

## FIRST FRIDAY'S, WEDNESDAY 02/16

*From Chris to Everyone: 02:36 PM*

*You mentioned one way we can help is to 'Accept' goods in EIS as quickly as possible. Is there a way we can get an email notification when purchases are ready to be marked as 'Received?'*

- Once goods/services are received in the Department a Desktop Receiver can be completed. No need to wait for a system generated notification.
- System email notification are generated when a supplier invoice is "matched" to an existing purchase order.
- Special Note, any goods that are delivered directly to Central Receiving (mainly assets) should be received by Central Receiving only.

*From Ronda to Everyone: 02:38 PM*

*If we receive the product before we submit the invoice, can we state in notes that the product has been received?*

- No need to email Accounts Payable through [invoices@untsystem.edu](mailto:invoices@untsystem.edu) when desktop receivers are completed. The AP Entry person can view the receiver at the time the voucher is created.

*From Febe to Everyone: 02:38 PM*

*What if someone else needs to approve the invoices that does not have access to EIS?*

- Febe is cc'd on incoming invoices from Suppliers, two others in Dept review & verify correctness of the billing. Febe resolved internal issue through internal email communication to those individuals for approval prior to creating the Desktop Receiver.

*From Deborah to Everyone: 02:38 PM*

*But what if the product had not been received? It has happened before. If you automatically received, this causes a problem*

- Desktop receipts should only occur if the goods or services are received in the Department.
- If goods/services are not received (no receiver), the Accounts Payable personnel will follow up with an email to the Requestor before payment of the invoice is issued.

*From Nancy to Everyone: 02:40 PM*

*About payment works we have had a few vendors not be notified to enter information into the payment works*

- When Requisitions are submitted utilizing a new supplier, an invitation is sent to the supplier within 24 hours. Additionally, our PaymentWorks Support Team follows up every 3 days with the Supplier.
- How can you assist? Please ensure that you provide the Supplier's email address of the person within the company that is authorized to complete the Supplier set up information, including Tax and banking information.

*From Phyllis to Everyone: 02:41 PM*

*have any changes been made to allow someone other than the person who submitted the requisition to receive the product in the system? this has been an issue with turnover in staff.*

- The process for turn over related to system access is as follows; a request by the Department will need to be made to FSS and they can go in behind the scenes to update the Requestor. This action should be used for permanent changes only. [Enter FSS Security or Service Request](#)
- In the event that the requestor that created the requisition is no longer with the University, the new department contact can email their campus Central Receiving department to complete a desktop receiver or they can email [accountspayable@untsystem.edu](mailto:accountspayable@untsystem.edu) providing their verification of receipt of the goods/services (via email) since a desktop receiver can no longer be completed.

*From Chris to Everyone: 02:44 PM*

*after Maia's comment - perhaps we can get email notifications for some of the steps in the requisition process, such as "a PO has been issued"....which would trigger us to go mark it as 'Receieved'*

- Note – Desktop Receivers should be completed once the goods/services are received in the Department.
- It is a procedural violation to create a Desktop Receiver before receipt of the good/ service – once received in the System, payment will be issued to the vendor and, if an asset, the inventory count will be incorrectly inflated

*From Jasmin to Everyone: 02:46 PM*

*I have the same situation as Maia where we have already received services from a guest speaker and invoices are not being paid without watching for the PO to do the receiving.*

- Email Reminders to create Desktop Receivers were not being delivered timely due to the AP Backlog.
- Desktop Receivers can be completed once confirmation of services have been performed. However, please note that attaching a supplier's invoice to the REQ can sometimes be problematic since AP has no visibility to invoices attached to PO's unless PO REF field is completed.