Accounts Payable Overview

Invoice Payment Process

Phase

Vendor

START → Send invoice

College End User

Stamp invoice
Verify PO
Received

College Business Office

Sending Documents

Accessing Perceptive Content

Finding Documents

Correct Invoice

Dealing with Exceptions

SSC
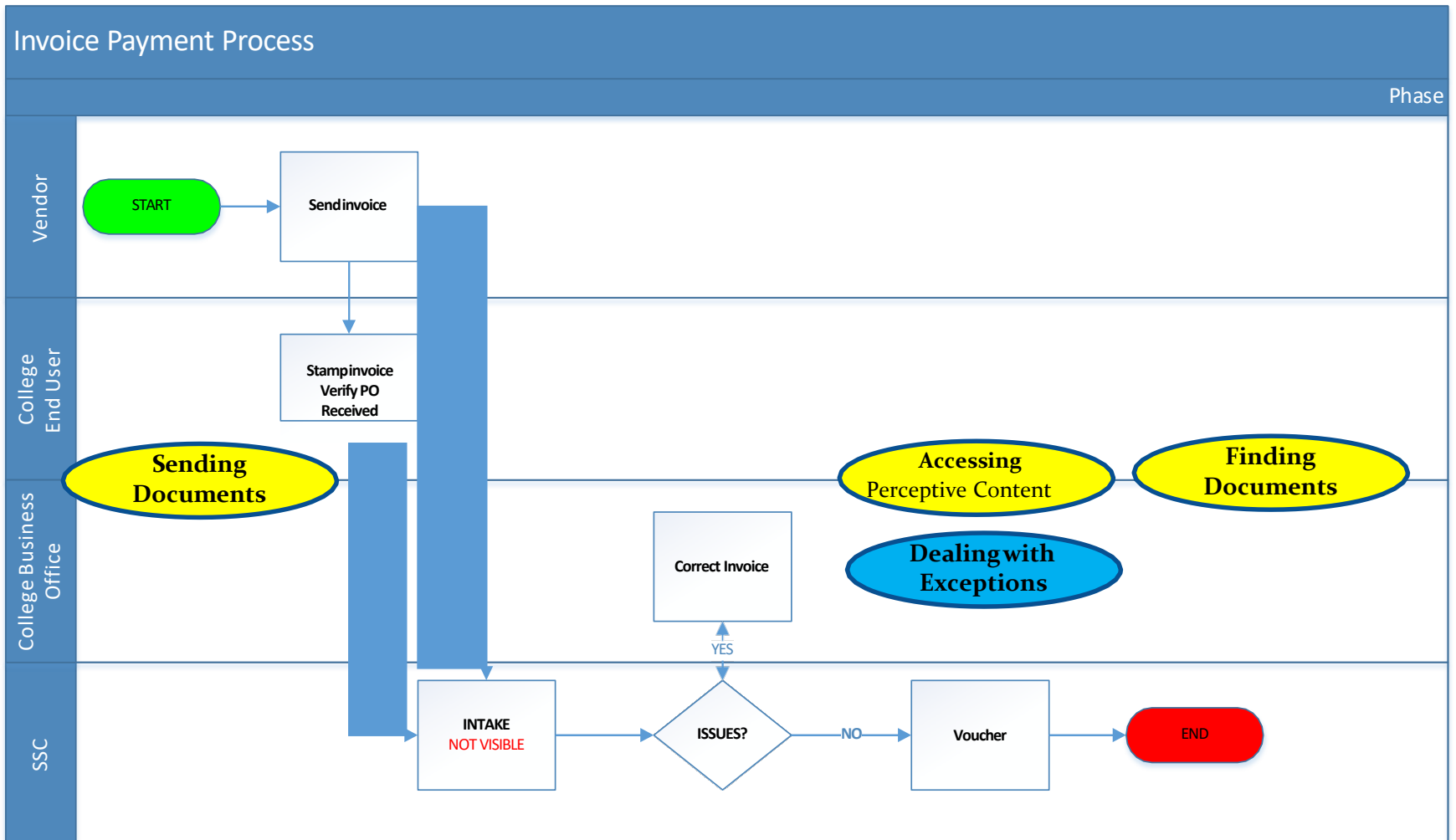
INTAKE
NOT VISIBLE → ISSUES? → (YES → Correct Invoice) / (NO → Voucher) → END

How to send a document to SSC

Sending documents from your copier

1) Select scan or email a document
2) Type the address:
invoice@ssc.vccs.edu
3) Only one document at a time!
4) Type a subject with NO special characters in the subject line, e.g. no dashes, no asterisks, no slashes
5) Press send or go on your copier

Sending documents from your computer

1) Forward the document to the address of invoice@ssc.vccs.edu. Make sure you INCLUDE attachment.
2) Only one document at a time!
4) Type a subject with NO special characters in the subject line, e.g. no dashes, no asterisks, no slashes
5) Press send

NEED HELP?? Call SSC Customer Engagement Team 877-340-5577

Invoices

1. Treat them like a deadly virus. But, if you must…

2. Verify that the **PO is valid**. If possible, confirm that the PO has an <u>adequate encumbrance</u> to allow payment.

3. Complete **receiving in eVA**

4. Date stamp the invoice

5. Email it to invoice@ssc.vccs.edu

   a. Send only <u>one</u> invoice attachment per email

   b. Do <u>not</u> include any special characters in your subject line, email text, or attachment name. **Use alphanumeric combinations only!** Example: VWCC State Electric EP2579831

6. Think to yourself: "How do I get out of having to do this?"

Invoices & Prompt Pay

- Didn't get an invoice at your office? Prompt Pay still applies
- Prompt Pay: Virginia law requires every agency to promptly pay for any completely delivered goods or services
- Prompt Pay: the Agency is impacted in 2 ways:
  - Invoice Date: Invoices laying around on desks create a risk for late payment. Treat them like deadly viruses!
  - Receiving Date: The CAPP manuals says you **MUST** receive the goods or services in eVA **WITHIN 3 WORKING DAYS** of physically receiving the goods or services.

I Need Help!

Contact the SSC Customer Engagement Team

1-877-340-5577

help@ssc.vccs.edu

Send the document

Accessing Perceptive Content

Find the document

Dealing with Exceptions
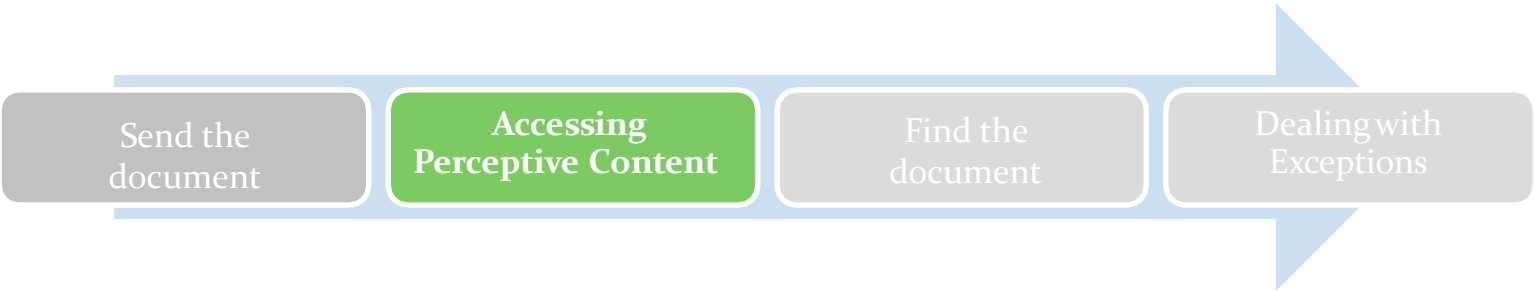
Accessing Perceptive Content

1. Find the Perceptive Content icon on your desktop or menu
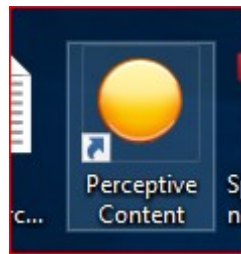
2. Log into Perceptive Content using your MyVCCS credentials.

3. When your MyVCCS password resets, the Perceptive Content password will also be reset.

Send the document | Accessing Perceptive Content | **Find the document** | Dealing with Exceptions
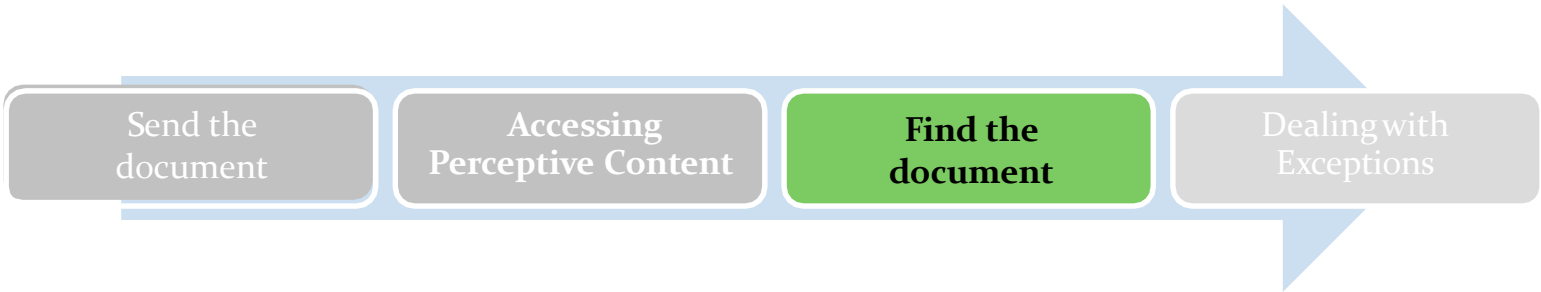
Finding/Retrieving a Document

1. Log into Perceptive Content using your MyVCCS credentials.
2. Click on Documents on the tool bar.
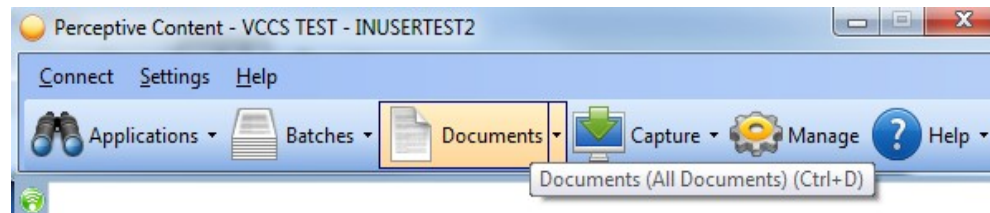
3. Click on the SSC-BO xx All Invoices, All P-Card, or All Travel Reimbursements view on the Left hand side of the screen. (XX will be replaced by your college abbreviation.)

4. A list of documents will display on the right-hand side of the screen. Find your document in the list or do a search for it.

5. Double-click on the document to open and view it. (F7 and F9 keys open additional properties and links information that is useful.)
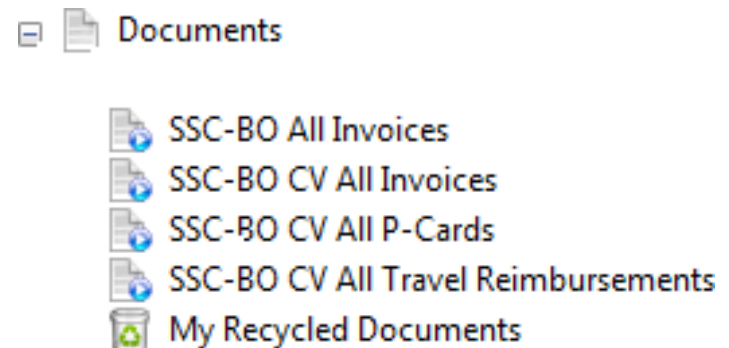
Types of Searches in Perceptive Content

Quick Search

- Easy, quick method to search.
- Includes a property list, operator list, and value box.
- Can search using a single criteria, such as AIS Vendor Name, Invoice Amount, eVA PO #, etc. Additional criteria are available in the "custom properties" selection of the drop-down box.
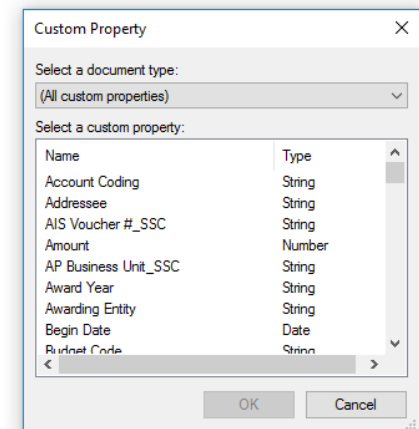
Advanced Search

- Allows users to search by more than one criteria.
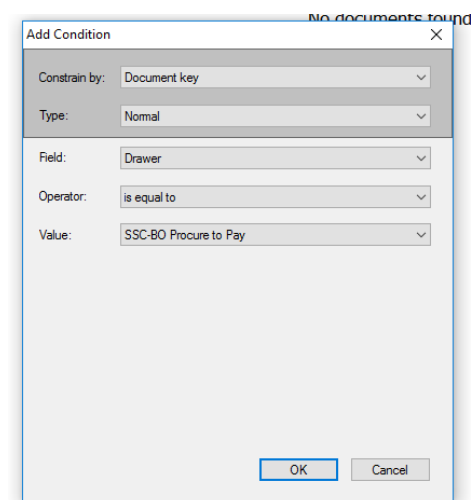- Helps to narrow down a search when there are lots of results.

Quick Search

Properties List   Operator List   Value Box
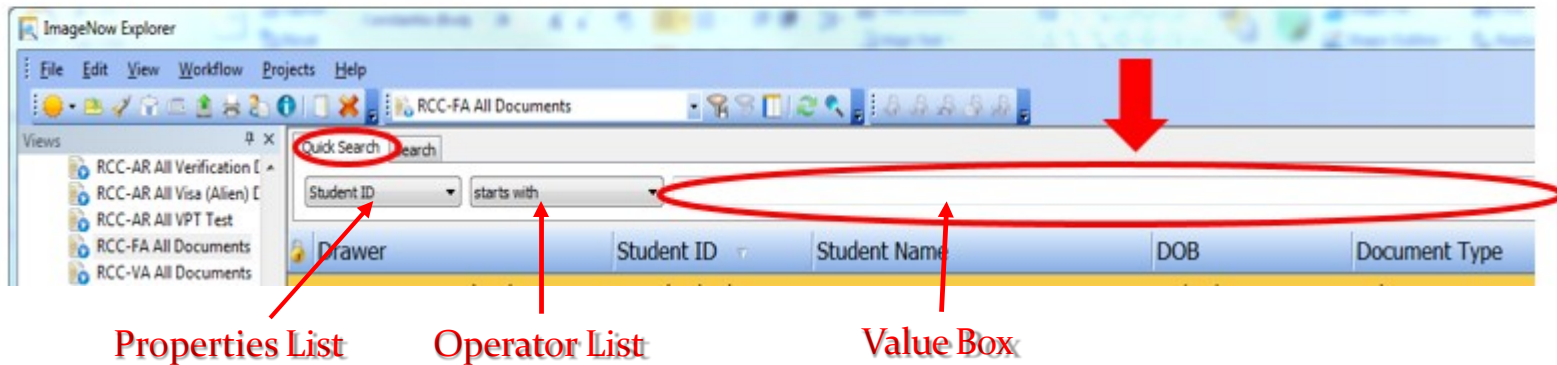
1. Click the Quick Search tab.

2. In the Properties list dropdown, select one of default properties or select Custom property to see additional search properties.

3. If you select custom property the Custom property dialog box will open. Choose a custom property and click OK.

4. In the Operator list, select an operator to use in the comparison.

5. In the Value box, select or type a value.

Advanced Search
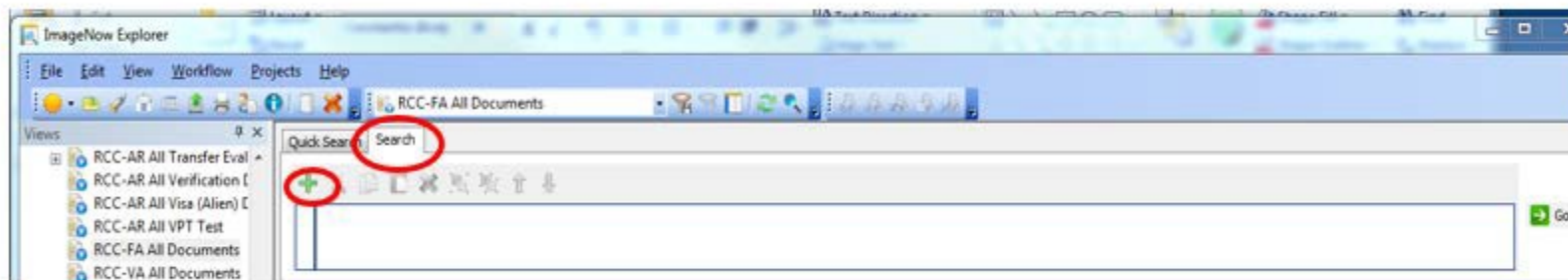
1. Click the Search tab and click the Add button.

2. In the Add Condition dialog box, in the Constrain by list, select Custom property.

3. In the Type list, select the type of search to perform or leave as normal

4. In the Field list, select the custom property to use in the search.

5. In the Operator list, select an operator to use when comparing the field and the value.

6. In the Value box, select or type a value for the search.

7. Click OK.

Add Condition

Constrain by:	Document key
Type:	Normal
Field:	Drawer
Operator:	is equal to
Value:	SSC-BO Procure to Pay

OK   Cancel

Multiple search criteria can be added by repeating the process above.

Search Tips

Perceptive Content has many custom properties available for search. However, not all the fields are applicable for invoices and many fields have similar names.

Useful default search properties:
- Invoice Amount
- AIS Vendor ID
- AIS Vendor Name
- AIS PO ID

Useful custom search properties:
- AIS Vourcher #_SSC
- Business Unit_SSC
- eVA PO #
- Invoice_Date
- Invoice #

I Need Help!

Contact the SSC Customer Engagement Team

1-877-340-5577

help@ssc.vccs.edu

VOUCHER REQUESTS

Voucher requests don't require a PO. There is a very narrow defined list of what doesn't require a PO and those reasons are listed above.

Creating a Voucher Request Form

1.Log into the Perceptive Content Client using your MyVCCS credentials. *(The eForm CANNOT be created in WebNow.)*

2. Click on Documents on the tool bar.
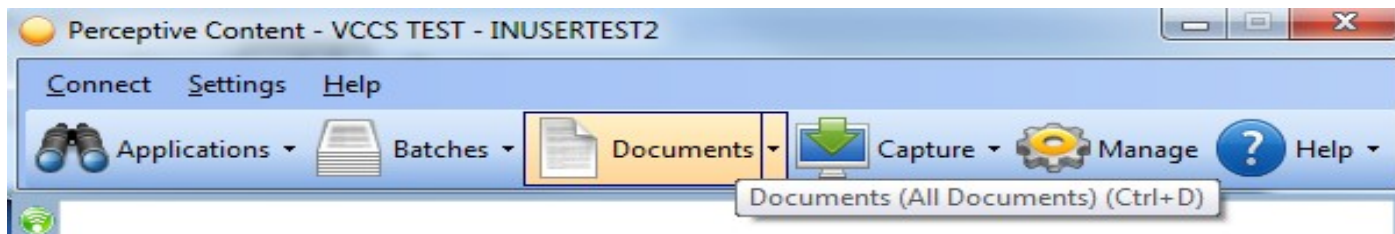
3. Click on File and then click on New and choose Document…
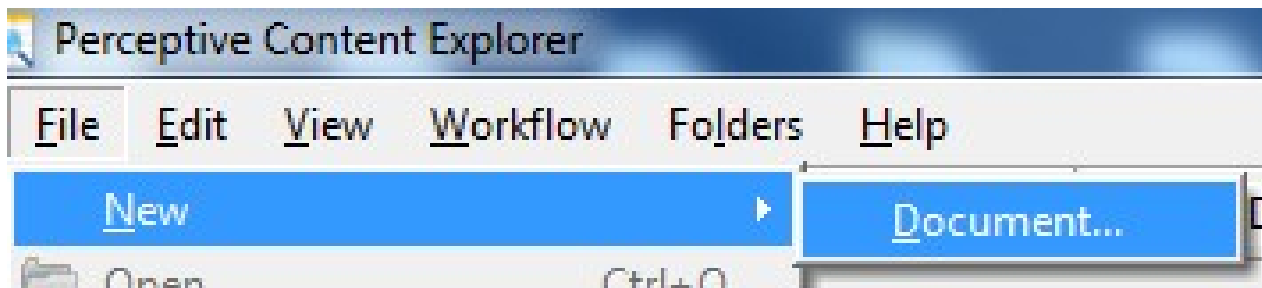
4. The New Document dialog box will open. Make sure that SSC-BO Non-PO Vouchers is selected in the Application Plan, click on the gold key, and then click the OK button.

5. The Voucher Request Form will open. Fill in the information on the
eForm.

6. Click on Submit once you have completed the form.

7. Make sure to close the document before beginning a new voucher
    request

Adding Attachments to a Voucher Request Form

1. The documents that need to be attached must be in digital format.
2. With the Voucher form open, drag the file(s) that needs to be attached into the thumbnails section below the form. **You will not see the attachment in the thumbnails until you save it.**
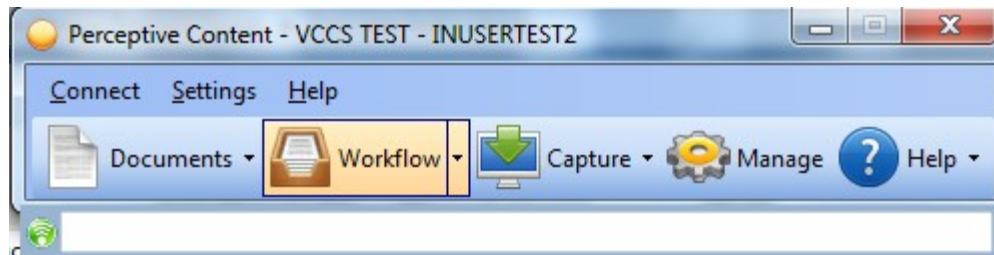

3. Click on the Save button.
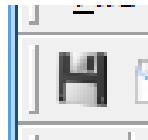
**If the Thumbnails section is not displayed automatically, hit the F9 key on your keyboard.

# **Approving a Voucher Request Form**

1. Log into Perceptive Content using your MyVCCS credentials.
2. Click on Workflow on the toolbar.

3. Click on the plus (+) sign next to the workflow that you will approve forms in. (In this example, the workflow name is SSC-CV Front Office.)
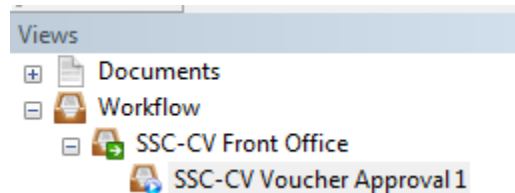
4.Click on the queue you will be approving documents in (In the example on the previous slide, the name is SSC-CV Voucher Approval1.)

5. Double click on a document to open it, if it does not automatically open.

6. Review the request. When you are ready to approve it, double-click on the TIFF image of the form. (It should be the last thumbnail, but this could vary.)
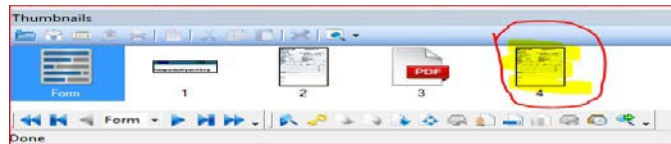
7.Scroll down to the Approved by section and add the approved Stamp. You will find the stamp in the bar below the menu bar as shown below.
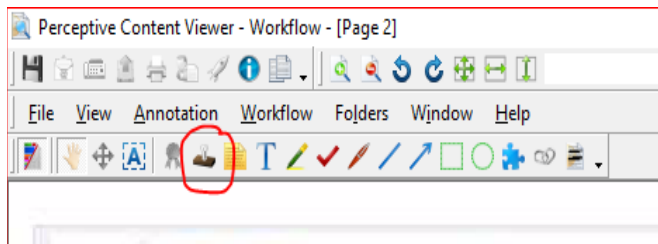
8. Route the document forward so that it goes to the next step in the process.

** Your options when you route forward will differ depending on the agency setup and which queue you are routing from. If there is a Hold for Updates option, this allows you to send the form back to the requester for any updates that may need to be performed. You will want to put a note on the form by using the Notes field to the right of the form or by using the text annotations and adding it on the image in the section labeled Additional Notes. Once all approvals are done, you will want to route it to the Voucher Approved queue so that it goes to the SSC Back Office for processing. If the Route Forward option is not available, double-click on the first thumbnail so that the form opens back up and try again.

Adding Stamps and other Annotations

1. Select the annotation that you want to add to the document.

2. Click the area of the document that you want the annotation to be.

3. Click on the Save button.

| Send the Document | Accessing Perceptive Content | Find the document | Dealing with Exceptions |

ITEMS RETURNED TO THE COLLEGE

If the SSC-BO Specialist receives an invoice for the College requiring additional work or documentation, the invoice is routed back to the College for correction. Any invoices returned to the College will be in the **SSC-XX Exceptions Follow Up** *(XX will be replaced by your agency abbreviation)* workflow queue. Someone should monitor this workflow queue daily to work returned invoices and return them to the SSC in a timely manner.

MISSING RECEIPTS OR PO#s

Invoices without a Receipt:
If SSC cannot find a receipt in eVA for the item, SSC will route the invoice to the College exception queue. Those responsible for monitoring the queue will contact the appropriate person to receive the item in eVA. After the item has been received, the document should be routed back to the SSC.

**Invoices without a PO# or invoices with low or no encumbrance.:**
The SSC-BO AP team will route the invoices to the College exception queue for resolution. Once the issue is resolved (e.g. another PO number provided or funds added to the existing PO), the document should be routed back to the SSC.

Once the necessary corrections have been made and the receiving information is included, the image document should be routed forward to the **SSC-XX Routeback to SSC-BO** to continue review and processing of the invoice by the SSC-BO Specialist.

**Please use the "Notes" field (click on the calendar and your credentials and date will post automatically to the notes section) to communicate with the SSC-BO Specialist.
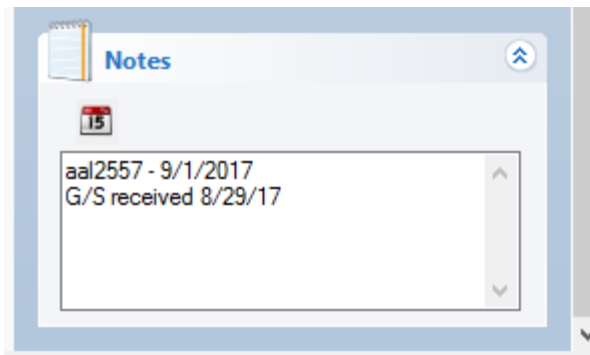
Additional Resources

- How to deal with exceptions in Perceptive Content (Business Office)
- Receiving in eVA
  - https://dgs.virginia.gov/globalassets/business-units/dps/documents/emall/emall-receiving-guide.pdf

I Need Help!

Contact the SSC Customer Engagement Team
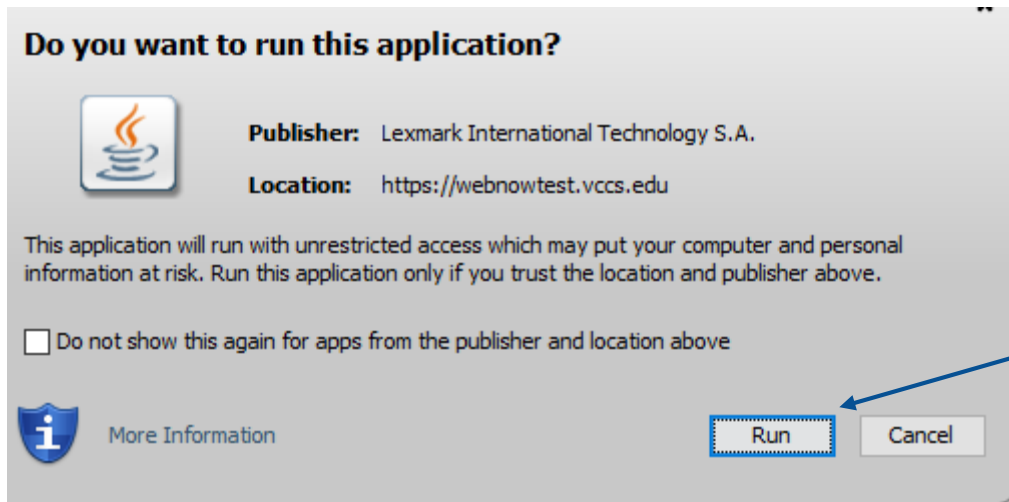
1-877-340-5577

help@ssc.vccs.edu

How to Access Perceptive Content (WebNow)

- VPN access to your network is **required** for WebNow. It provides a secure tunnel/connection to sensitive data stored in Perceptive Content.
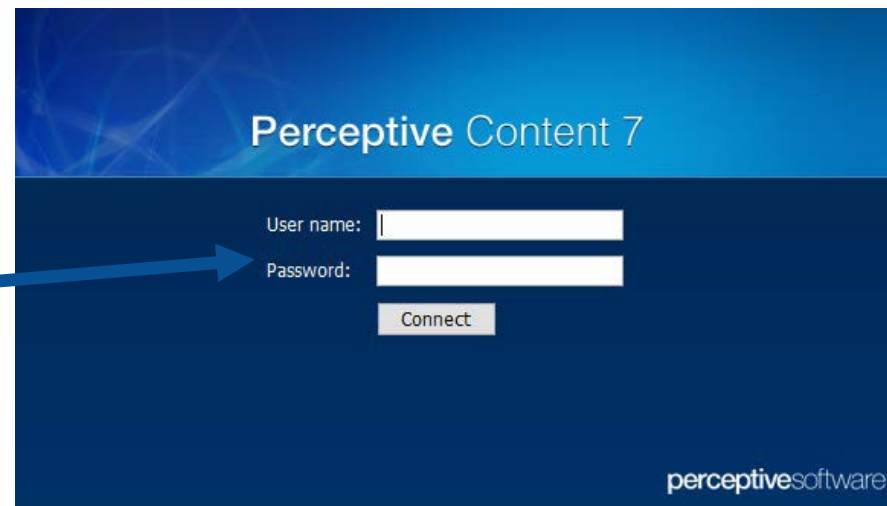
  https://webnowtest.vccs.edu/webnow **(TEST)**
  https://webnow.vccs.edu/webnow **(PROD)**

  <u>**NOTE**</u>: If you work in the Business Office, you will need Perceptive Content installed on your computer rather than using the links above. Contact SSC Customer Engagement Team at 877-340-5577 or help@ssc.vccs.edu to have this done if you haven't already.

Do you want to run this application?

	Publisher:	Lexmark International Technology S.A.
	Location:	https://webnowtest.vccs.edu

This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the location and publisher above.

☐ Do not show this again for apps from the publisher and location above

More Information

[Run] [Cancel]

Select Run

Perceptive Content 7

User name: |
Password:
Connect

Enter MYVCCS credentials

perceptivesoftware

Select Documents

Select All Invoices

You should see a list of invoices that have been emailed/sent to Shared Services Center.

I Need Help!

## Contact the SSC Customer Engagement Team

1-877-340-5577

help@ssc.vccs.edu

Roadblocks

1. eVA receiving

2. Invalid POs

3. New business rules

4. Not sending invoices to the SSC timely

5. Not monitoring the exception queue

Perceptive Content Topics

- **<u>Sending</u>** a document to SSC
- **<u>Accessing</u>** Perceptive Content
- **<u>Finding</u>** a document in Perceptive Content
- Dealing with **<u>exceptions</u>** (limited users)
- Voucher requests (limited users)
  - Creating voucher requests
  - Approving voucher requests

| Send the Document | Accessing Perceptive Content | Find the document | Dealing with Exceptions |
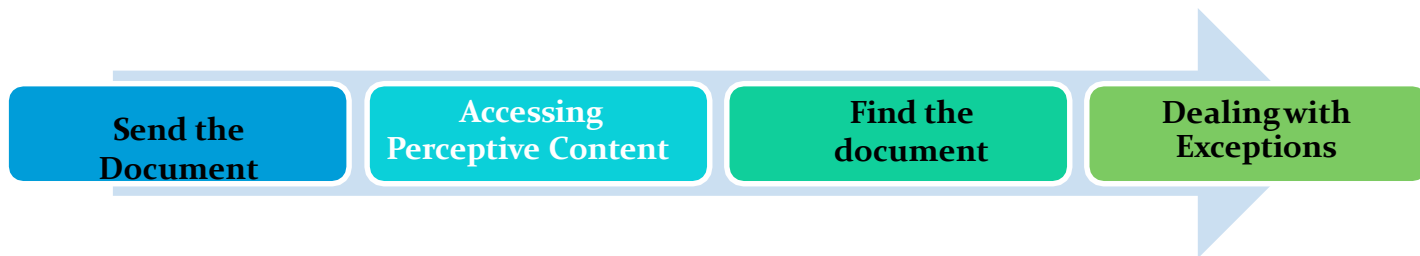
Connection Profiles

Users will have access to both TEST and PRODUCTION modules within Perceptive Content