process
- Yes (Prep) → Go to Prep Entry
- No → Ask Requestor to attach receipt so that reimbursement can be processed

7

Prep Entry

Phase

Procurement Shared Service Center

Prep entry (non-OSP)

eRequest requires Prep Entry → Compliance review is completed by SC → Is it OK?

— Yes → SC enters the request in PREP and submits for approval → Buyer Changes eRequest status to pending completion → PeopleSoft Batches Prep entries overnight for approvals → SC Lead review Transaction

— NO → SC contacts requester with questions and adds comments to PR; changes status of PR to additional info needed

Is the entry o.k.?

— NO → SC lead denies PREP entry and has SC staff reenter request or make corrections; Lead changes status to in Process

— Yes → SC lead approves PREP in PS → SC Lead changes status of eRequest to complete → AP makes payment

8

Match Exceptions

Phase

Expediting

Match Exception report is run → Contacts PSSC buyer that the match exception

Unit

Unit enters eRequest for change order to resolve the ME → Unit approvers approve eRequest for change order

PSSC

PSSC staff runs Match Exception report → SC staff investigates ME and formulate a resolution to fix the ME → SC staff will email/ call the unit with notification of the ME and the resolution to resolve

Alternate process: SC buyer enters eRequest to correct Match exception

eRequest workflows to the SC and the SC buyer self-assigns the order → Buyer follows Requisition/PO process to enter change order.

Buyer will follow up after 1 week if no response from the Unit

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Overview

Vendor Payments (Non-PO)

Phase

Unit

(Unit needs to pay a vendor on a convenience order) → [Unit enters eRequest for payment to a vendor] → [Unit approvers review and approve eRequest]

PSSC

[Erequest appears on SC worklist] → [SC staff self assigns the eRequest] → [SC Staff performs a compliance review] → < Is the request o.k? > —Yes→ < Is the request appropriate for a Convenience order? > —Yes→ < Can the payment be pushed? > —Yes→ [SC Staff "pushes" payment to PeopleSoft from eRequest]

< Is the request o.k? > —No→ [SC staff contacts requestor for additional information and waits for corrections to be made]

< Is the request appropriate for a Convenience order? > —NO→ (Payment should be processed using the PO/Req process)

< Can the payment be pushed? > —No→ [Go to Prep entry]

[SC Staff "pushes" payment to PeopleSoft from eRequest] → (Payment is made by Central AP)