UNIVERSITY OF CAPE TOWN
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FINANCE DEPARTMENT
Unleashing finance expertise

A quick guide to the E-Invoicing Automation Process

A reference guide to assist in understanding the E-Invoicing process.

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What is E-Invoicing?

Procurement & Payment Services has implemented a Vendor Invoice Management solution, to enable the automation of the Accounts Payable (AP) process.

This solution will significantly streamline AP processes, but more importantly, enhance collaboration with vendors by ensuring timeous payment of invoices.

Who is this guide for?

This is a reference guide for UCT staff to understand the E-Invoicing process.

Important contacts

Accounts Payable Manager:

Pascal Jonathan 021 650 2232

AP Supervisors:

Vuyokazi Ndzingi 021 650 2238

Sunette Brown 021 650 1610

Vendor Queries:

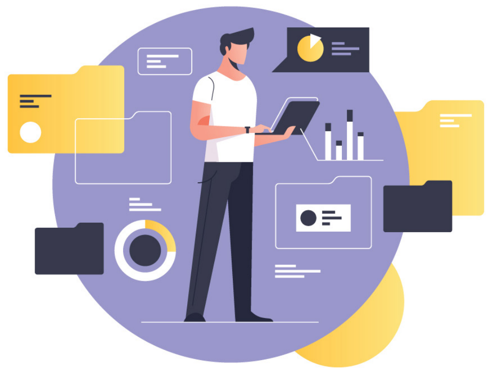
A-C Nicolette Oerson 021 650 4360
D-E Amiena Judaar 021 650 2236
F Roxy Sonti 021 650 2233
G-H Meagan Adams 021 650 2235
I-K Belina Sipondo 021 650 2234
L-M Amiena Judaar 021 650 2236
N-P Roxy Sonti 021 650 2233
Q-R Belina Sipondo 021 650 2234
S-Z Lindy Tabata 021 650 2237

Expense Claims (staff, students & external parties):

Meagan Adams 021 650 2235

AUTOMATION PROCESS OVERVIEW

1. **Receive Invoice**
   Via email: fnd-creditors@uct.ac.za fnd-claims@uct.ac.za
2. **Invoice Transformation**
   Invoice data digitally extracted and validated. Image quality important.
3. **Invoice Verification**
   Exceptions detected using business rules before posting. Resolved via workflow.
4. **Post Invoice**
   Invoice is posted. Ready for payment.



Overview

The Creditors team currently processes approximately 120 000 invoices annually, paying about 8 000 vendors centrally.

The Creditors' team mandate is:

- To pay all UCT Vendors on time.
- To improve the UCT cash-flow by enforcing agreed Vendor payment terms.

Local payments

It should be noted that the payment process can only commence once:

- The goods or services, that were ordered, have been received by the relevant Department. This creates an obligation for UCT to pay.
- A Purchase Order (PO) has been Goods Receipted in the SAP system by the Purchaser. See the PO request form MM010.
- An invoice has been received from the Vendor or Purchaser by the UCT payment services team via: fnd-creditors@uct.ac.za or fnd-claims@uct.ac.za

Roles within the process

Purchaser

- Ensures Goods Receipt has been processed.
- Checks PO and invoice match in terms of quantity, amount and vendor.
- Responsible for communication with the Recon Clerk administering the Vendor account.
- Responsible for actioning all PO queries received from the AP team. See Business rules for more details

Accounts payable

- Processes Vendor invoices and makes payments as per Vendor agreement with UCT.
- Reconciles Vendor accounts to ensure that all outstanding invoices are paid timeously.
- Ensures that all expense claims are processed and paid timeously.

Vendor

- Ensures that their details are kept up to date, and informs Vendor management timeously of any changes via email: vendorupdate@uct.ac.za
- Ensures their invoice meets UCT's invoice requirements.

Vendor invoices

Requirements for invoices

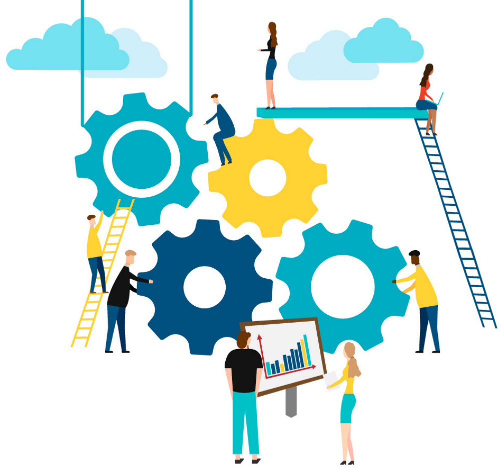
- Only **PDF** formats to be sent to: fnd-creditors@uct.ac.za - other formats will be ignored.
- Each invoice must be in a separate/ single PDF file.
- Multiple attachments will be accepted, however, each PDF attachment must contain a single invoice.
- If multiple supporting documents are submitted, the invoice must be the first page of the file, followed by the supporting documents within the single PDF with multiple pages.
- Hyperlinks within email to invoices will not be accepted.
- PDF attachment must not be password protected.

NOTE: You should include the authorisation from the fund holder, i.e. MM010, email from the fund holder or the MM009, as part of the supporting documents attached to the invoice.

Business rules applied to invoices

Business rule	Exception handled
Suspected Duplicate	AP supervisor to investigate
Missing PO number	Exception returned to Vendor
Missing mandatory information*	Exception either sent to Vendor or Purchaser. Documents to be resubmitted with the missing information
Vendor mismatch	Exception sent to Purchaser
GRV not done	Exception sent to Purchaser
Currency mismatch	Exception sent to Purchaser
Invalid UCT VAT number	Exception sent to Vendor
Invalid vendor VAT number (as per the Vendor Master record)	Exception sent to the Vendor Management team
Price variance	Exception sent to Purchaser

**Missing mandatory information includes: Vendor number, Invoice ref number, Document date, Amount (nett, gross & tax if applicable) and Currency.*



Expense claims

Expense claims include reimbursements to staff as well as external parties, mileage claims, subsistence & travel (S&T) claims, and advance requests.

For more detailed information regarding the above claim types, please see UCT Payment Process.

Requirements for claims

- Only **PDF** formats to be sent to: fnd-claims@uct.ac.za - other formats will be ignored.
- Each claim must be in a separate/single PDF file.
- Multiple attachments will be accepted, however each PDF attachment must contain a single claim.
- The relevant FM form must be the first page of the PDF, followed by the supporting documents within the single PDF.
- FM form must be duly authorised.
- FM forms include PO number, PO date, total claim amount and the email address of the claimant.

NOTE: A reminder to always use the latest forms, not downloaded ones.

Business rules applied to claims

Business rules	Exception handled
Suspected Duplicate	AP supervisor to investigate
Missing PO number	Exception sent to claimant. Documents to be resubmitted with PO number.
Missing mandatory information*	Exception sent to Finance Manager. Documents to be resubmitted with the missing information
Vendor mismatch	Exception sent to Purchaser
GRV not done	Exception sent to Purchaser
Price variance	Exception sent to Purchaser

**Missing mandatory information includes: Vendor number, Invoice ref number, Document date, Amount (nett, gross & tax if applicable) and Currency.*

Supporting documentation required for expense claims

Documentation quick reference		Form	Invoice/ receipts	Business itinerary AND confirmation of purpose of trip	Motivation letter on UCT letterhead from Line Manager/ HOD	Proof of flight ticket if applicable	Proof of payment e.g. In the form of bank statement, card machine slip, payment confirmation
Subsistence & Travel (S&T)	Temp	FM049	✘	✔	✔	✔	✘
Mileage	Temp	FM049	✘	✘	✔	✘	✘
Reimbursement	Temp	FM049	✔	✘	✔	✘	✔
Subsistence & Travel (S&T)	Staff & student	FM032	✘	✔	✘	✔	✘
Mileage	Staff & student	FM030	✘	✘	✘	✘	✘
Reimbursement	Staff & student	FM045	✔	✘	✘	✘	✔
Advance	Staff & student	FM031	✘	✘	✔	✘	✘

FAQs

Q Will I get a follow up/response if I submit an invoice or claim in a format other than a PDF (e.g. Word, Excel, JPEG)?

A No, the invoice or claim will be ignored as it was not provided in the correct acceptable format.

Q Can I write the PO number on the invoice?

A No. If missing insert PO electronically on the PDF.

Q How do I put the PO number on the invoice?

A If you edit the PDF invoice, you can add the PO number as text in the top right hand corner.

Q Where must the PO number be recorded on the invoice?

A Preferably on the top right hand corner of the invoice.

Q Will the system process Pick n Pay invoices with handwritten PO numbers?

A Your PCard should be used for PnP expenses.

Q Can we process an invoice with multiple PO numbers.

A Yes, as long as all the PO numbers reflect on the invoice.

Q Is it necessary to add the PO number in the email subject line?

A No, however this will make it easier for you if you need to follow up.

Q Can multiple FM forms be submitted in one PDF for the same PO number?

A No, not in one PDF, however, it will be acceptable in separate PDF documents, attached to one email.

Q What do I do if I receive a password protected invoice?

A Contact the Vendor and request that the password is removed from the invoice.

Q What if I receive an invoice but the goods have not been received or the service has not been rendered? Must the PO be goods receipted and the invoice sent for payment?

A No, we must only do a goods receipt if the goods/services have been delivered.

Q What do I do if I have an invoice that must be paid urgently?

A Liaise with the AP Supervisor or AP Manager.

Q What do I do if I receive an invoice from a Vendor but it is not for my department?

A You can forward the invoice to: fnd-creditors@uct.ac.za

Q Will the system process a multiple page invoice?

A Yes.

Q Can I send multiple invoices in one email?

A Yes you can, but each invoice has to be in a separate PDF document.

Q Can handwritten invoices be submitted for payment?

A All invoices must be submitted electronically. Handwritten invoices must be scanned and sent as a PDF to fnd-creditors@uct.ac.za

Q Where do I send a credit note?

A fnd-creditors@uct.ac.za

Q What must be done when defected goods are returned to the supplier?

A A credit note needs to be issued by the Vendor for defect goods and submitted to fnd-creditors@uct.ac.za

Q What happens when the vendor submits an invoice and a goods receipt has not been processed?

A The purchaser will be notified that the goods receipt is required. Purchaser to only do a good receipt if the goods/ services have been delivered.

Q Do I have to resubmit documents if there is a query?

A If there is missing mandatory information, the invoice/claim must be resubmitted, however, if it's a missing goods receipt or price variance, once the correction has been made, the system will pick up the update.

Q Can we submit invoices from another financial year?

A Yes.

Q Who do I liaise with if I have any queries regarding payment of invoices?

A Refer to the clerk administering the account. See contact details.

Q How can I provide proof of payment to the vendor once payment is made?

A You can contact the AP clerk overseeing the account to request the proof of payment. See contact details.

Q Is there a checklist for Expense Claims?

A Yes, refer to the supporting documentation table within this document.