



AP END-USER GUIDE

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Introduction

This manual was created to provide faculty and staff with a reference to complete all necessary tasks required by the Accounts Payable office. This manual will focus on end users utilizing AP Director Invoicing solution added into Eagle's Purch. Faculty and staff will also learn about the payables process and how using the invoicing solution as intended can increase the efficiency of payments, improve interdepartmental communications, and provide access to payment related inquiries.

As we pursue fiscal accountability, we are imploring all departments and vendors alike to forward all invoices with current purchase order number to accountspayable@nccu.edu for payment. For invoices that do not have an established PO, please put in an electronic check request in Eagles Purch for payment processing.

We request that departments not 'hold' invoices as they try to determine funding. It is imperative that we have the invoices in Accounts Payable so that Administration and Finance can assist with a solution and payment to vendors.

Vendor Invoices

An invoice that is ready for processing will include the following information and format:

- **Vendor Name**
- **Remit Address**
- **Purchase Order Number (must be on invoice itself)**
- **Invoice Number**
- **Invoice Date**
- **Description of goods or services**
- **Total**
- **PDF file format**
- **Temporary Labor must have invoice and timesheets.**

Types of documents that are **Not** accepted for payment.

- **Pro-Forma Invoice**
- **Quotes**
- **Interim Invoice**
- **Statements**
- **Proposals**

How to submit Invoices & Credit Memos

1. Email—Vendors can email directly to accountspayable@ncsu.edu.
 - a. Departments can be cc'd.
 - b. One invoice per attachment. Invoice upload data limit is 15MB.
 - c. Credit Memos must be submitted via email to accountspayable@ncsu.edu.
2. Supplier Portal—Vendors can sign up for access to the supplier portal to submit invoices directly into Eagle's Purch.
 - a. For additional details contact a member of the Accounts Payable Staff.
 - b. Credit memos cannot be processed in the Supplier Portal and must be submitted by email to accountspayable@ncsu.edu.
3. **Important Information** -It is the responsibility of the department, or the requestor individually, to maintain purchase orders and communicate changes to the vendor to ensure invoices have the correct purchase order listed.
 - a. Invoices received with the incorrect purchase order listed will cause a delay in payment. If a purchase order was in place at the time the invoice was created, it is the department's responsibility to inform the AP Staff of the appropriate purchase order to use by written communication.
 - b. Departments will be notified if a PO needs receiving or if the PO is invalid. Please respond in a timely manner in order to avoid forced matching or direct payment of an invoice.
 - c. All communication regarding an invoice in process should be submitted in the comments tab of the invoice.

The Invoice Workflow

The screenshot displays the 'View Workflow' modal for invoice A0013940. The modal shows a vertical timeline of six steps, all marked as completed with a checkmark in a circle. The steps are: Submitted (3/11/2020 3:03 AM), Assign Invoice Number (Completed), Hold for Receiving (Completed), AP Review (Approved by Randi Osorio), Final Approval (Approved by Ciara Allen), and OK to Pay notification (Completed). The background shows the invoice details for CDW Government, Inc. with a due date of 3/27/2020 and a purchase order of P0110860.

When an invoice is processed into Eagles Purch for payment it enters a series of reviews referred to as the invoice workflow.

The standard invoice workflow is 4 steps. Accessing the “Approvals” tab in an invoice will provide information of the current status of an invoice and what department or person is currently responsible for reviewing and approval of the invoice.

Hold for Receiving

Once a PO invoice is submitted, Eagles Purch will look for a matching receipt (a receipt created in EP that aligns with the invoice exactly). When a matching receipt is not found, the invoice will trigger the ‘Hold for Receiving’ workflow step. At this time, the requisitioner will receive system generated notifications that an invoice is in process and awaiting a receipt.

Receipt reminder notifications start as follows for varying invoice sources and continue for 15 days:

- Electronic – initial reminder sent 5 days after invoice submission.
- Manual – initial reminder sent 2 days after invoice submission.
- Portal – initial reminder sent 2 days after invoice submission.

Once matched, the invoice will proceed to AP Review for continued payment processing.

AP Review

Once an invoice has completed Holding for Receiving, the invoice is now reviewed by an AP staff member. The submitted invoice is verified against the attached PDF file. Bank codes, remit addresses, accounting dates, and other corrections are typically applied if needed during this step. IF there is an issue with an invoice a comment is noted on the invoice and the staff member will cancel or reject the invoice.

Once the invoice is approved by AP review, it will proceed to Final Approval.

Final Approval

This is the final review by AP Supervisor for payment.

OK to Pay Notification

Once an invoice has been approved it is now queued to have the payment details exported to Banner 9 for the check printing process.

Electronic Form Request

When an invoice is submitted for payment by this method a purchase order is not required but the process to approve a transaction are extensive. The AP Request invoice workflow is 9 steps. The first 5 steps are listed above.

The offices responsible for these approvals include but are not limited to; Department Fund Approvers, Budget Office, Purchasing Department and Comptroller's Office. The approval process for this workflow requires that ALL supporting documents are attached to the request at the time of submission. Each stage in the workflow requires approvals that indicate the transaction meets all standards for payment based on

role. Insufficient documentation can result in payment delays or invoice cancelation prior to reaching [AP Review](#).

Once an invoice completes the 5th step it flows into the standard workflow starting with the [AP Review](#).

Delays in the Workflow

[HFR](#), when this step is not completed in the allotted timeframe a new step is added to the workflow.

The screenshot displays the 'View Workflow' modal for invoice A0043696. The modal shows a vertical sequence of workflow steps: Submitted (7/6/2021 3:00 PM), Invoice Import Notifications (Approved: Randi Caspio), Ready for Matching (Completed), Matching Exceptions (Active), AP Review (Future), Final Approval (Future), OK to Pay notification (Future), Auto-Close-PO (Future), and Finish (Future). The background shows the invoice details, including the supplier name 'Orange Recycling Services, Inc.', invoice date '11/13/2020', and due date '12/13/2020'. The invoice status is 'Unmatched'.

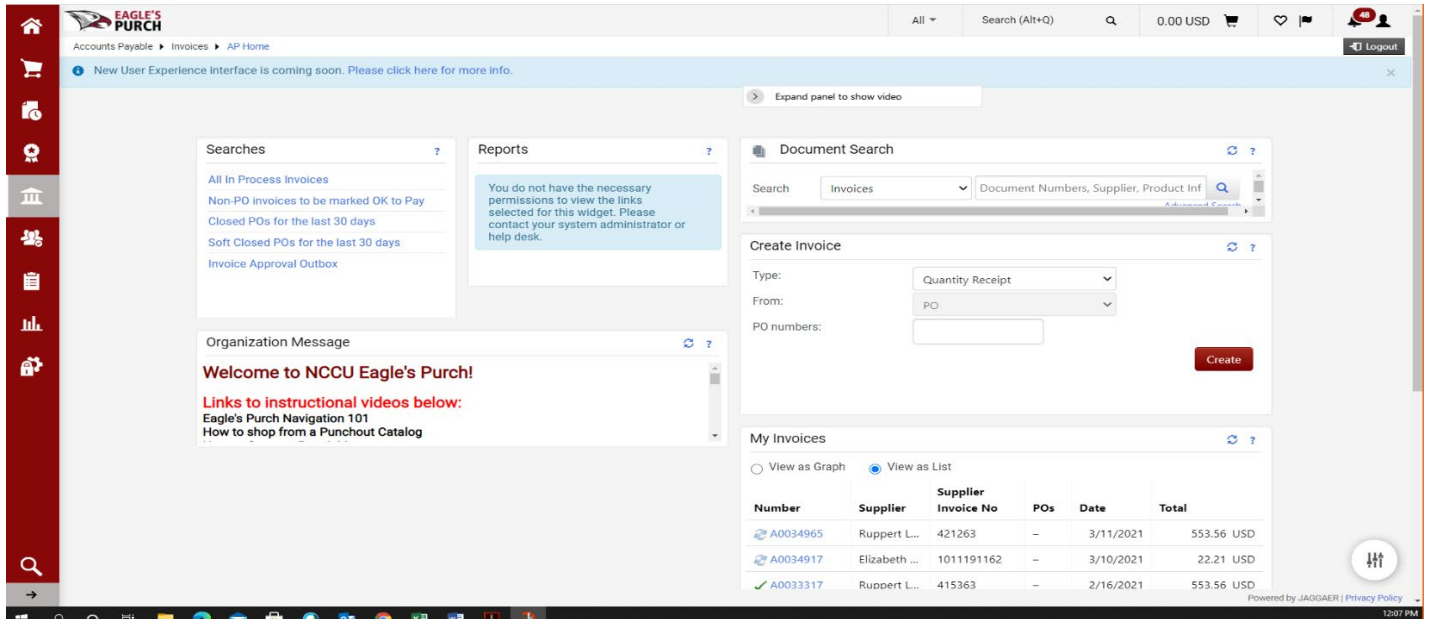
Matching Exceptions

If a matching receipt is not created after 15 days, the invoice will trigger the 'Matching Exceptions' workflow step for manual intervention. AP will take the following steps:

- Check the 'Comments' tab of the invoice for any communication regarding the invoice. Sometimes department contacts will leave a comment to indicate why they have not yet created a receipt (ie. Items/service not yet received, disputing invoice charges, mis key, etc.)
- If no comment is present, AP will leave a comment directed to the requisitioner to create a receipt as to not further delay payment.
*****urgent*** please create a receipt for this transaction, the invoice will not be approved for payment until this step is complete. If a dispute is in process please respond by creating a comment to the AP staff with details regarding the issue and contact the vendor for the resolution.**
- If after one week since contacting the requisitioner no response is received and/or no matching receipt is created, AP will approve, and force match the invoice.

Once force matched, the invoice will transition to [AP Review](#). When an invoice is rerouted into Matching Exceptions 15 days have passed. The likelihood of a payment taking place on time decrease significantly. Matching Exceptions is a shared responsibility between the requisitioner and the AP staff and communication is required to get the invoice back to the [standard workflow](#).

A best practice to increase payment efficiency is creating the required receipt as soon as possible. When goods or services have been completed delivered or accepted, the receipt can be created. The invoice does not have to be available in the system prior to the receipt being created. The receipt is created and tracked as a function of the purchase order.



Provides quick access to various AP functions and resources that assist in the invoicing process. Please note that this screen can vary based on user access.

a. Searches

- i. These custom searches are created to quickly retrieve documents that meet specific parameters.

b. Reports

- i. This function allows searches to be exported for use by various departments or decision makers

c. Document Search

- i. This feature allows users to search for invoices that have been submitted into Eagles' Purch for payment
- ii. Additional search methods can be used, and additional filters can be added to expand or narrow search results.

d. Create a Receipt

- i. This feature allows end users to create a quantity or cost receipt using the purchase order number

e. My Invoices

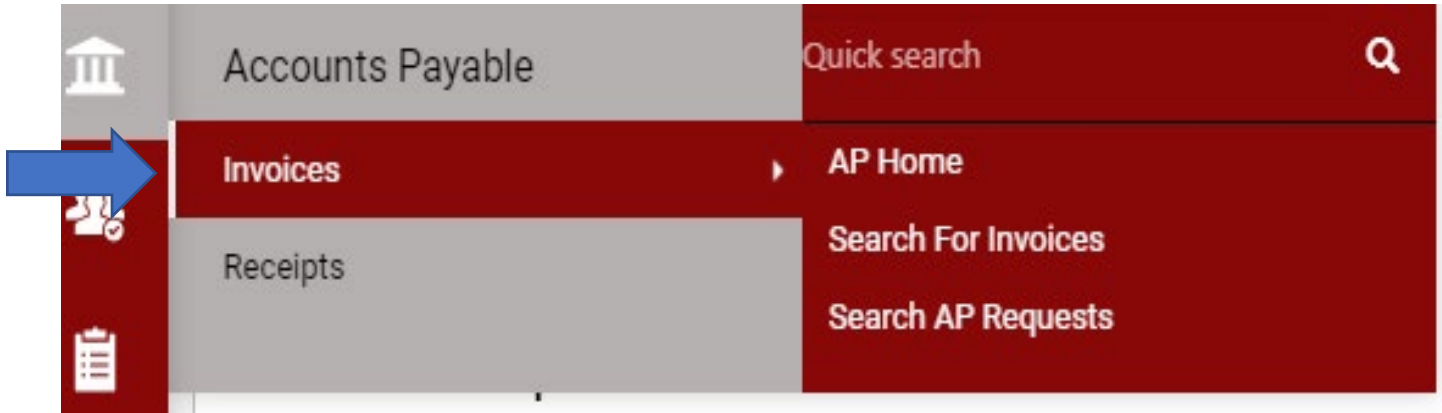
- i. Shows invoices submitted by user and allows quick access to check status or editing.

f. Organization Message

- i. This section includes important communication from the Finance Department.
- ii. It includes video guided instructions for completing various tasks needed to make purchases or complete the payment process.
- iii. This section also includes a video and pdf format details of changes to features due to software updates.

AP Shortcuts

The submenu gives quick access to invoices and receipts. Some individuals will have access to approvals.



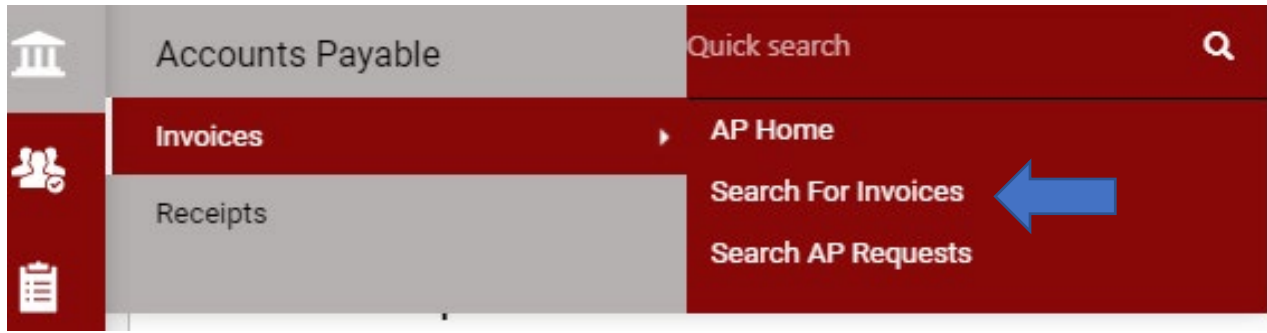
[AP Home](#), [Search for Invoices](#), [Search AP Requests](#)

Form Name	Request Number	Form Purpose	Form Status	Created Date/Time	Current Workflow Step	Pending Approver	Form Type	Requestor	Submitted Date	Completed Date
Check Request - March 2020	3481684	Check Request	Approved	3/11/2021 9:55:33 PM	-	-	Electronic Check Request	[Redacted]	3/11/2021 10:03:01 PM	3/11/2021 10:03:15 PM
Check Request - Tolls	3476006	Check Request	Approved	3/10/2021 6:40:02 PM	-	-	Electronic Check Request	[Redacted]	3/10/2021 7:11:20 PM	3/10/2021 7:11:22 PM
Check Request - Annual 2021	3422192	Check Request	Incomplete	2/26/2021 9:38:13 AM	-	-	Electronic Check Request	[Redacted]	-	-
Check Request - February 2021	3383772	Check Request	Approved	2/16/2021 4:01:54 PM	-	-	Electronic Check Request	[Redacted]	2/16/2021 4:14:42 PM	2/16/2021 4:14:49 PM
Check Request - March 2020	3366069	Check Request	Approved	2/11/2021 8:56:09 AM	-	-	Electronic Check Request	[Redacted]	2/11/2021 9:13:48 AM	2/11/2021 9:14:01 AM
Check Request - January 2021	3351665	Check Request	Approved	2/8/2021 12:30:57 PM	-	-	Electronic Check Request	[Redacted]	2/8/2021 1:00:50 PM	2/8/2021 1:01:02 PM
Check Request - January 2021	3351003	Check Request	Approved	2/8/2021 11:27:47 AM	-	-	Electronic Check Request	[Redacted]	2/8/2021 11:34:20 AM	2/8/2021 11:34:25 AM

Invoice Search

Within the AP Module Tab end users can access the Invoice Search tool. This allows end users to search for invoices by vendor, purchase order number, user, and many other filters. The search results will provide information such as current workflow status and payment status.

Accounts Payable Submenu



1. Enter the **Invoice number (A#), Supplier Invoice Number, or Vendor**. You can also narrow down search using purchase order number.
2. “Add filters” allow a user to search for documents using various types of information.
 - **Identifiers**- Invoice Name, PO Numbers, etc.
 - **Dates**- Due Date, Accounting Date, etc.
 - **General Info**- Department, Invoice Owner, etc.
 - **Item Details**- Item Type, Product Description, etc.
 - **Properties**- Pay Status, Invoice search, etc.
 - **Custom Fields**-Account Number, Fund, etc.

The screenshot shows the Search Invoices interface. A blue arrow points to the 'Add Filter' button. Below is a table of search results.

Invoice Number	Supplier Invoice Number(s)	Supplier	PO Number	Invoice Status	Created Date/Time	Due Date	Discount Date	Discount Amount
A0050999	3-424-49834	Fedex	-	Pending	10/18/2021 4:09:39 PM	11/17/2021	-	0.00 US
A0050998	535112	City of Durham	P0119052	Pending	10/18/2021 3:52:06 PM	10/22/2021	-	0.00 US
A0050997	3Qtr2021	Office of the State Auditor	-	Pending	10/18/2021 3:25:57 PM	11/17/2021	-	0.00 US

☰ Search Invoices

Quick Filters My Searches

Supplier >

Invoice Status >

Invoice Type >

Invoice Source >

Department >

Invoiced By >

Invoice Owner >

Current Workflow Step >

Approved By >

Commodity Code >

Contract Type >

Form Type >

Search for AP Request (electronic check request).

Eagle's PURCH
Accounts Payable > Invoices > Search AP Requests

0.00 USD

Search AP Requests

Quick Filters: My Searches

Form Status: Approved (12), Incomplete (1)

Form Purpose: Check Request (13)

Form Type: Electronic Check Request (13)

Participant: Harris, Armissa (13)

Requestor: Harris, Armissa (13)

1-13 of 13 Results

Form Name	Request Number	Form Purpose	Form Status	Created Date/Time	Current Workflow Step	Pending Approver	Form Type	Requestor	Submitted Date	Completed Date
Check Request - March 2020	3481684	Check Request	Approved	3/11/2021 9:55:33 PM	-	-	Electronic Check Request	[Redacted]	3/11/2021 10:03:01 PM	3/11/2021 10:03:15 PM
Check Request - Tolls	3476006	Check Request	Approved	3/10/2021 6:40:02 PM	-	-	Electronic Check Request	[Redacted]	3/10/2021 7:11:20 PM	3/10/2021 7:11:22 PM
Check Request - Annual 2021	3422192	Check Request	Incomplete	2/26/2021 9:38:13 AM	-	-	Electronic Check Request	[Redacted]	-	-
Check Request - February 2021	3383772	Check Request	Approved	2/16/2021 4:01:54 PM	-	-	Electronic Check Request	[Redacted]	2/16/2021 4:14:42 PM	2/16/2021 4:14:49 PM
Check Request - March 2020	3366069	Check Request	Approved	2/11/2021 8:56:09 AM	-	-	Electronic Check Request	[Redacted]	2/11/2021 9:13:48 AM	2/11/2021 9:14:01 AM
Check Request - January 2021	3351665	Check Request	Approved	2/8/2021 12:30:57 PM	-	-	Electronic Check Request	[Redacted]	2/8/2021 1:00:50 PM	2/8/2021 1:01:02 PM
Check Request - January 2021	3351003	Check Request	Approved	2/8/2021 11:27:47 AM	-	-	Electronic Check Request	[Redacted]	2/8/2021 11:34:20 AM	2/8/2021 11:34:25 AM

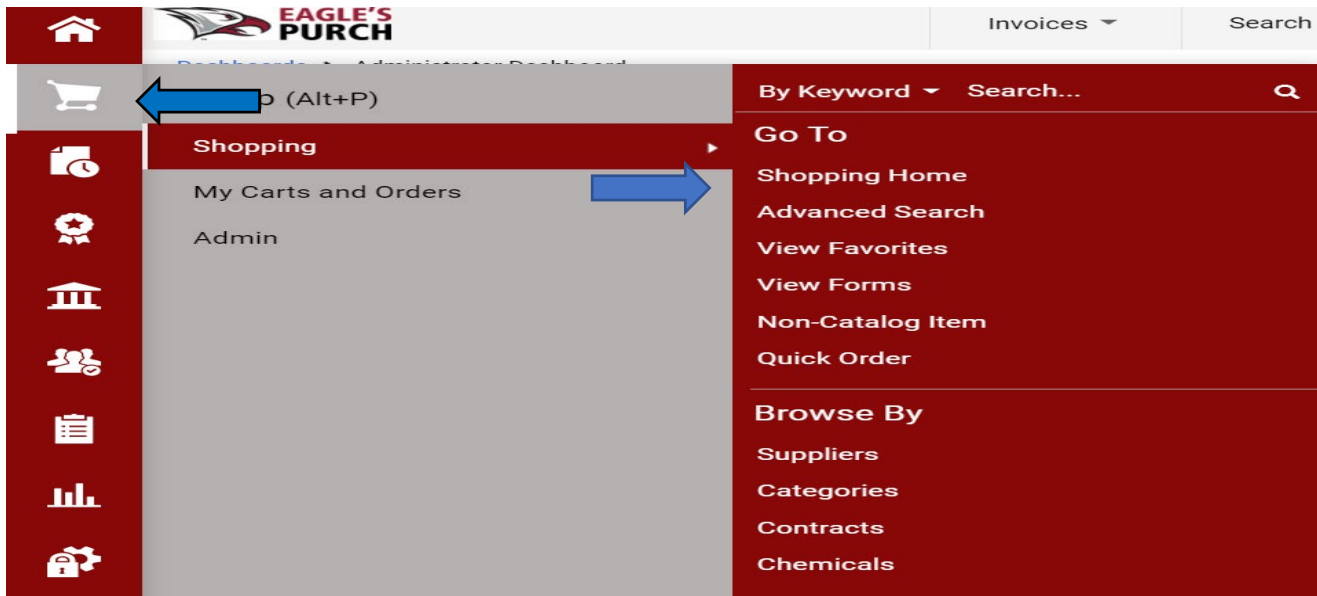
Powered by JAGGAER | Privacy Policy

Creating Check Request

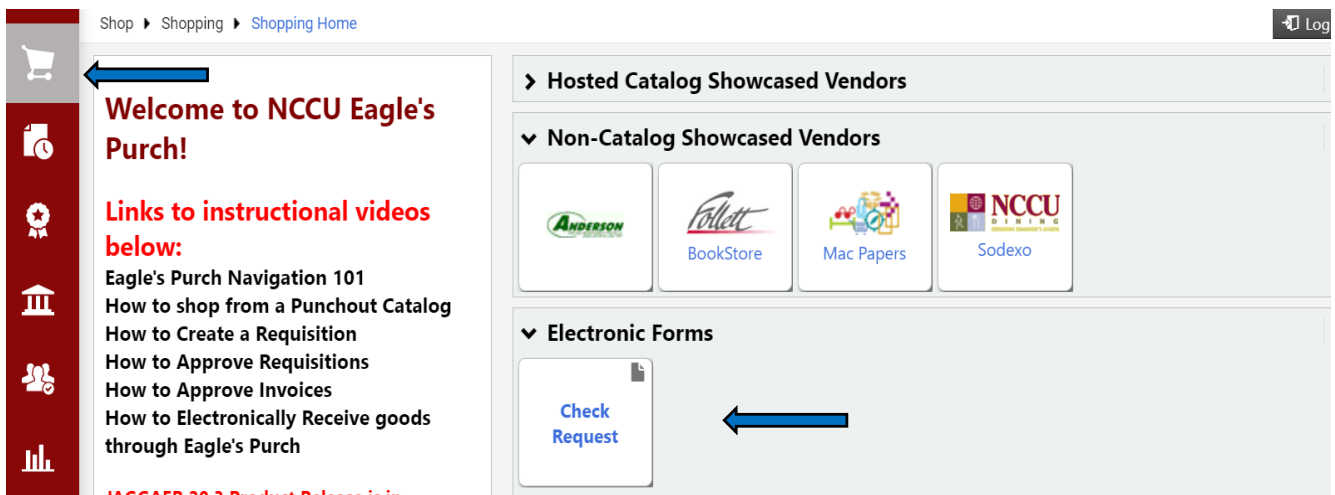
North Carolina Central University uses purchase orders as our primary method of procurement. A check request is used when you do not have a purchase order in place, or the purchase order has been closed, or the vendor does not accept Purchase orders.

Speakers and Entertainers, require a 4% tax withholding for out of state vendors with invoices over \$1,500.00.

From Eagle Purch Home Page (Admin Dashboard), Select **Shopping Cart**, then select **Shopping Home**.



From the Shopping Home Page (**Shopping Cart Icon**), under **Electronic Forms**, select **Check Request**.



Instructions

1. **Form Instructions**-Please read to ensure that your submission meets the requirements.
 - a. If No, **Disregard Request**. If Yes, select **Next**.

Form Number-Assigned to each submission, once **status** changes to complete will generate Invoice number (A....).

Check Request

Form Number 3375922
Purpose Check Request
Status Incomplete

Instructions

Details ✓
Supplier ✓
Questions ✓
Attachments ✓
Review and Submit
Form Approvals

Form Instructions

1. Check requests may only be use after it is verified that a vendor will not accept a purchase order. This form may not be used for travel, or otherwise, unless specifically approved as required by State and University rules and regulations.
2. If a vendor will not accept a purchase order, and/or it is appropriate to do so, an electronic Check Request form should be keyed into Eagle's Purch.
3. The form and all required documentation should be attached this form itself. The form will then route to the appropriate approvers through a pre-determined workflow established in Eagles Purch.
4. A justification is a required part of the documentation for a check request and must provide adequate evidence of compliance with purchasing regulations.
5. A check request that has been approved by all necessary parties will route electronically to the NCCU Accounts Payable Office for payment.

Policy Statement

Request Actions | History | ?

Add to Favorites
Discard Request

Next >

Details

Required Field ★

2. **Form Name**-Assign a name to your draft, Select **Save Progress** (successfully saved), then **Next** (required actions).

Details

Request Actions | History | ?

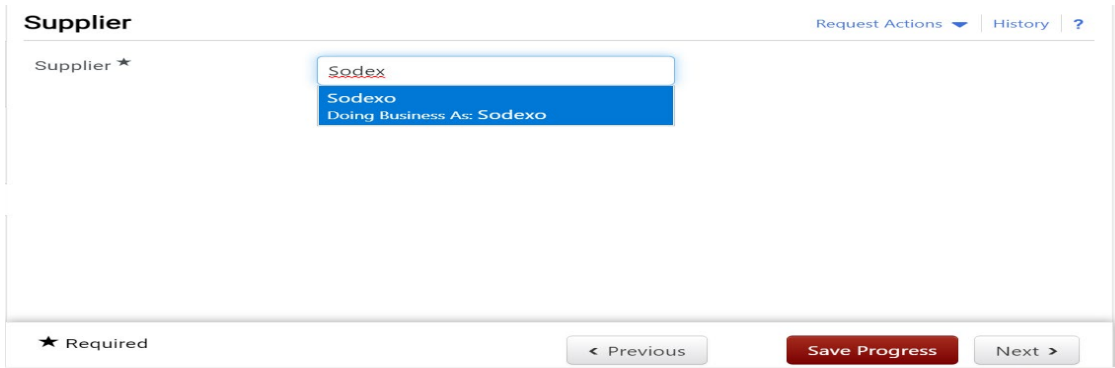
Form Name ★ Sodexo 10-09-20
Purpose Check Request
Template Title Check Request
Form Type Electronic Check Request

★ Required

< Previous Save Progress Next >

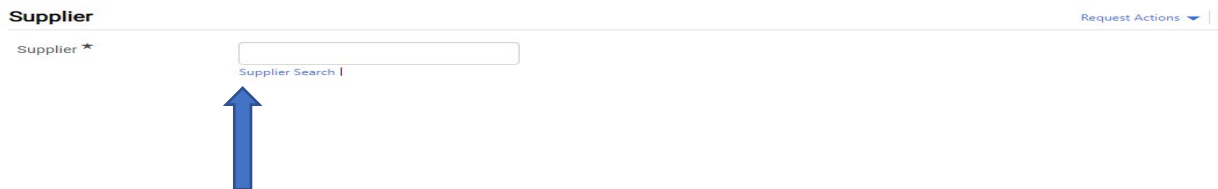
Supplier Search

3. **Supplier**-There are several “Search” criteria’s



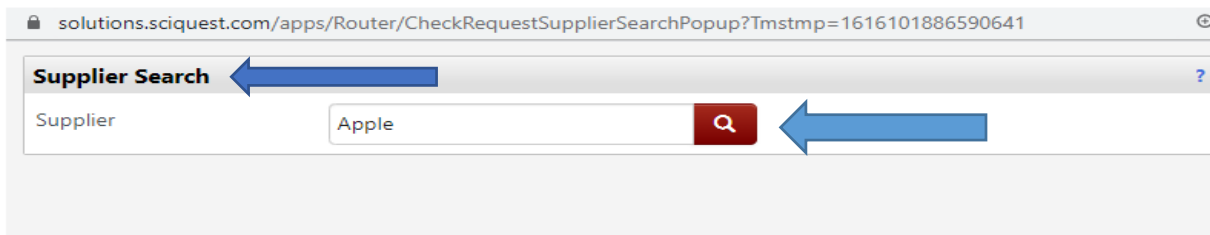
The screenshot shows a web form titled "Supplier" with a search input field containing "Sodexo". A dropdown menu is open, showing "Sodexo" and "Doing Business As: Sodexo". The form includes a "Request Actions" dropdown, "History", and a help icon. At the bottom, there are buttons for "< Previous", "Save Progress", and "Next >". A star icon and the word "Required" are also visible.

b. Another search is **Supplier Search** feature



The screenshot shows the "Supplier" form with a search input field labeled "Supplier Search I". A blue arrow points to this field.

i. You will be directed to **Supplier Search Page**, Type **vendor name** example “**Apple**”, then click on the magnifying glass.



The screenshot shows a browser window with the URL "solutions.sciquest.com/apps/Router/CheckRequestSupplierSearchPopup?Tmstmp=1616101886590641". The page title is "Supplier Search". The search input field contains "Apple" and a magnifying glass icon. A blue arrow points to the magnifying glass icon.

- ii. You will be directed to a list of Suppliers that have “**Apple**” in their name. From this list, you will **Select** the correct **Vendor**, once selected the **Vendor** and **Remit to Address** will populate in **Supplier** field.
- Please note, if you are unable to locate your **Vendor**, contact Purchasing (Purchasing@ncu.edu) for further instructions.

Supplier Search		
Supplier	Apple	
Results Per Page	40	Suppliers found: 10 Page 1 of 1
Supplier Name	Select	
Apple Rock Advertising & Promotions vp	Select	
Apple Computers	Select	
Apple Eight Hospitality Management Inc	Select	
Apple Nine Services St Louis Inc	Select	
Apple Seven Hospitality Management, Inc	Select	
Apple Ten Hospitality Management	Select	
Appled Concepts	Select	
AppleOne	Select	
Appleseed Consulting	Select	
Miriam Barron Applewhite	Select	
Results Per Page	40	Page 1 of 1

Remit to Address

4. Select BI Billing 1 (Primary Remittance) from drop down box, **Save Progress**, then **Next**. “When the Invoice is reviewed by Accounts Payable, we will select the correct address on **Supplier Invoice**”.

Supplier * [Supplier Search |](#)

Remit-To Address

Remit-To Address *

W.G. Pearson Cafeteria
North Carolina Central Univ
1801 Fayetteville St
Durham, NC 27707-3129

USA
Phone 1-919-5306192-
Fax 1-919-5306810-

★ Required

Questions-Check Request Information

5. **Invoice Details** (All fields must be completed in this section, then **Save Progress, Next**).

Supplier Invoice Number- Maximum characters in this field is 15 (spaces included).

Product Description-What is being purchased or reimbursed.

▼ Invoice Details

Supplier Invoice Number ★

100920

Product Description ★

Staff Meals

Currency-USD

Invoice Date-Supplier Form

Apply 4% Withholding Tax

Yes - Required by North Carolina for Out of State (Entertainment, Speakers) Vendor payment(s) greater than \$1,500.00 as stated on Contract.

Currency

USD

Invoice Date? ★

10/09/2020

mm/dd/yyyy

Apply 4% Withholding Tax? ★

Yes No

Check Amount-Total amount minus Taxes (NCCU Tax exempt).

Justification Description-Why a check request is being submitted instead of a requisition.

- a. **“Check Request”** should only be used for non-recurring purchases when a PO will not be accepted by vendor.

50.00



Justification Description ★


PO is closed, request from AP to submit "Check Request"



1945 characters remaining

Invoice Upload - Select Upload

Invoice Upload ★

No File Attached 
Uploaded attachment will be copied to the invoice.


Title-Without, file will not upload.

File-Upload Invoice (attachment)

- a. Can only upload “**One**” Invoice in this section. Please note, you cannot submit multiple invoices for payment, each invoice will have to be entered separately with their own system generated invoice number (A....) Once invoice is uploaded, **Save Changes**.

Upload ×

Title ★ 

File ★ Sodexo 10-09-20.pdf 
Maximum upload file size: 25.0 MB

★ Required 

Contract Upload-Only signed contracts are to be uploaded. This is the last field, if all questions have been answered, Select **Save Progress** Then **Next**.

Contract Upload

No File Attached
Uploaded attachment will be copied to the invoice.



Codes

6. **FOAP** - Insert **funding** and **location code (required)**, **Completed**, select **Next**.
 - a. **Split FOAP** - Two or more funds, Select **Edit**.

Codes Request Actions ▾ | History | ?

✖ Required field: Bank Code: Line

Accounting Codes

LINE	Fund	Organization	Program	Location	Account	Activity	edit
	300170 Trust Fund - Institutional Support	30010 Fund Clearing Organization Code	no value	100477 HOEY ADMINISTRATION-OFFICE - 011 001	721100 Household Supplies - Janitorial	no value	<input type="button" value="edit"/>

Add alternate distribution for Discount Go

★ Required

Add Split

Accounting Codes

LINE	Fund	Organization	Program	Location	Account	Activity	add split
	<input style="width: 100%;" type="text" value="300170"/> <small>Select from all values...</small>	<input style="width: 100%;" type="text" value="30010"/> <small>Select from all values...</small>	<input style="width: 100%;" type="text" value=""/> <small>Select from all values...</small>	<input style="width: 100%;" type="text" value="100477"/> <small>Select from all values...</small>	<input style="width: 100%;" type="text" value="721100"/> <small>Select from all values...</small>	<input style="width: 100%;" type="text" value=""/> <small>Select from all values...</small>	<input type="button" value="add split"/>

recalculate / validate

Save

Split FOAP - Funds entered, select Next.

Accounting Codes

LINE	Fund	Organization	Program	Location	Account	Activity	Amount of Price	edit
	300170 Trust Fund - Institutional Support	30010 Fund Clearing Organization Code	170 Institutional Support	100477 HOEY ADMINISTRATION-OFFICE - 011 001	721100 Household Supplies - Janitorial	no value	62.50 USD	<input type="button" value="edit"/>
	300170 Trust Fund - Institutional Support	30010 Fund Clearing Organization Code	170 Institutional Support	100477 HOEY ADMINISTRATION-OFFICE - 011 001	722000 Food Products	no value	62.50 USD	<input type="button" value="edit"/>

Add alternate distribution for Discount Go

★ Required

Attachments

7. **Additional Attachments**-Purchasing Check Request Justification and other documents deemed pertinent. Once uploaded, Select **Save Progress**, then **Next**.

Required field: Bank Code: Line

Please add your attachments below.

Add Attachment

< Previous Save Progress Next >

Review and Submit

8. **Action Needed**-Field Incomplete, make revisions in the section highlighted. Once completed, Select **Submit**.

Review and Submit Request Actions History ?

Required field: Bank Code: Line

Section	Progress	Action Needed on the Following
Details	✓ Required Fields Complete	
Supplier	✓ Required Fields Complete	
Questions	✓ Required Fields Complete	
Codes	✓ Required Fields Complete	
Additional Information	✗ Incomplete	
Attachments	✓ Required Fields Complete	

< Previous Add to Submit

Required Fields Complete – **Submit**.

Review and Submit Request Actions History ?

Required Fields Complete


Section	Progress
Details	✓ Required Fields Complete
Supplier	✓ Required Fields Complete
Questions	✓ Required Fields Complete
Codes	✓ Required Fields Complete
Additional Information	✓ Required Fields Complete
Attachments	✓ Required Fields Complete

< Previous Add to Submit

9. **Confirm**-Last opportunity to cancel request. When the form is ready to be submitted confirm by selecting **Yes**.

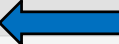
Confirm x

Are you sure you want to submit this form?





10. **Invoice Number** is generated by the System-**A0033128**, Status has changed to **Approved**.


Sodexo 10-09-20


Form Number	3375922
Purpose	Check Request
Status	Approved
Invoice	A0033128 


Instructions

Details 

Supplier 

Questions 

Codes 

Additional Information 

Creating Receipts

Receipts are created to verify that items, or services “landscaping, temporary employment service, repairs to machinery, etc.” have been received or rendered. All invoices need receipts before invoice can move forward to AP review stage and payment can be rendered. Please create receipt when you receive good or service rendered.

Creating a Qty Receipt

The screenshot displays the 'Eagle's Purch' system interface for a purchase order. The top navigation bar includes a search function, a currency of 21,240.00 USD, and user notification icons. The main header identifies the document as 'Purchase Order - P0119350 Revision 0'. A secondary navigation bar lists various document types: Status, Summary, Revisions (1), Confirmations, Shipments, Receipts, Invoices (1), Comments, Attachments, and History. The primary content area is divided into three sections: 'General Information', 'Document Status', and 'Line Details'. The 'General Information' section lists key data points such as PO/Reference No. (P0119350), Revision No. (0), Supplier Name (Apple Computers), Purchase Order Date (8/26/2021), Total (1,657.00), Requestor Name (S. Alex Marshall), Requestor Email (alex.marshall@nccu.edu), and Requisition Number (147878441). The 'Document Status' section shows the A/P status as 'Open' and the workflow as 'Completed' (8/26/2021 12:58 PM). A note indicates the system distributed the purchase order using the method(s) indicated below the last time it was distributed. The 'Line Details' section is currently empty. On the right side, a 'Completed' summary panel provides a 'Details' view showing 'Supplier Status: Sent To Supplier', 'Supplier: Apple Computers', and a 'Total (1,657.00 USD)' with a 'Subtotal' of 1,657.00. Below this, 'Related Documents' lists Requisitions (147878441) and Invoices (A0047104). The 'What's next?' section shows the 'Workflow Status' as 'Completed'. A vertical sidebar on the left contains navigation icons for home, cart, document, search, and other functions.

General Information		Document Status	
PO/Reference No.	P0119350	A/P status	Open
Revision No.	0	Workflow	✓ Completed (8/26/2021 12:58 PM)
Supplier Name	Apple Computers	The system distributed the purchase order using the method(s) indicated below the last time it was distributed: view	
Purchase Order Date	8/26/2021	cXML (Electronic Integration)	no value
Total	1,657.00	Distribution Date/Time	8/26/2021 12:58 PM
Requestor Name	S. Alex Marshall	Supplier	Sent To Supplier
Requestor Email	alex.marshall@nccu.edu		
Requisition Number	147878441 view print		

Line Details						
Status	Item	Catalog No.	Size/Packaging	Unit Price	Quantity	Ext. Price

2. Select **Invoice Tab**. Verify Invoiced Amount.

Purchase Order • P0119350 Revision 0

Records found: 1, Totaling: 358.00 USD

Invoice No.	Supplier Invoice No.	Invoice Date	Due Date	Invoice Type	Payment Status	Invoice Total	Invoiced By
A0047104	AF34425621	8/26/2021	9/25/2021	Invoice	In Process	358.00 USD	System

Line Details

Line No.	Product Name	Catalog No.	Unit Price	Qty/UOM	Extended Price	Invoice Qty/Cost	Status
1	3-Year AppleCare+ for Schools - iPad Pro 12.9-inch	SAYQ2LL/A	179.00 USD	1 EA	179.00 USD	1 / 179.00 USD	Net Invoiced
2	Smart Keyboard Folio for 12.9-inch iPad Pro (5th generation) - US English	MXNL2LL/A	179.00 USD	1 EA	179.00 USD	1 / 179.00 USD	Net Invoiced
3	Personalized 12.9-inch iPad Pro Wi-Fi 512GB - Silver	PHNL3LL/A	1,299.00 USD	1 EA	1,299.00 USD	1 / 1,299.00 USD	Open

Completed

Details

Supplier Status
Sent To Supplier
Supplier
Apple Computers

Total (1,657.00 USD)

Subtotal 1,657.00

1,657.00

Related Documents

Requisitions: 147878441
Invoices: A0047104

What's next?

Workflow Status Completed

Workflow

Submitted
8/26/2021 12:56 PM

3. Click **Receipts tab** select Plus (+) sign on top right of screen.

Status Summary Revisions 1 Confirmations Shipments Receipts Invoices Comments Attachments History

Records found: 0

There are no receipts for this PO.

- Header Information is Optional for department. You can fill in **Delivered By**, **Notes**, **Date of Delivery**, and **Add Attachments**. Ex. Packing slips, Tracking info.
- Enter **Quantity received**.

Header Information

Receipt Name: 2021-03-11 rosorio 01

Receipt No: To Be Assigned | Receipt Date: 3/11/2021 | Packing Slip No.: | Supplier Name: Office Depot | Received by: Randi Osorio

RECEIPT ADDRESS

No addresses defined in profile.

Attn: Brenda Atwater
Room: 615
Bldg: Lawson Street
Central Receiving
625 George Street
Durham, NC 27707
United States

DELIVERY

Carrier: Other
Tracking No.:
Flexible Text Field:
Delivered by:
Attachments: Attach/Link
Notes: (1,000 Chars. Max)

Receipt Lines

Line Details

PO No.	PO Line No.	Product Name	Catalog No.	Qty/UOM ordered	Previous Receipts	Quantity	Add to Inventory	Line Status	Actions
P0114219	1	Scotch(R) Magic(TM) Invisible Tape 810 With C-60 Dispenser, 3/4 x 1,000, Pack Of 10 Rolls	122996	1 PK		1		Received	Remove Line Receive & Return
P0114219	2	Post-it(R) Notes Pop-Up Note And Flag Dispenser With Photo Frame, Black	913934	2 EA		2		Received	Remove Line Receive & Return

- Select Save updates
- Select **Complete**.

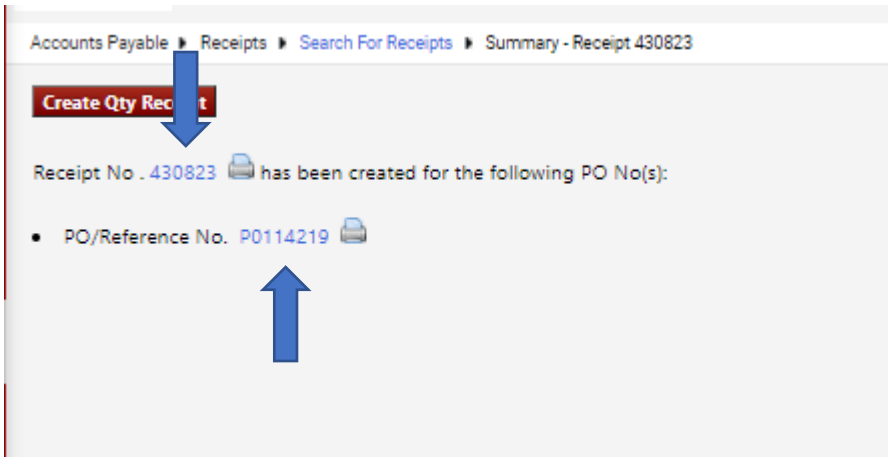
P0114219 2 Post-it(R) Notes Pop-Up Note And Flag Dispenser With Photo Frame, Black

Contract No.:
Fixed Asset Tag#:
Attachments: Attach/Link
Notes: (1000 characters remaining)

Quantity: 2 | Line Status: Received | Actions: Remove Line, Receive & Return

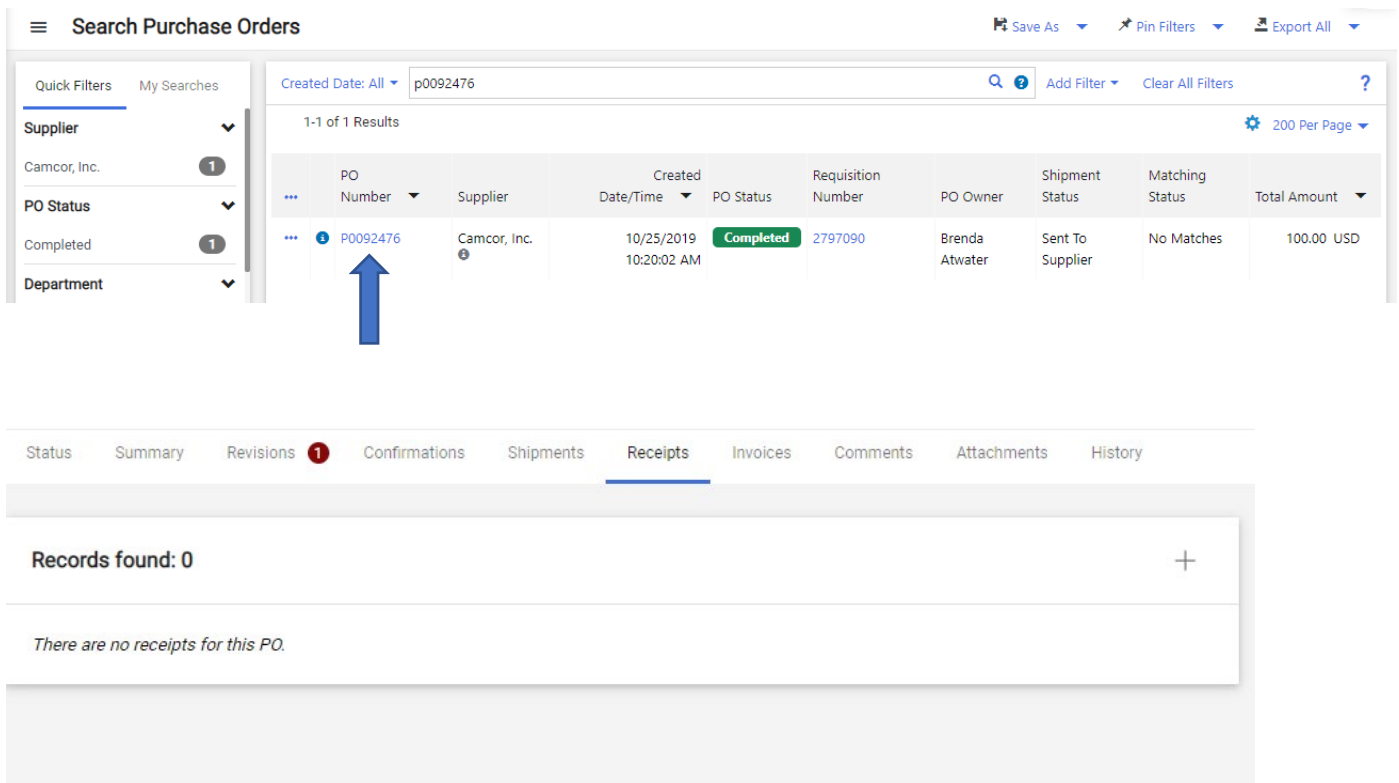
Delete Add PO Save Updates Complete

8. Receipt No. provided once complete.
9. You have the option to print receipt or click on PO number below to return to Purchase order.



Creating a Cost Receipts (Standing PO's)

1. Open PO by clicking on **PO number**.



3. Click **Receipts tab** select Plus (+) sign on top right of screen

Purchase Order • P0092476 Revision 0 ▾

Status Summary Revisions **1** Confirmations Shipments **Receipts 4** Invoices Comments Attachments History

i 2 draft receipts exist for this PO. [view](#)

Records found: 4 +

No.	Receipt Date	Receipt Type	Cost Amount	Received by
430833	3/11/2021	Cost	10.00 USD	Osorio, Randi
430554	3/10/2021	Cost	3.00 USD	Allen, Ciara
370584	11/12/2019	Cost	43.15 USD	Affiah, Reuben
369058	11/5/2019	Cost	10.00 USD	Affiah, Reuben

Line Details

- Header Information is Optional for department. You can fill in **Delivered By, Notes, Date of Delivery,** and **Add Attachments**. Ex. Packing slips, Tracking info.
- Enter **Approved Invoice Amount**.
- Select **Complete**.

Header Information

Receipt Name: 2021-03-11 rsoorio 03

Receipt No	Receipt Date	Packing Slip No.	Supplier Name	Received by
To Be Assigned	3/11/2021 <input type="text"/>	1234	Camcor, Inc.	Randi Osorio

RECEIPT ADDRESS

Carrier:

Tracking No.:

Delivered by: Calvin Ramseur

Notes: Leave notes here!

Receipt Lines

PO No.	PO Line No.	Product Name	Catalog No.	Qty/Cost Ordered	Previous Receipts	Cost	Line Status	Actions
P0092476	1	Standing Order for Equipment for the Purchasing for 10/23/2019 thru June 30th 2020	none	100.00	369058 370584 430554	<input type="text" value="10.00"/>	Cost Received	Remove Line Receive/Cancel

Contract No.:

Fixed Asset Tag:

Attachments:


Notes:


1000 characters remaining expand clear

Delete Add PO Save Updates Complete

7. Receipt No. provided once complete.
8. You have the option to print receipt or click on PO number below to return to Purchase order.

Create Qty Receipt

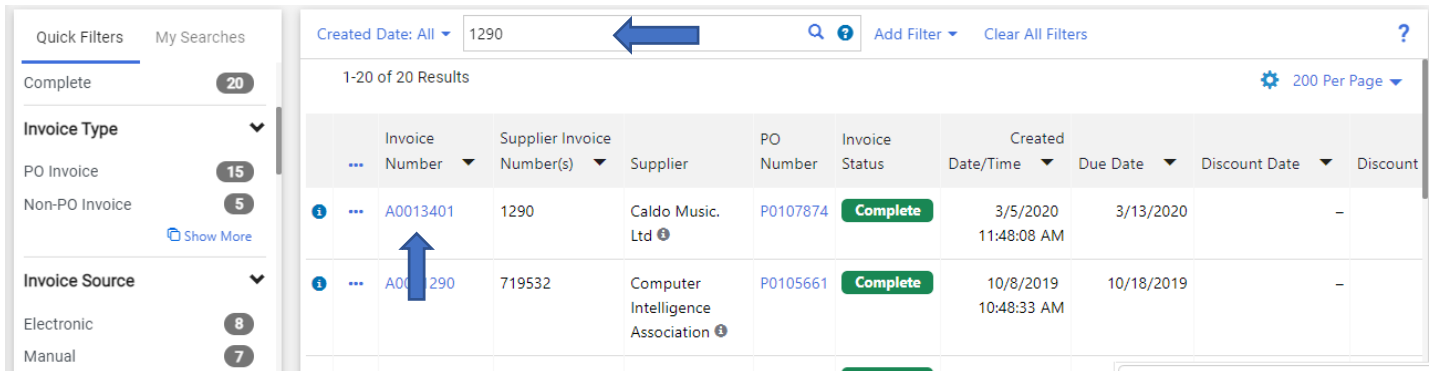
Receipt No . 430833  has been created for the following PO No(s):

- PO/Reference No. P0092476 

Leaving Comments

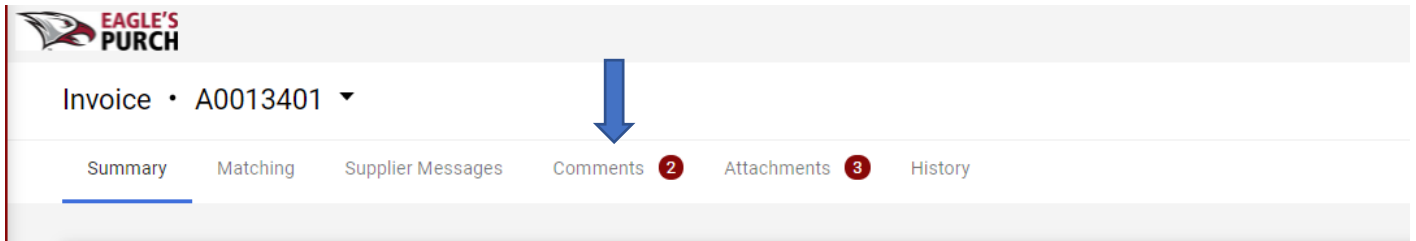
Open and effective communication is the most productive way of resolving invoice issues. Using comments in Eagle’s Purch is the preferred method of communication. It provides direct communication between the AP staff, and participants involved in the invoicing process. Comments can also be used to add details and provide useful information that explains the history of an invoice. Comments also allow users to add attachments such as supporting documents or requested materials.

1. Open Invoice.



Quick Filters		My Searches		Created Date: All		1290	?	Add Filter	Clear All Filters	?	
1-20 of 20 Results											200 Per Page
Invoice Type	Invoice Number	Supplier Invoice Number(s)	Supplier	PO Number	Invoice Status	Created Date/Time	Due Date	Discount Date	Discount		
Complete (20)	...	A0013401	1290	Caldo Music, Ltd	P0107874	Complete	3/5/2020 11:48:08 AM	3/13/2020	-		
PO Invoice (15)	...	A0013290	719532	Computer Intelligence Association	P0105661	Complete	10/8/2019 10:48:33 AM	10/18/2019	-		
Non-PO Invoice (5)											
Invoice Source											
Electronic (8)											
Manual (7)											


2. Select on the **Tab** that says **Comments**.



3. Click the + plus sign.

Invoice • A0013401 ▾

Summary Matching Supplier Messages **Comments 2** Attachments 3 History

Records Found: 2 Show comments for Invoice  +

Ciara Allen - 3/10/2021 12:58:57 PM Invoice - A0013401 Comment Added ↻
comment comment
Email sent: Randi Osorio <rosorio@NCCU.EDU>

Kingsley Childs - 3/6/2020 9:00:38 AM Invoice - A0013401 Comment Added ↻
this invoice is for services performed during the month of march. completed the AP review, invoice will be paid towards the end of march
Email sent: Tannya Artis <tartis@NCCU.EDU>

Invoice • A0013401 ▾

Summary Matching Supplier Messages **Comments 2** Attachments 3 History

Records Found: 2 Show comments for Invoice ▾ +

ADD COMMENT ✓ ✕

This is an example "please create receipt"
959 characters remaining expand | clear

This will add a comment to the document. If you select a user they will receive an email indicating that a comment has been added to the document.
Email notification(s) | [Add recipient](#)

- ✓ Ciara Allen <callen45@NCCU.EDU>
- ✓ Kingsley Childs (Approved) <kchilds1@NCCU.EDU>
- ✓ Nina Sheppard (Prepared by) <nsheppard@NCCU.EDU>
- ✓ Randi Osorio (Approved) <rosorio@NCCU.EDU>
- ✓ Tannya Artis (Prepared for, Receipt Creator, Requisition prepared by) <tartis@NCCU.EDU>

Attach file (optional)
Attachment Type File Link/URL
File Name

5. If the recipient, you want is not available **Click Add Email Recipient**. You can search using “Last Name, First Name, Email, Department, Role (pulls a listing of employees in specified area), etc”.

Records Found: 2

Show comments for

Invoice



ADD COMMENT



1000 characters remaining

[expand](#) | [clear](#)

This will add a comment to the document. If you select a user they will receive an email indicating that a comment has been added to the document.

Email notification(s) | [Add recipient](#)



- Ciara Allen <callen45@NCCU.EDU>
- Kingsley Childs (Approved) <kchilds1@NCCU.EDU>
- Nina Sheppard (Prepared by) <nsheppard@NCCU.EDU>
- Randi Osorio (Approved) <rosorio@NCCU.EDU>
- Tannya Artis (Prepared for, Receipt Creator, Requisition prepared by) <tartis@NCCU.EDU>

Attach file (optional)

Attachment Type File Link/URL





File Name

File

Choose File

Upload your file

6. Enter your comment in the **Comment Field**.
7. Attachments (optional) Select **Choose File**.
8. Select **Add Comment**.

ADD COMMENT    

Example (please create a receipt).

966 characters remaining [expand](#) | [clear](#)

This will add a comment to the document. If you select a user they will receive an email indicating that a comment has been added to the document.


Email notification(s) | [Add recipient](#)

- ✓ Ciara Allen <callen45@NCCU.EDU>
- ✓ Kingsley Childs (Approved) <kchilds1@NCCU.EDU>
- ✓ Nina Sheppard (Prepared by) <nsheppard@NCCU.EDU>
- ✓ Randi Osorio (Approved) <rosorio@NCCU.EDU>
- ✓ Tannya Artis (Prepared for, Receipt Creator, Requisition prepared by) <tartis@NCCU.EDU>

Attach file (optional)

Attachment Type File Link/URL

File Name

File 

Troubleshooting

There are several situations that can lead to problems in processing invoices. End users can use the information provided by Eagle’s Purch to manage, identify, and resolve most issues. Not managing invoice balances on a purchase order can lead to invoices being delayed for payment or open encumbrances that delay end of year closing processes. Effective management of receipts can maintain timely processing of invoices helping us meet net 30 terms.

Receipts

Using Eagle’s Purch to research receipts created against a purchase order.

Eagle's PURCH
Purchase Order • P0113633 Revision 0

Status Summary Revisions Confirmations Shipments **Receipts** Invoices Comments Attachments History

Records found: 12

No.	Receipt Date	Receipt Type	Cost Amount	Received by
28205241	3/11/2021	Cost	15.43 USD	Robinson, Gladys
28204890	3/11/2021	Cost	19.51 USD	Robinson, Gladys
28204871	3/11/2021	Cost	354.80 USD	Robinson, Gladys
28204798	3/11/2021	Cost	23.97 USD	Robinson, Gladys
28204791	3/11/2021	Cost	197.34 USD	Robinson, Gladys
28204754	3/11/2021	Cost	178.05 USD	Robinson, Gladys
28204717	3/11/2021	Cost	79.03 USD	Robinson, Gladys
28204633	3/11/2021	Cost	18.67 USD	Robinson, Gladys
28204622	3/11/2021	Cost	106.33 USD	Robinson, Gladys
26712308	10/9/2020	Cost	795.45 USD	Robinson, Gladys
26712304	10/9/2020	Cost	170.05 USD	Robinson, Gladys
26712197	10/9/2020	Cost	118.70 USD	Robinson, Gladys

Line Details

No.	Product Name	Catalog No.	Unit Price	Qty/UOM	Extended Price
1	Standing order: Auto supplies for Vehicles as needed. Not to exceed \$2,500.00	1	2,500.00 USD	1 EA	2,500.00 USD

Qty / Cost (In)	Qty / Cost (Out)	Status
422.67 USD		No Open Qty / Cost. The associated PO Line has been canceled.
2,077.33 USD		Net Received. The associated PO Line has been canceled.

EAGLE'S PURCH All Search (Alt+Q)

Purchase Order • P0113633 Revision 0

Status Summary Revisions **1** Confirmations Shipments Receipts **12** Invoices **13** Comments **1** Attachments

Records found: 12

No.	Receipt Date	Receipt Type	Cost Amount	Received by
28205241	3/11/2021	Cost	15.43 USD	Robinson, Gladys
28204890	3/11/2021	Cost	19.51 USD	Robinson, Gladys
28204871	3/11/2021	Cost	354.80 USD	Robinson, Gladys
28204798	3/11/2021	Cost	23.97 USD	Robinson, Gladys
28204791	3/11/2021	Cost	197.34 USD	Robinson, Gladys

Line Details

No.	Product Name	Catalog No.	Unit Price	Qty/UOM	Extended Price
1	Standing order: Auto supplies for Vehicles as needed. Not to exceed \$2,500.00	1	2,500.00 USD	1 EA	2,500.00 USD
			Qty / Cost (In)	Qty / Cost (Out)	Status
			422.67 USD		No Open Qty / Cost ⚠️ The associated PO Line has been canceled.
			2,077.33 USD		Net Received ⚠️ The associated PO Line has been canceled.

- ii. **Open cost**— the amount available to be invoiced against the purchase order.
- iii. **Net received**— the total value of the received goods or services that have been received by an end user.
- iv. **Purchase Order value** – Net received = Open cost.

Invoices

Using Eagle's Purch to research invoices that have been submitted against a purchase order.


Purchase Order • P0113633 Revision 0

Invoice No.	Supplier Invoice No.	Invoice Date	Due Date	Invoice Type	Payment Status	Invoice Total	Invoiced By
A0034510	295821	2/4/2021	3/12/2021	Invoice	Payable	15.43 USD	Osorio, Randi
A0034447	295210	1/25/2021	3/12/2021	Invoice	Payable	88.93 USD	Osorio, Randi
A0034445	294910	1/19/2021	3/12/2021	Invoice	Payable	23.97 USD	Osorio, Randi
A0034444	294909	1/19/2021	3/12/2021	Invoice	Payable	19.51 USD	Osorio, Randi
A0034443	294649	1/14/2021	3/12/2021	Invoice	Payable	354.80 USD	Osorio, Randi
A0034442	294524	1/12/2021	3/12/2021	Invoice	Payable	197.34 USD	Osorio, Randi
A0034441	294144	1/5/2021	3/12/2021	Invoice	Payable	178.05 USD	Osorio, Randi
A0034440	291895	11/18/2020	3/12/2021	Invoice	Payable	79.03 USD	Osorio, Randi
A0034438	289447	10/5/2020	3/12/2021	Invoice	Payable	18.67 USD	Osorio, Randi
A0034437	289275	10/1/2020	3/12/2021	Invoice	Payable	106.33 USD	Osorio, Randi
A0026142	288343	9/16/2020	10/16/2020	Invoice	Paid	118.70 USD	Osorio, Randi
A0026141	288259	9/15/2020	10/23/2020	Invoice	Paid	178.05 USD	Osorio, Randi
A0026140	288030	9/10/2020	10/16/2020	Invoice	Paid	795.45 USD	Osorio, Randi

Line No.	Product Name	Catalog No.	Unit Price	Qty/UOM	Extended Price	Invoice Qty/Cost	Status
1	Standing order: Auto supplies for Vehicles as needed. Not to exceed \$2,500.00	1	2,500.00 USD	1 EA	2,500.00 USD	n/a / 325.74 USD n/a / 2,174.26 USD	No Open Qty / Cost The associated PO Line has been canceled. Net Invoiced The associated PO Line has been canceled.

- a. Invoicing Summary- contains details for each processed invoice such as:
- Invoice no. (EP reference)
 - Supplier invoice number (vendor reference)
 - Due date
 - Invoice type
 - Payment status
 - Invoice status
 - Invoice total
 - Invoiced by (typically AP staff).

Line Details

Line No.	Product Name	Catalog No.	Unit Price	Qty/UOM	Extended Price	Invoice Qty/Cost	Status
1	 Standing order: Auto supplies for Vehicles as needed. Not to exceed \$2,500.00	1	2,500.00 USD	1 EA	2,500.00 USD	n/a / 325.74 USD n/a / 2,174.26 USD	No Open Qty / Cost The associated PO Line has been canceled. Net Invoiced The associated PO Line has been canceled.

- i. **Open cost**- is the amount remaining to be invoiced from a purchase order.
- ii. **Net invoiced**- is the total value of all processed invoices.
- iii. **Purchase Order Value – Net invoiced = Open cost.**

Reconciling Receipts with Invoices

2. Reconciling the receipts with invoices makes the payment process more efficient. It decreases delays in the invoicing workflow and helps maintain timely payments. When **Net Invoiced = Net Received = Purchase Order Value**, the purchase order will close at the appropriate time. Using the information from the receipts tab and the invoice tab a user can determine if an invoice is missing, a receipt needs to be created, or items or service have yet to be provided.

When the Net Invoiced does not equal Net Received

1. Use the Invoice tab to view what has been billed.
2. Use the Receipts tab to review what has been received.
 - a. Review the quantity receipted matches the quantity invoiced:
Ordered 8 pens @ \$3.99 each but received and invoiced for 2 pens @ \$3.99 each.
In this situation contact the vendor about the shipment.
3. Contact the AP department if there are any questions or issues by leaving a comment on the invoice. If there is no invoice to leave a comment email an AP staff member and please contact the vendor and have the invoice forwarded to accountspayable@ncu.edu.

ADD COMMENT
✓ ✕

1000 characters remaining expand | clear

This will add a comment to the document. If you select a user they will receive an email indicating that a comment has been added to the document.

Email notification(s) | [Add recipient](#)

Clara Allen <callen45@NCCU.EDU>

Kingsley Childs (Approved) <kchilds1@NCCU.EDU>

Nina Sheppard (Prepared by) <nsheppard@NCCU.EDU>

Randi Osorio (Approved) <rosorio@NCCU.EDU>

Tannya Artis (Prepared for, Receipt Creator, Requisition prepared by) <tartis@NCCU.EDU>

Attach file (optional)

Attachment Type File Link/URL

File Name

File Choose File Upload your file

Open Encumbrances

Every purchase order may not end fully exhausted. Open encumbrances can occur after all invoices for a purchase order may have paid but there is still a balance on the purchase order.

When your purchase order has not been paid out fully.

1. Use the Invoice tab to view what has been billed.
 - a. Review the net invoiced to determine the total invoiced.
 - b. Review the open cost.

Invoicing Summary							
Invoice No.	Supplier Invoice No.	Invoice Date	Due Date	Invoice Type	Payment Status	Invoice Total	Invoiced By
A0017468	TS4237294	4/12/2020	4/24/2020	Invoice	Paid	1,191.04 USD	
A0016485	TS4220085	3/15/2020	4/17/2020	Invoice	Paid	3,142.40 USD	
Total						4,333.44 USD	

Line Details							
Line No.	Product Name	Catalog No.	Unit Price	Qty/UOM	Extended Price	Invoice Qty/Cost	Status
1	Standing Order: Temp labor for Steam Plant. Not to exceed \$5,000.00. Ending June 30, 2020	1	5,000.00 USD	1 EA	5,000.00 USD	n/a / 666.56 USD	Open
						n/a / 4,333.44 USD	Net Invoiced

2. Use the Receipts tab to review what has been received.
3. If there are no additional invoices expected to be billed against this purchase order, please contact the Purchasing Department to close purchase order after all invoices applied are paid.
4. If additional invoices are expected to be billed.
 - a. If there is another purchase order already in place. Contact the vendor and update the purchase order number for the additional invoices.
 - b. If there is **NOT** another purchase order in place; an electronic check request will need to be submitted for payment.

AP Contacts

Should you have questions please contact the Purchasing Office (purchasing@nccu.edu) with questions related to purchase requisitions/orders and Accounts Payable (accountspayable@nccu.edu) for questions related to invoices and payments.

Joyce Worthy | Accounts Payable Supervisor

Phone: 919-539-6249

Email: jworthy8@NCCU.EDU

Randi Osorio | Lead Accounts Payable Technician

Phone: 919-530-7866

Email: rosorio@NCCU.EDU

Reconciliation of statements, discrepancies, past due invoices

Nina Sheppard | Accounts Payable Technician

Phone: 919-530-7044

Email: nsheppard@NCCU.EDU

Vendors (#-J)

Kingsley Childs | Accounts Payable Technician

Phone: 919-530-6360

Email: kchilds1@NCCU.EDU

Vendors (K-Z)

Lisa Melvin | Accounts Payable Technician

Phone: 919-530-7085

Email: lemelvin@NCCU.EDU

Check request, Utilities, Capital Projects