Accounts Payable (AP) Workflow

**Department enters invoices into SN**

**Departmental caller receives email with INC#**

If all information and documents are in the ServiceNow incident, AST enters Small Purchase Voucher into the system.

If more information is needed, the caller will be contacted for more information by the CBO through SN.

**AST creates a voucher in the system. The voucher number is written in the additional comments section of SN. The incident is Resolved.**

**The voucher is submitted to CBO approvers for approval.**

Once approved by the CBO, the voucher is sent to University AP.

**University AP approval is based on the terms of the invoice (i.e. the State has net 30 terms).**

If University AP requires more information or documentation, the CBO initiator will be notified. The CBO AST will notify the caller. Once issues are cleared, University AP will process the voucher.

If vendor/supplier is international, a wire transfer will be processed. [Click for more information.]

Payment is made by either: (1) electronically with vendor banking information (may be delayed if international) OR (2) By check.

**Acronyms:**

AP = Accounts Payable
AST = Accounting Services Team
CBO = CALS Business Operations
INC# = Incident Number
PA = Purchase Authorization
SN = ServiceNow

Some vouchers may require additional approvers (i.e. subawards, international students).
CBO Approver Checklist

1. Invoice number (cannot pay from a statement)
2. Invoice date (if invoice is over 30 days, CBO will notify the caller and request the invoice be paid via PCard. Department will need to provide a justification for late invoice submission.)
3. Goods/services received date
4. PA number
5. Detailed business purpose
6. Project-phase (valid phase and active project)
7. Supporting documentation including signatures (i.e., Department Head/Dean approval, AP107, AP106, AP104, more detailed business purpose, itemized receipts)
8. Follows University Purchasing guidelines

Additional Items to Note

• If University AP requires more information, a detailed email is sent to the CBO initiator and approver. This information will be entered into the comments section of the voucher and the caller of the incident will be contacted for assistance.
• University AP will send two email notifications to the initiator and approver of the voucher. The CBO will notify the caller and Business Liaison for assistance. If issues aren’t resolved promptly, the voucher will be denied.
• The Business Liaison will open a new ServiceNow incident once the pending issue’s documentation is received. The Business Liaison will notify the CBO AST to upload the documentation to the voucher and to inform University AP that the issues have been resolved.

** Departmental caller is responsible for monitoring communication within ServiceNow incidents for timely processing**