Procure to Pay (P2P) - process information

Emails about Paying Supplier Invoices

- If you receive an email from Accounts Payable telling you that the invoice received has a higher value than your purchase order, follow these steps: "Out of tolerance" training video (via Panopto, login required)
- If you receive an email from Accounts Payable telling you that the invoice has been received but you need to goods receipt your purchase order, follow these steps: "No goods receipt" training video (via Panopto, login required)

## P2P FAQs

1. **Do I still raise my Purchase Orders and Goods Receipt in YEP?**

Nothing has changed with regards to raising Purchase Orders or Goods Receipting, you still do these in YEP. The P2P process implemented on 28th June 2018 applies to Supplier Invoices, not Purchase Orders, (although e-Invoices will continue to be processed via YEP).

2. **I've received an email asking me to action a query on an invoice in Agresso. Where is Agresso Web?**

The url for the login screen is: https://yimsagr.york.ac.uk/BusinessWorld/. Since 28th June 2018 Agresso uses single sign-on. Login to Agresso using your IT network user id and password:
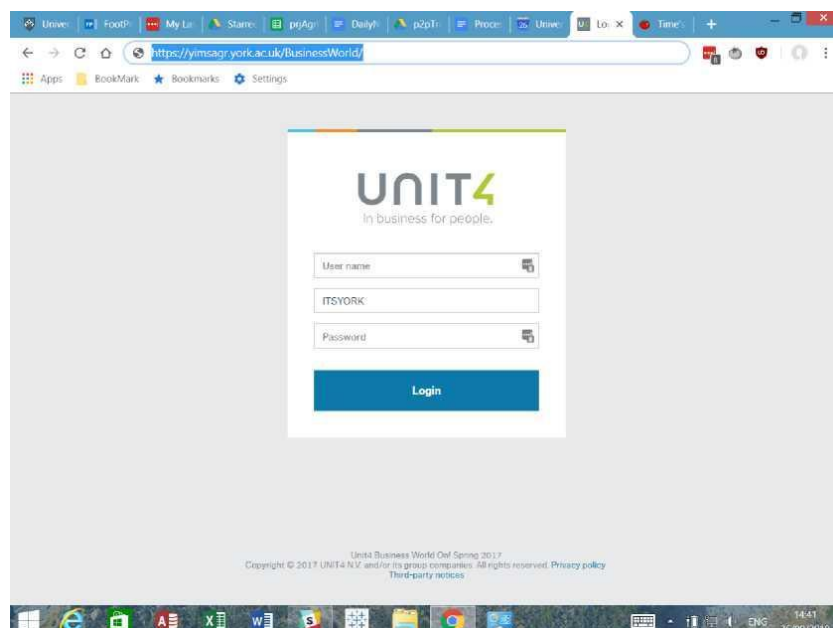
If you forget your IT password, use the IT Services Helpdesk or visit the York Identity Manager at [My IT Account](#) online to Manage your password and follow the instructions to reset this yourself.

Note: Health Sciences staff login differently. Please contact your department IT team or Finance Systems in IT Services if you have any difficulties.

3. How do I request a change to workflow?

Please put in a request via the online [Authorised Systems Registration System](#), as follows:
- Enter the username of the member of staff concerned
- Click 'Finance and Supplies'
- Choose 'Agresso Finance System'
- Click Select System
- Click Next at the foot of the following screen
- On the final screen select the 'Financial Purchasing limit' required from the list and in the comments box lower down the screen, please specify which Agresso Department and/or Cost Centre Code this change should apply to and for which approval level(s) (£0-£300, £301-£5000, £5001-£25,000)

4. When a supplier has charged more than expected for goods and services (i.e. outside tolerances) what do the different buttons mean in the Agresso task?

As follows:
- **Agree over tolerances** = the higher amount is valid and the invoice is ok to pay.
- **Park** = I need investigate further before actioning (it stays on your task list)
- **Return to AP** = use this only if the invoice should definitely not be paid. Do not use this because you think the invoice is not for your team, instead, use Park and investigate further. This is because the task may also be allocated to a colleague who is the correct person to approve that task - check via the workflow map button in the task.

5. I don't think the workflow is correct for invoices that are outside tolerances (e.g. I think I've received invoices for another team)

Automated workflow is based on the Agresso accounting cost centre structure, which links ownership of each workorder to an area of the University. Please discuss any cost centre issues with your Management Accountant in the first instance. For any invoice tasks already assigned to you, please Park them, check the workflow map, liaise with the correct colleague offline (e.g. via email) then action as appropriate. You can check on the workflow to see if a task is also waiting for an appropriate colleague to action. If you then 'Return to AP', your colleague will no longer be able to approve the task and the invoice will remain unpaid.

Therefore, please do not use 'Return to AP' unless there is a problem with the invoice or an update is required.

6. How do I see an image of an invoice?

Follow these steps:
- To look up supplier invoices in Agresso, use the Procurement Reports → List Invoices report in Agresso.
- Type in a Purchase Order Number then click Search.
- In your search Results, click on the blue Transaction Number link. A new screen will open, showing the Invoice Details and an image of the Invoice.

7. How can I see where an invoice is/who is approving my invoice?

Look up via Invoice Workflow Enquiry Report in Agresso. Type in the Purchase Order Number then click Search.

8. I'm going to be off work for a while, can I set a substitute to cover for me?

Log into Agresso and navigate to Employment → Your Substitutes. You can select someone from your list to cover your absence for a set period of time. If no-one is listed, please email finance-systems@york.ac.uk specifying the User Id and Name of your Substitute(s) to be added to your list.

9. There are lots of old tasks in my task list, how do I get rid of them?

You will need to select each Task and complete it. This won't pay those invoices again, it will just finish your task.

10. My Purchase Order is complete - do I need to see the invoice?

No, any Incoming Invoice that is out of tolerance will be sent to you automatically and we won't pay any invoices that exceed the tolerance allowed on the Purchase Order without departmental approval. To view the invoice please see Q6 above.

11. I normally goods receipt in Agresso, but the email says to goods receipt in YEP. Can I still use Agresso?

All goods receipting should take place in YEP unless you have agreed otherwise with the P2P team.

12. What happens with Enterprise car hire, NYS and Selective travel invoices?

Invoices for rail travel will be processed automatically as they are now. However, invoices for hotels, flights and car hire will follow "no PO workflow" rules ensuring that they are checked and approved before payment.

13. I need to change the workorder on my Purchase Order, what do I do?

Either advise Accounts Payable asking them to change the workorder when they match the Invoice, or the easiest option is to raise a journal to move charges to the correct workorder (discuss this with your departmental accountant/finance officer).

14. How to answer supplier queries about when they will be paid?

Our standard payment terms are 28 days after the invoice date. If you have goods receipted the Purchase Order and are not aware of any queries, then please direct the supplier to Accounts Payable. If you do have a query and are not willing to pay the invoice, you must inform the supplier.

15. I can't see a Purchase Order Number in the invoice text any more, how do I find that information?

Follow these steps:
- Log into Agresso and navigate to Reports → Procurement Reports → List Invoices.
- Search by Purchase Order Number to retrieve any Registered or Paid Invoices.
- You can also search by Purchase Order Number via the Order Details Report.
- In the Results, scroll to the far right to see any associated invoices.

16. Is my invoice out of tolerance due to VAT?

No. Agresso checks for invoices being within tolerance compared to the Purchase Order based on the invoice amount excluding VAT.

17. I've received a travel invoice. How do I change the workorder or account code?

The Agresso Task has a coding line, where you can amend these, and add or amend a description, before approving.

18. Are there any new Transaction types in Agresso for invoices?

Supplier Invoices have two transaction types - II (for an invoice in workflow waiting for approval) and IT (for an invoice approved and waiting to be paid or already paid).

19. What is Goods Receipting?

This is the critical control for deciding whether a Supplier Invoice is to be paid, or not. It means: have the goods or services been delivered/completed? Goods receipting is done in YEP. Do not Goods Receipt if you do not want a Supplier Invoice to be paid.

20. Why have I received an out of tolerance email notification asking me to approve the difference, when the Purchase Order is for a greater £ value than the Invoice.

If the value goods receipted is for less than the value on the Invoice, it will trigger out of tolerance workflow. It doesn't matter if the overall value on the Purchase Order was for more, it's the value that will be matched against the invoice. You should approve the invoice and explain you didn't goods receipt enough to cover it.

21. In Agresso how do I see who else is in the workflow for a task?

Map Status

In a Task, whenever you see this button, Q [^Workflow map] click on it to view who else is shown in the workflow.

22. I had an email notification asking me to Goods Receipt my Purchase Order, which I did, but I received the same email the next day. What's wrong?

Nothing has gone wrong. If you Goods Receipt a Purchase Order after 3 pm, Accounts Payable may not have had sufficient time to finish processing that Invoice. The email is re-sent until they do. YEP2 should resolve this issue.

23. I've received an email saying a Supplier Invoice is out of tolerance compared with the Purchase Order, but the value of the Invoice is less than the value on the Purchase Order. Why is the email being sent?

This was an implementation issue up to 25th July 2018; it is now resolved and should not recur. If it does, please let us know, but we advise: if you are happy to pay the invoice value, then just approve it.

24. Since 28th June 2018 some of the descriptions on my Agresso reports are blank; they used to show a Purchase Order number or a text description.

This is because the invoice processing is now centralised and automated. Data detailing purchases is still available via the relevant Invoices and Purchase Order reports in Agresso. Work is also planned to add this data to the Workorder Reports distributed each month.

25. Who do I contact for help and assistance?

Your department's Finance contact/Administrator is a good first point of contact.

Alternatively contact:
- accounts-payable@york.ac.uk for business process queries on invoice payments
- fm-systems@york.ac.uk for queries on YEP
- finance-systems@york.ac.uk for technical queries on Agresso