* **Invoices with no reference** – From our supplier communications, invoices are starting to arrive at AP directly from suppliers as anticipated. However many of them do not have the information required to process – either a valid Workday (or FMS) PO number, or the name of the UBC employee who requested the good/service.
	+ **Request** : If we can remind end users to please provide to the supplier for inclusion on their invoice – it will help invoices get into the system faster
* **Invoices requiring supplier maintenance** – Invoices cannot be entered into Workday until the supplier and/or the supplier address on the invoice is set up. They are tracked outside of Workday to make sure we don’t lose sight of them – but there is no Workday visibility for the ISC team to assist. We’ve had several questions/tickets about users having sent in an invoice on a certain date, but haven’t seen it in Workday yet. Most of these are because we are having to initiate those supplier setup steps first.

In the same vein, when transactions are entered into Workday – we are seeing comments from users asking to send the check to a certain location.

* + AP cannot manually handle those requests – if the payment is to be delivered to a location, that location must be set up as a Remit-To Connection in Workday, and that specific Remit-To Connection selected.
	+ Vendor Set UP – Suppliers are to provide a void cheque or stamped banking detail page , before a new vendor can be set up. See [FIN102-02 Create Supplier Accounts: Internal – Create Supplier Setup](https://blogs.ubc.ca/ubcworkdayjobaids/archives/2019) \*\*\*Point 4D is critical
* **Overseas payments** – At Workday launch there was no information set up in Workday with regards to supplier’s banking details. Until that information is entered into Workday the invoice cannot be paid, and will not be entered into Workday. Many users are still submitting the wire transfer form but this is not of any use to us in the Workday world.
	+ **Request**: For overseas payments, please obtain a copy of the Overseas Payment form, have the vendor fill it out – and initiate a Supplier Change Request in Workday in order to update their banking so they can get paid. [GDS form and instructions](https://finance.ubc.ca/banking-leases/foreign-currency-payments-and-collection/global-disbursement-service)
* **Transaction initiation** – users are entering supplier invoices directly into the Supplier Invoice Request module – but those cannot be processed in this manner.
	+ **Request** : They need to be emailed to ubc.invoices@ubc.ca. More information for end users on how to initiate a transaction is located [here](https://finance.ubc.ca/changes-finance-processes/private/changes-purchasing-and-paying-goods-and-services)
* **PO based invoices** – AP matches the invoice to the PO based on the **description** on each. Even if the PO has only one line item – if we are unable to reasonably match the descriptions, then we have to reach out to the buyer on an invoice by invoice basis for a determination on the correct PO line item. Similarly, there are some POs that for some reason or other (ignoring BOps POs for the moment) did not make it in to Workday. In those cases, AP will have to reach out to the buyer on the FMS PO on an invoice by invoice basis for instruction on how to proceed.

## Receiving in Workday

One benefit of the transition to Workday is the new "Receiving" functionality for PO-related purchases in the system, which the community is now able to take advantage of.

Previously, users in the UBC community resorted to a legacy process of [writing "Okay to Pay"](https://usend.ubc.ca/sendy/l/svXUkF6l03p8wVgEHA1fLg/SCXlpdSZn763WMquK3KEYNEg/1V78924d5Ia2aIxD763892Zhnhnw) on paper invoice copies, then physically submitting them for payment.

Now users simply go into the system and "Receive" goods or services directly. In the Receiving process, the receiver has the option to indicate if the order is partially or fully received.

As this is a new process for UBC we'd like to encourage users to familiarize themselves, as goods and services need to be received in order for related PO-based invoices to be paid.

If the requestor is not going to be responsible for receiving goods and services in Workday, they have the option to set up delegates in Workday who can perform this task.

There is some helpful information on the process in the Workday Knowledge Base, available through the UBC Self-Service Portal:

* Review the [Receipt of Goods & Services](https://usend.ubc.ca/sendy/l/svXUkF6l03p8wVgEHA1fLg/Gw8mL892fgAxQ6XoQeo6d04A/1V78924d5Ia2aIxD763892Zhnhnw) article
* Review the [How Do I - Delegate Inbox Tasks?](https://usend.ubc.ca/sendy/l/svXUkF6l03p8wVgEHA1fLg/ngr2JwQbKJqss892xtjtVqmw/1V78924d5Ia2aIxD763892Zhnhnw) article

Please note that even if a PO-based invoice was approved prior to the Workday launch, it must still go through the Receiving process in order for payment to be issued. PO-based invoices that are not "Received" cannot be paid, and Accounts Payable cannot override or otherwise skip this step.

* If you have any questions relating to Receiving, please contact the Buyer from your area. This update is also [available on the UBC Finance website](https://usend.ubc.ca/sendy/l/svXUkF6l03p8wVgEHA1fLg/MXeUN1adq1rtnaWogpT3vA/1V78924d5Ia2aIxD763892Zhnhnw)