Vroozi Invoice User Guide

Guide covering the various functionality and workflows available in Vroozi Invoice.

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Vroozi Invoicing Terminology

Hopper: Central receiver for all incoming supplier invoices. Invoices may be sent via cXML, emailed PDF and the Vroozi Supplier Portal.

Perfect Invoice: An invoice without any exceptions or alerts.

Tolerance: Defined value or quantity in which a buying organization identifies a mismatch between the PO submitted to a Supplier and the Supplier's invoice may diverge. A breach of enabled tolerances will result in an Exception alert at the invoice level.

Alert: An Alert is displayed when a value on an invoice line-item (e.g. price, quantity, etc.) is within the defined tolerance but triggers a different tolerance to be breached, thus creating an exception.

Exception: Notification that an invoice line item exceeds any defined tolerances.

Credit Memo: A statement of credit owed, typically initiated by the supplier.

Debit Memo: A statement of a 'credit', that the buying organization creates typically created proactively by the buying organization.

User Roles

| Role	Additional Role Allowances	Description
Accounts Payable Approver	• Allow for coding of invoice • Allow for editing an invoice during approval	Approve or reject an invoice. *Role only applicable if admin requires buying organization to manually approve invoices.

Accounts Payable Auditor	NA	Retrieve, view and run reports on specific invoices in the following statuses
		    1. Posted
		    2. Paid
		    3. Partially Paid
		*Can be restricted to view specific business units or locations based on company code allocations.
		*Cannot be designated as an exception handler.

Accounts Payable Manager	NA	View all invoices in the system. They can intercept, code, approve and post invoices to the financial system.
Accounts Payable Processor	• Allow for coding of an invoice	Process and submit invoices for coding and approval, assign invoices to other AP processors or managers. park invoices Submit invoices for Exception Handling *Only have access to your own invoices.

Invoice Flows

CREATE A NEW VROOZI PO BASED INVOICE

Create a new Vroozi PO based Invoice, using an attachment from the Hopper.
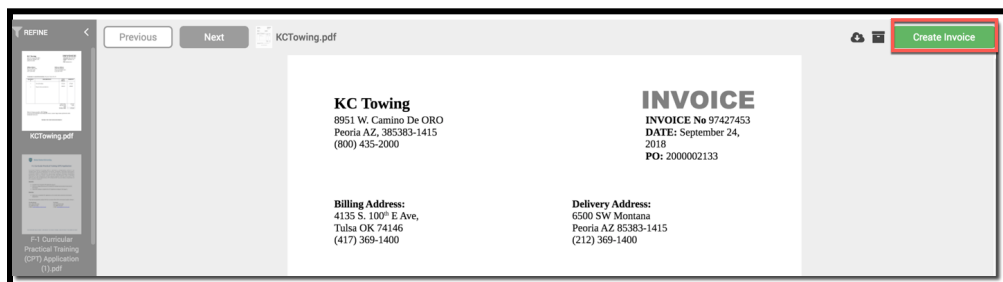
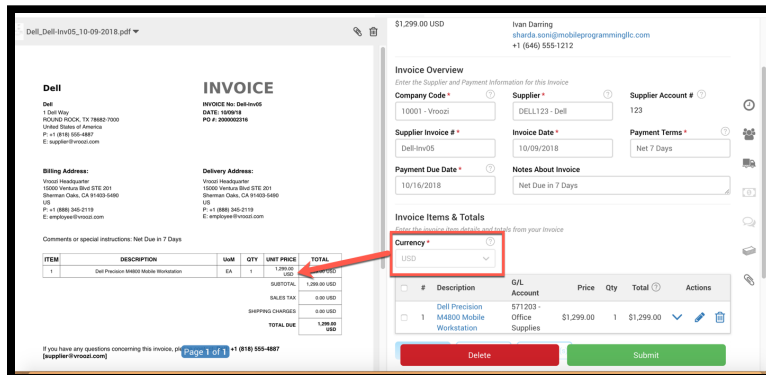*Task Performed by: AP Processor, AP Manager, Administrator*

Steps:

1. In the 'Inbox', otherwise referred to as the 'Hopper', click on the sender name to view the supplier document.
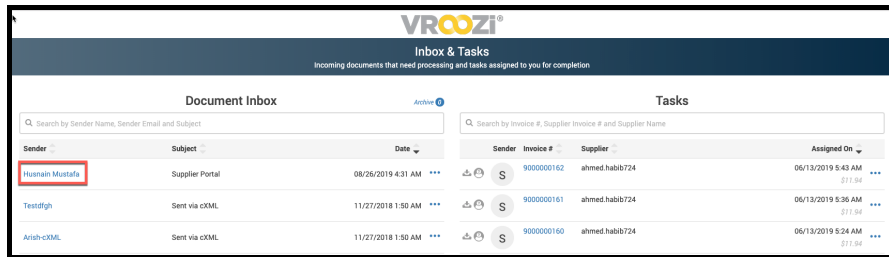
2. From the preview screen, preview other invoices using 'Previous' and 'Next' or Select 'Create Invoice' to move forward with processing of the current document.
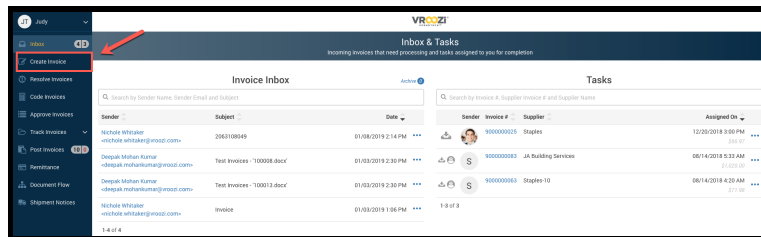

3. Enter the relevant Purchase Order # from the supplier invoice attachment. The Company Code, Supplier, Payment Terms (if it is set), and the line item fields are then populated with the values from the PO.

4. Manually fill out the mandatory and other relevant fields that did not populate from the PO by *referring to Invoice attachment on the left -- Supplier Invoice #, Invoice Date, Payment Terms (if not already set), Shipping Charges (optional), Tax (optional), Notes About Invoice (optional), and Invoice Total.*

    ● PO based invoices will default to the currency of the PO. Non-PO based invoices will still require manual selection.

Create a new Vroozi PO based Invoice from a Document

Create a new Vroozi PO based Invoice (using a document in your computer)

Task Performed by: AP Processor, AP Manager, Administrator

1. Click 'Create Invoice' on the blue navigation bar to the left.

2. Select 'Upload attachment' and select the relevant Invoice document from your computer. Once selected, the PDF copy of the document will be visible on the left half of the screen.

3. To add multiple documents (e.g. supporting documentation) to the Invoice, click on the 'paperclip' icon above the attached Invoice document. There is no restriction on the number of documents that can be uploaded/attached to an Invoice in Vroozi.

4. Enter the relevant *Purchase Order #* from the supplier invoice attachment. The *Company Code*, *Supplier, Payment Terms (if set),* and the *line item* fields are then populated with the values from the PO.

5. Manually fill out the mandatory and other relevant fields in the 'Create Invoice' page by referring to Invoice attachment on the left -- Supplier Invoice #, Invoice Date, Payment Terms (if not already set), Shipping Charges (optional), Tax (optional), Notes About Invoice (optional), and Invoice Total.'

6. Enter appropriate Subtotal, tax & Invoice totals.

7. 'Save' or 'Submit'.

CREATE A NEW INVOICE NOT ASSOCIATED WITH A VROOZI PO (NON-PO BASED)

Task Performed by: AP Processor, AP Manager
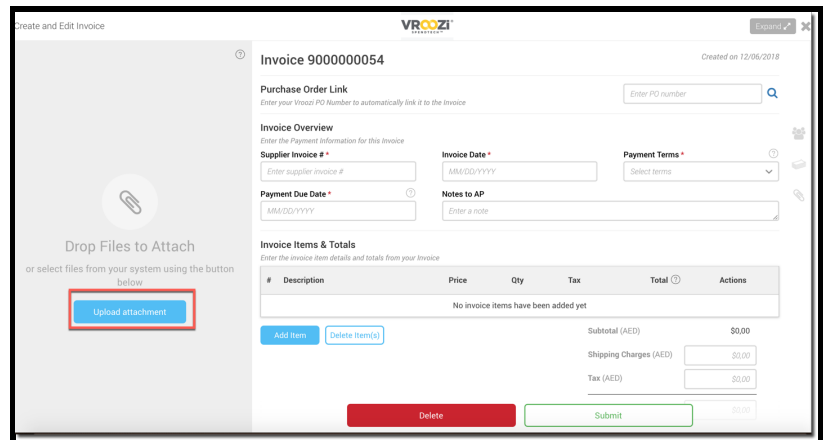
Steps:

1. 'Create Invoice' in the blue navigation bar and upload an Invoice document from your computer on the 'Create Invoice' page. (right)

   OR

   On the Inbox page, click on any email (in the 'Sent By' field) on 'Incoming Invoices' (also referred to as the 'Hopper') and select the Invoice document to be attached to the Invoice after previewing Invoices on the 'Preview' page.

2. Manually fill out all the fields on the 'Create Invoice' page -- Company Code, Supplier, *Supplier Invoice #, Invoice Date, Payment Terms (if not already set), Payment Due Date, Shipping Charges (optional), Tax (optional), line item info, Notes About Invoice (optional), and Invoice Total.*

3. 'Save' or 'Submit'

'ASSIGN' OR 'PARK' INVOICE

Task Performed by: AP Processor, AP Manager

Steps:

1. Create a new Invoice or open up an existing Invoice in 'Draft' status.

2. Enter the requisite data on the 'Create/Edit' Invoice page. This step is optional. You will be able to 'Assign' or 'Park' an Invoice even without entering any data on the Invoice.

3. Click 'Submit'. You will be able to see 'Assign' and 'Park', along with other options (if applicable). If you choose to 'Assign' an Invoice to another AP Processor or Manager, select the name of the AP Processor or Manager that you would like to assign it to, from the drop-down list. If you choose to 'Park' the Invoice, it will not require you to shortlist another AP User.
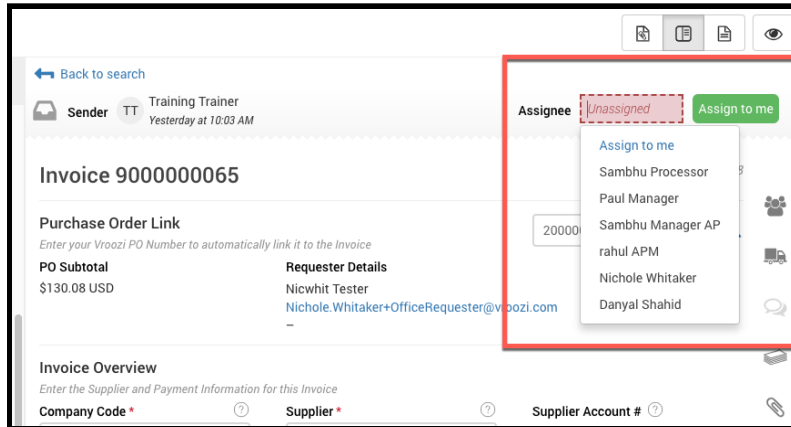

An invoice can also be assigned to another user without any action being taken. This can be achieved at the top of the electronic invoice screen. (shown below.)

SUBMIT INVOICE FOR 'CODING'

Task Performed by: AP Processor, AP Manager

Steps:

1. Perform all required steps to create a new Invoice.

2. Once you click 'Submit' the 'Invoice Destination' pop-up will appear.

3. On the 'Invoice Destination' pop-up select 'Coding'. The Target User field may be pre-populated based on what is configured by the Admin; if not, select a
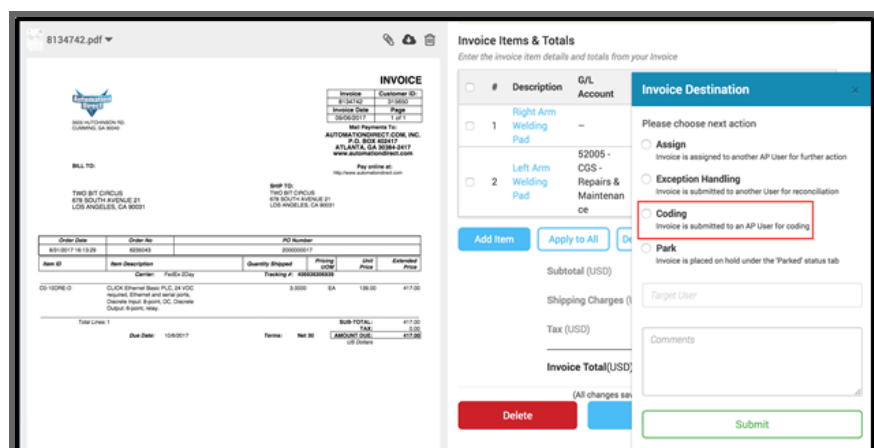
User from the Target User drop-down to send the Invoice to.

4. Enter comments/instructions on the Comments field. This is optional.

5. Click 'Submit'. The Invoice will transition to 'Coding' status.

'CODE' AN INVOICE
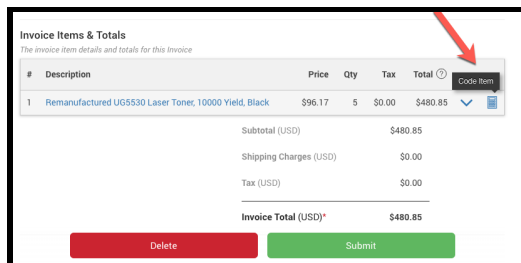
Task Performed by: AP Processor or AP Approver (with coding permissions)

Steps:

1. Click 'Code Invoices' on the left side navigation bar

        OR
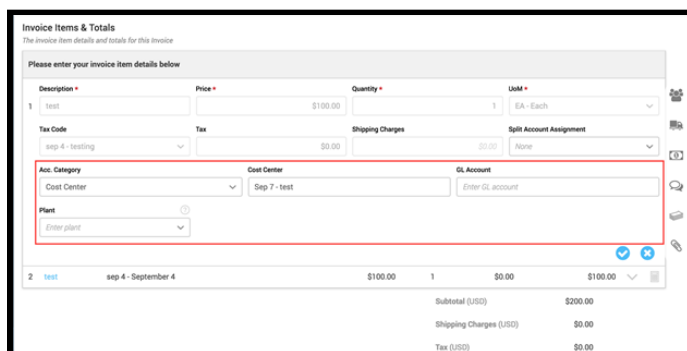
   Navigate to the 'Inbox', locate the Invoice that you want to 'code' from the 'Tasks' section on the left, and click on the Invoice Number.

2. If you navigated to the 'Code Invoices' page, clicking on the Invoice Number.

3. On the 'Invoice Details' page, scroll down to the line-item and click the 'calculator' icon located on the far right of the line-item.

4. Enter the accounting information and click on the 'tick' icon.

5. Select destination (typically Return) and 'Submit'.

6. The AP Processor can then view the Invoice in his/her 'Tasks' on the Invoice page.

EDIT LINE ITEM DATA

Task Performed by: AP Processor, AP Manager, Administrator

1. Navigate to the 'Create/Edit Invoice' page, select the relevant *Purchase Order #* from the drop-down menu. The *Company Code*, *Supplier, Payment Terms (if it is set),* and the *line item* fields are then populated.

2. Scroll down to the *line item* section and click on the 'pencil' icon on the right of the *line item* that you want to edit.

3. Edit the *line item* fields that you want to modify. Line item and data is distributed into two tabs; 'General Information' and 'Accounting'. The split design is displayed when viewing and editing a line item. In either instance the view will default to the 'General Information' tab. Select 'Next' or click 'Accounting' to navigate there. Line item changes can be saved (check mark in bottom right corner) from either the 'General Information' or Accounting' view.

4. Once complete, click on the checkmark icon. To cancel the changes performed, click the 'X' (cross) icon next to the 'tick' icon.

USE TAX FIELD AND DISTRIBUTION CALCULATION

Tax on the storage, use, or consumption of a taxable item or service on which sales tax has not been paid.

Use tax is a complementary or compensating tax to the sales tax. The 'Use Tax' field allows buying organizations to designate the tax amount that will be paid to the supplier or accrued and paid to the government at a later date. Any tax that is not due to the supplier will be auto suggested and manually entered in the 'Use Tax field' at the line item level.

- Use Tax will be calculated at the line item level, based on the Vertex Calculated sales tax or the supplier sales tax amount. Use Tax will then be aggregated at the invoice summary level, and be reflected in the Invoice total.

- If a line item has multiple split account distributions, the system will auto suggest the Use Tax Calculation based on the total % of the line item that is being applied to the specific split.

If Use Tax is defined at the invoice summary level, the system will not auto calculate the Use Tax at the line item level.
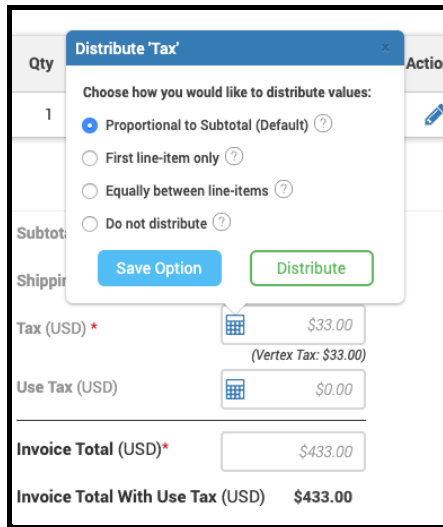
ADJUST TAX & SHIPPING DISTRIBUTION

Tax and Shipping distribution options are available at the invoice and memo creation screen allowing Processors to select from predefined distribution options.

Distribution settings can be accessed by clicking the Calculator icon next to the Tax & Shipping totals.

1. Enter appropriate Subtotal, tax & Invoice totals.
2. 'Submit' and select a destination.

SUBMIT INVOICE FOR 'READY TO POST'

Task Performed by: AP Processor, AP Manager

Steps:

1. Perform all the steps required to complete the invoice. Once you click on 'Submit' and the 'Invoice Destination' pop-up appears.

2. Select 'Ready To Post' then 'Submit' after entering any comments on the Comments field. The Invoice is auto- approved and available in the 'Ready To Post' page under the 'Ready for Posting' section.

POST INVOICES TO ERP

Prerequisite: Invoice should have been approved by all Approvers.

Task Performed by: AP Manager

Steps:

1. On the left side navigation panel, click on 'Ready To Post'.

2. From the 'Ready for posting' section on the left, select the Invoice(s) that you want to post. The selected Invoices will now show up in the 'Selected for

posting' section on the right.

3. Once you have selected all the Invoices to post, select all the Invoices in the 'Selected for posting' section and then click 'Post'.

4. The status of the selected Invoice(s) conversion into external payment system is not viewed in the 'Export Details' section. If the selected Invoice(s) fails to post, you can either choose to 'resend' (or re-post) the Invoices or edit the Invoice to correct any errors on the Invoice

POSTING ERRORS

Within the 'Post Invoice' page, the 'Resend' feature can be found next to any Invoices that *Failed* to send. with added to the invoice line header of the 'Post Invoice' page.
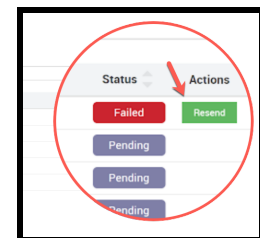
RE-INVOICING

Check with your administrator to understand if re-invoicing has been enabled for your organization.

The need to re-invoice for an item(s) most frequently occurs when a Supplier as part of the *return to replacement* process, re-bills for the applicable items.

Without these configurations, a credit memo can be applied but a second invoice sent by the supplier for the rebilled items or services, can not be reflected in Vroozi. Instead you can directly post the invoice to your financial system or create the invoice as a Non-PO based invoice, referencing the PO number in an open free text field.

Workflow with Re-invoicing enabled:

Once a credit memo is created and linked to a PO or Invoice, the settings for re-opening can be viewed directly below the linked documents. Example below is an

example of a buying organization that via the configurations has elected not to use the re-opening of the invoice tool.

In the scenario below demonstrates how the re-opening of a PO has been allowed. The Supplier's Invoice for the re-billed item can be referenced back to the PO. The invoice can then be keyed in as normal. Previously invoiced items can still be viewed by selecting 'Show invoiced items' above the line items in the right corner.

Supplier Portal Workflow

Suppliers in the *Vroozi Supplier Portal* the 'Flip to Invoice' option will not be available on POs opened back up for rebilling. Instead they need to select 'Create Invoice' and link to the PO. Once this has been done, the Invoice line items will only display the items reflected in the Credit Memo.

Above the line item description an 'Acknowledgement of Changes' message indicates that items from the linked PO have previously been Invoiced. To proceed forward, the supplier user must select 'Acknowledge Change'.

To view specific details of the proceeding invoice, users can click the carrot below the Acknowledgement button. *(next page)*

Once 'Acknowledge Changes' is selected, the warning message will disappear. The invoiced items can still be viewed by selecting 'Show invoiced items'. *(shown below)* The invoice line items should then be edited to reflect only the re-billed items.

Edit Documents in a Post-Approval Status

If enabled by your Administrator, specified AP users will have the ability to re-open and edit invoices/memos in the allowed statuses. (*Approved, Ready to Post, Posting Failed* and *Posted)*

Changes can be initiated by selecting the edit icon directly above the document status. (on right)
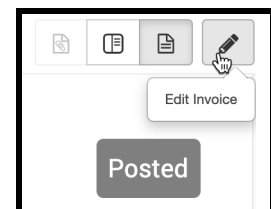
Some changes, such as Price or Qty changes will reroute the document through 2/3-way match review and check against any applicable tolerances. This may result in an additional approval workflow. Header level changes such as Supplier document number or payment terms will not require any additional approval or validation.

Invoice Functionality

DESIGNATE INVOICE AS 'FINAL INVOICE'

AP Processors may finalize an invoice and close the related PO. The Final invoice indicator is located directly under the linked PO (as shown below). The indicator will default to 'No' but can be changed to Final Invoice by clicking 'Yes.'

Final Invoices are most often applied to Blanket or Service POs when the allocated PO amount is not representative of the Actual PO value. The PO actual amount is what the buying organization is invoiced for.

- For example the service PO may be for $600 but the actual invoice may only come in at $550. In this case the AP Processor can elect to close the invoice for receiving and future invoices created against the PO by selecting 'Final Invoice'.
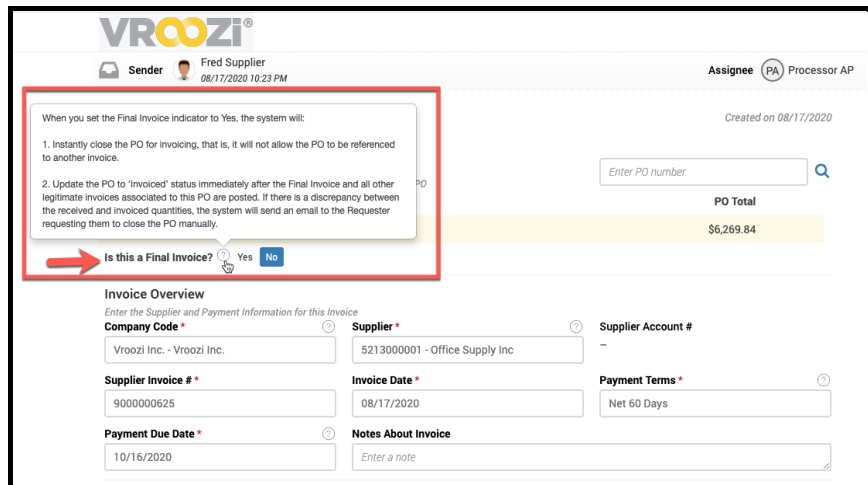
Currently Final Invoice functionality does not apply to invoices with multiple POs. The final invoice indicator will appear on invoices with more than one PO but the toggle defaulted to 'No' cannot be changed as it could be for a single PO.

1. The PO will be closed for receiving, therefore no longer requiring a Goods Receipt.

2. If there are items that have **not** been invoiced those remaining items will be *cancelled*.

   - The non Invoiced items will be removed from the PO.

   - The auditing trail will show the changes.

> **Note:** After closing a PO for receiving and invoicing, if the PO still remains in another status besides INVOICED, an email is sent out to Requesters and/or Buyers with instructions on how to close the PO. This will ONLY happen if the amount received is higher than the amount of the 'Last Invoiced'.

Posted short closed invoices will display the message 'This is a Final Invoice' directly under the linked PO. (next page)
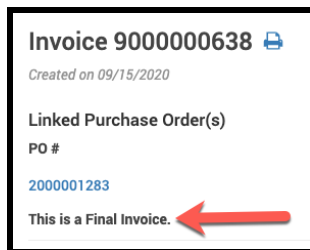
Additional Conditions

If other Invoices for the same PO are in progress under following statuses the system will display a warning message before marking invoice as 'Final Invoice'.

- DRAFT
- PARKED
- CODING
- EXCEPTION
- PENDING

- REJECTED
- APPROVED
- READY TO POST
- POSTING
- POSTING FAILED

Final Invoices from the Supplier Portal

In the event an Invoice is marked as a 'Final Invoice' by a supplier user in the Supplier Portal, AP Processors will see 2 identifiers on the Supplier's Invoice. (right)

1. Upon opening the Final Invoice indicator will already be flagged to 'Yes'.

2. The Linked PO will reference the original PO total while the

Invoice total will reflect the short closed final invoice total.

'COPY' FEATURE AT THE INVOICE LINE ITEM

To improve the speed of manually indexing a Non-PO invoice, the 'Copy Line Item' feature can be done on the Invoice draft. Similar to the existing 'Copy' functionality at the Requisition level, AP users can copy an existing line item on an Invoice.

As a user who is able to edit Invoice, Memo or Payment Request, Vroozi is now able to copy existing item(s) so that if you enter similar items more quickly. This will copy the items DNA data but it will not associate it to any existing Purchase Order.
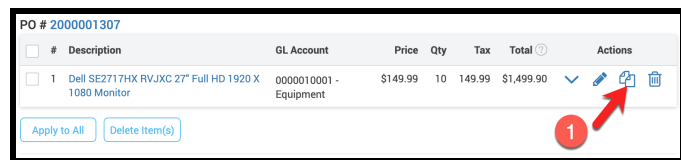
1. Click the 'Copy' icon.

2. When selected, the system will prompt review of the duplicated line item. From here edits can be made. *(next page)*

3. Once the new line item is saved to the Invoice 'Draft' it will be displayed under the Non-PO header. If a new line item is added to a *PO based invoice* Processors will receive a warning that must be cleared before indexing can be complete.

The Invoice total will update to include the value of the newly added items.

PO Lookup

Click the magnifying glass icon to the right of the PO field, doing so will open the PO Lookup options. Here you can narrow your search as needed.

All PO search results will be sorted from newest to oldest.
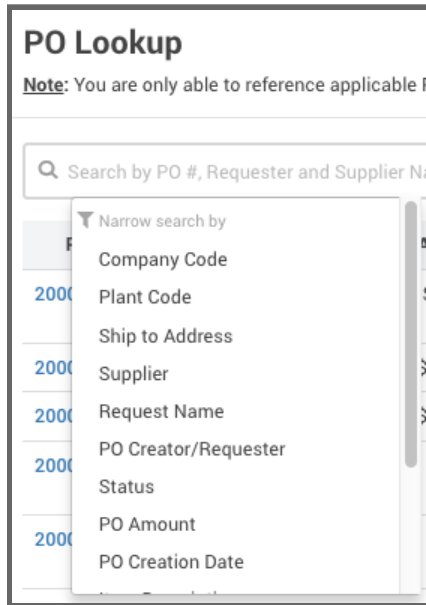
Click on a PO to view in a separate window.

Select a PO to link to the invoice by clicking the exit icon at the end of each line item. Any icons greyed out have already been selected for an invoice.

Split an Account Assignment

1. Select Split Account Assignment Distribution

    - By Quantity
    - By Value

- By Percent

2. Select the distribution amount.

3. Select the appropriate accounting string for each assignment.

4. Click the + sign to add the additional split assignment

VIEW INVOICE HISTORY

Invoice History can be viewed from the Invoice quick reference panel. If present on the invoice, the history will include the exception handling history.

History Trail:

Click the resolution to view the specific details:

If present on the invoice the history will also display any comments added by users.

Exception Handling

Vroozi provides an exception handling workflow for invoice discrepancies to be reviewed, resolved, and approved for payment.

Invoice processing settings can be set to a **2** or **3-way** match review:

- **2-Way Match:** The PO and the associated Invoice must match within any set tolerances.
- **3-Way Match:** The PO, Invoice, and Goods Receipt (P0 & Invoice must match within any set tolerances) *and* receipt of Goods is required)
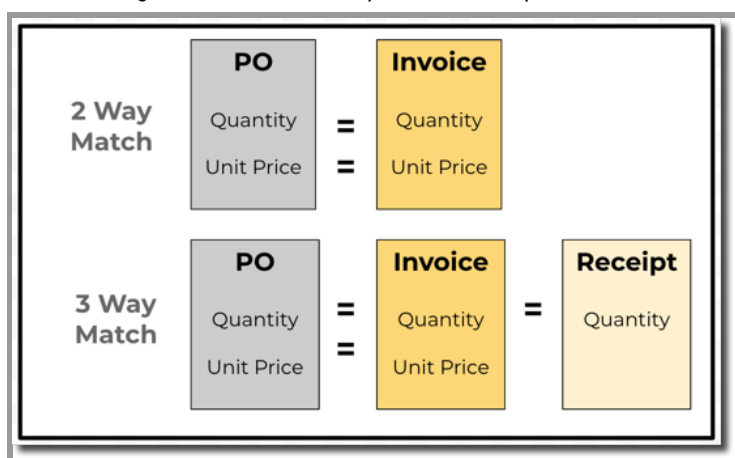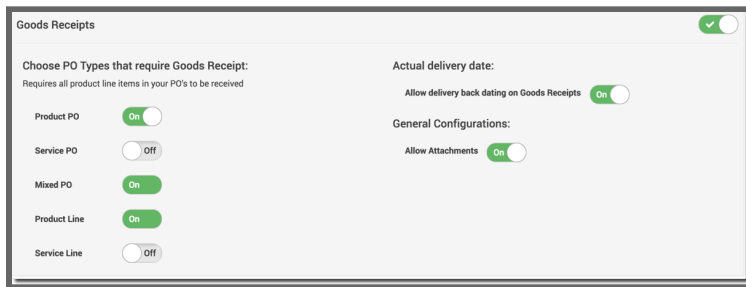

= sign: indicates exact match required *unless* tolerances are set.

CONFIGURATION

Configurations are set by the AP Administrator. See Invoice Configuration guide for further details.

Goods Receipt Requirements (For 3-Way Match)

Goods receipt requirements as set by the Administrator. (next page)
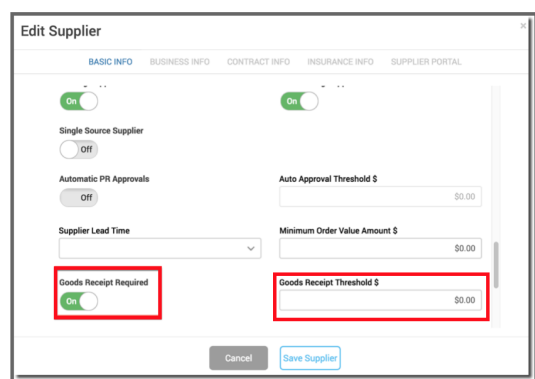
Goods receipt requirements can also be set at the supplier record. (below)

Tolerances

Tolerances can be set in which only invoices that breach defined thresholds are subject to Exception Handling.

Please see the AP Configuration Guide for further details.

> **Note:** Tolerance configuration is based on over quantity amounts **only**. Underbilled invoices will **not** be flagged.

Exception Handlers

Specific exception handlers can be set based on the type of exception. When an exception is flagged on an invoice and an AP Processor selects the destination, the group will appear in the recipient field.

ALERTS

Alerts will display on an invoice if there is a corresponding header level exception displayed on the invoice. An Alert appears to notify users that there is a difference, giving them an opportunity to make a correction.

Alerts will appear in a different color (green) than exceptions, and will not require a resolution.

> • **_Line Item Quantity Alert_** - Line Item #1
>   Invoice Quantity = 2 | PO Quantity (Outstanding) = 1 [Difference is 1]

Alert Types

- <u>Line Item Price Alert</u> is displayed for a PO based line-item *only* if a Subtotal Exception is displayed for that PO within the invoice.
- <u>Line Item Total Alert</u> is displayed for a PO based line-item *only* if a Subtotal Exception is displayed for that PO within the invoice.
- <u>Line Item Quantity Alert</u> is displayed for a PO based line-item *only* if a Subtotal Exception and/or a Total Quantity Exception is displayed for that PO within the invoice.
- <u>Line Item Tax Alert</u> for any PO based line-item is displayed *only* if the Total Tax Exception is displayed on the invoice.
- <u>Line Item Shipping Alert</u> for any PO based line-item is displayed *only* if the Total Shipping Exception is displayed on the invoice.
- <u>Additional Line Item Alert</u> is displayed *only* if one or more of the following exceptions are displayed on the invoice: Total Tax, Total Shipping, or Additional Line Item(s) Total Exception.

- *Line Item Price Alert* - Line Item #1
  Invoice Price = $510.00 | PO Price = $500.00 [Difference ($10.00) is within Tolerance]

- *Subtotal Exception*
  Invoice Subtotal = $1,020.00 | PO Subtotal (Payable) = $1,000.00 [Difference ($20.00) exceeds Tolerance]

#	Description	GL Account	Price	Qty	Tax	Total ⓘ	Actions
☐ 1	LG Dishwasher	June GL Account - test	$510.00	2	$255.00	$1,020.00 ⌄ ✏ 🗑	

Apply to All   Delete Item(s)

Subtotal (USD)	$1,020.00
Shipping Charges (USD)	$0.00
Tax (USD)	$255.00
Total (USD)	**$1,275.00**

EXCEPTION FLOWS

Price Discrepancy

1. **AP processes the invoice, and checks the PO against a 2 or 3-way match depending on the goods receipt setting. Based on the tolerances set by the administrator, the system will alert the user of any exceptions.**

- Invoice will be in 'Draft' status until submitted to an Exception Handler for review in which invoice status becomes 'Exception'.

Note: An AP user who is also designated as an Exception Handler may adjust invoice values prior to Exception Handling submission or choose to "Ignore Exception"

2. Exception Handling user group or type is selected and then assigned to a specific user or group within that type. (As configured by the Administrator)
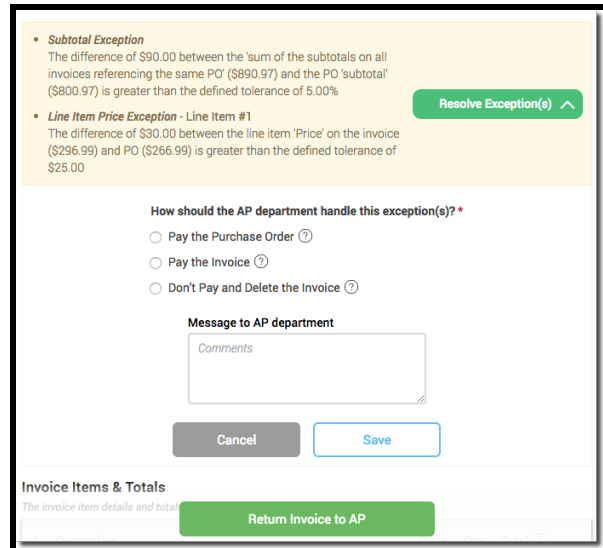
- Comments can be submitted with the exception

3. The assigned exception handler will review the invoice, and submit a resolution back to the AP user. The following resolutions can be submitted. Comments can be added via 'Message to AP department'. (next page)
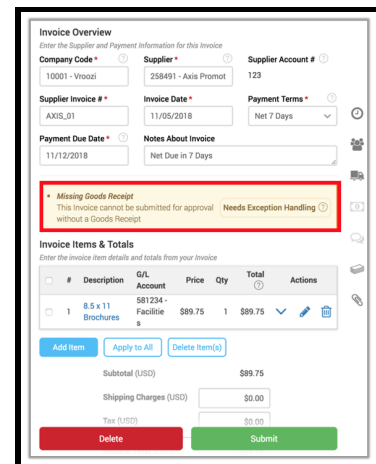
- *Pay the Purchase Order* - Select to pay the price and the quantity specified on the PO. This resolution will be applied to all line-items containing exceptions.
- *Pay the Invoice* - Select this option if you want Accounts Payable to pay the price and the quantity specified on the invoice. This resolution will only be applied to the line-items containing exceptions.
- *Don't Pay and Delete the Invoice* - Select this option if you do **NOT** want Accounts Payable to pay the invoice. Instead you would like AP to wait for a *new* corrected invoice.

4. AP user 'Accepts' or 'Rejects' the resolution provided by the Exception Handler.

5. Depending on Posting configurations set at the administrator level, the resolved invoice will either automatically move to Posting or return to the Invoice team via the 'Task's category in the inbox.
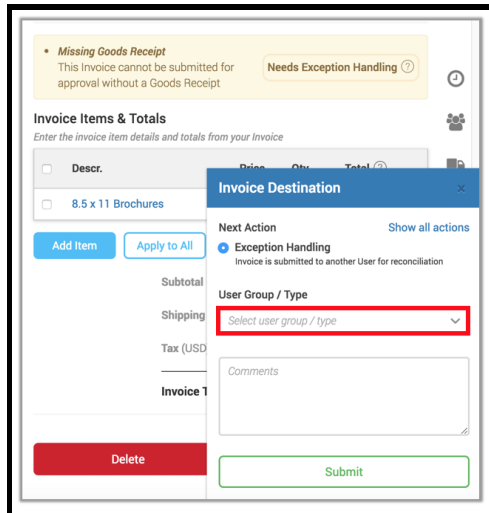
Missing Goods Receipt

1. AP Processor, reviews the supplier invoice, updates any values allowing the system to check the PO against a 2 or 3-way match depending on the goods receipt setting. The system will then alert the user of any exceptions.

2. If there is a missing goods receipt, the exception notification will display the quantity which remains open. (Note: for 3-way match only)

- Invoice will be in 'Draft' status until submitted to an Exception Handler for

review in which invoice status becomes 'Exception'.

3. Exception Handling is then assigned to a specific user or group.
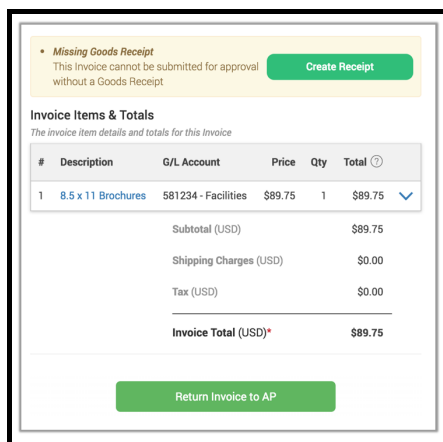
- Comments can be submitted with the exception

4. The assigned exception handler will review the invoice, and create a goods receipt for the associated purchase order. Once completed, the invoice will be returned to AP for approval. (below)

5. Upon returning from exception handling, the AP user can review the audit trail which tracked the entire process.
- All comments are visible in this trail
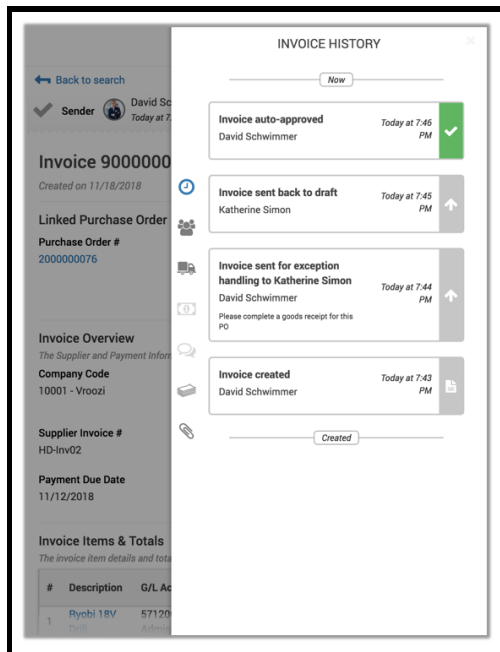
Multi-PO Invoice Exceptions

For multi-PO invoices AP Processors may assign PO exception review to the originator of *each* PO with exceptions. Previously only one Exception Handler could be assigned and would be responsible for resolving *all* exceptions regardless of who initiated them.

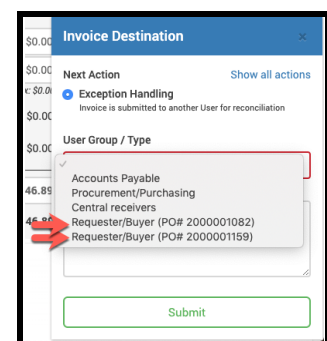For multi-exception invoices, AP Processors can still choose any applicable Exception Groups but can now also choose the specific PO creator to resolve their exception. (shown on right)

Once one user resolves their exception, the Invoice will return to the AP Processor via 'Tasks'.

AP user view of the returned Invoice displaying the remaining exception:

The AP user will see the sender's exception has been resolved (shown above) and can now assign an exception resolution to the next PO creator or Exception Group. (shown below)
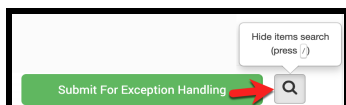

Tips & Tricks

This section includes tips and tricks that will save you and your team time.

INVOICE LINE ITEM SEARCHING

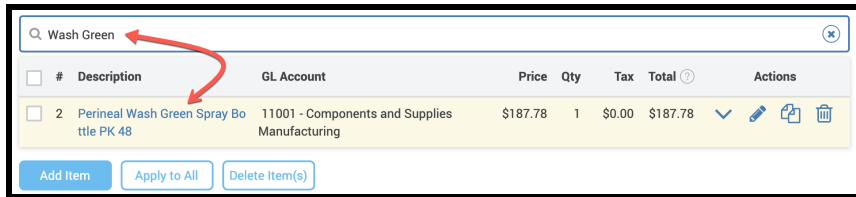***Reduce indexing time by leveraging line item searching.***

To initiate a search, simply click the magnifying glass icon found at the bottom of an invoice.

Once selected, a search bar will appear across the top of the invoice line items. (on right)

As descriptive search terms are entered the system will intelligently narrow down the line items. (shown below)

IN-LINE EDITING

Make in line edits!

With in-line editing AP Processors simply click into the displayed categories; GL Account, Price, Quantity and Tax (if applicable) to perform a direct edit. If further editing is required, the pen icon may still be selected, expanding the line item view to all editable fields.
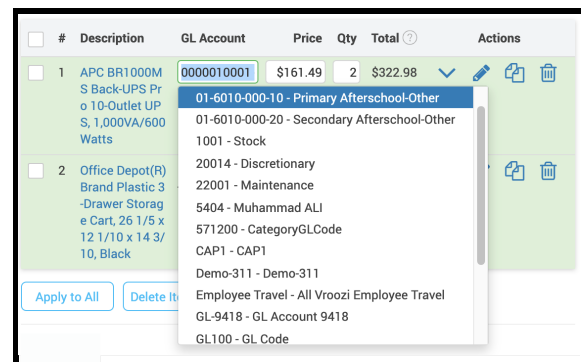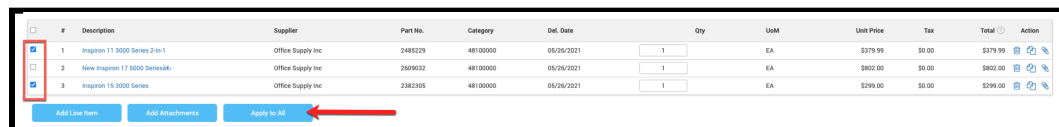
To make edits, simply hover over the applicable line item fields.

For GL Account edits, select from the drop down. Price and quantity edits will be free text fields. Simply click out of the field to close edit and complete the invoice.

APPLY ALL AND PRESETS

Use 'Apply All' and 'Presets' for quick bulk line item changes to accounting strings

1. Check the items you want to apply the same changes to and 'Apply All'
2. Edit the accounting segments accordingly.
3. Settings include 'Apply All'
4. Select 'Apply Changes'

Create 'Presets' for frequently used accounting strings

1. From the Apply All view select 'Manage Presets'

2. Name your Preset
3. Complete the required Company and Accounting Information.
4. Save.

Note: You can edit a saved preset from this view by selecting it from the 'Select Preset' field.

Next time you want to use a preset, simply remove 'None' from the 'Select Preset' field and choose from your unique list of previously created Presets.

Focus on Exceptions

Get the exception faster!

Located next to the green action button at the bottom of the Invoice, users can now click the target button (shown on right) to drill in on the exception message(s). Once selected, the target will redirect the user's view to the exception message(s).

Invoice Notifications

AP users will receive email reminders when invoices require their attention.

OVERDUE INVOICES

All invoices that are not yet posted and past due date. Applies to any invoices with a status other than 'Paid'

1. Select 'Take Action Now' to open the invoice in Vroozi Purchase.
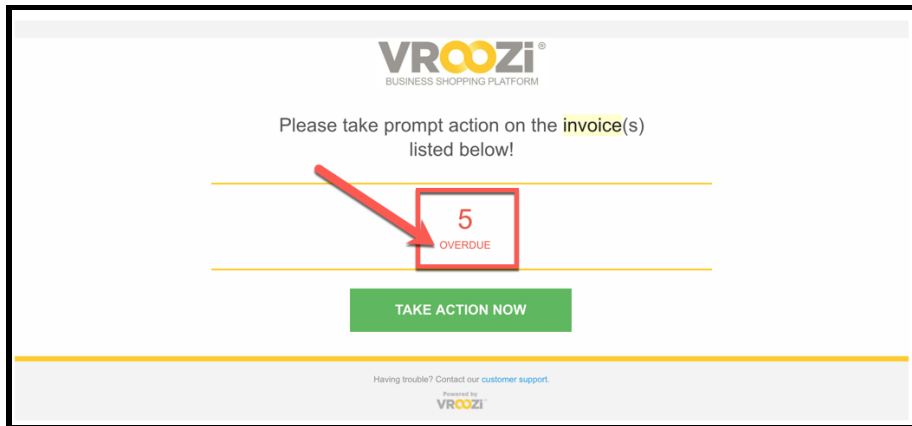
EXCEPTION HANDLING

Sent to a member or group assigned to review invoice submitted for 'Exception Handling'.

1. If it's a mismatch, the email will contain discrepancy details. Otherwise the message in red will state 'Missing Goods Receipt'
2. Select 'View Invoice' to open the invoice and review for exception handling