

Digital Mailroom FAQ's as of 3/12/2014 (This document will updated as more questions come in)

<b>Q</b>	<b>What is the Digital Mailroom?</b>
A	The Digital Mailroom is the central location that all invoices coming into Rensselaer will be collected.
<b>Q</b>	<b>What will the Digital Mailroom do with the invoices?</b>
A	The invoices will be entered by the Digital Mailroom employees into a system. The data will then feed into the OSCAR system. If the invoice is against a PO it will match to the PO if possible. If the invoice does not have a PO it will be populated into the Invoice Form in OSCAR. An image of the invoice and any other documents that accompany the invoice will be attached and available in OSCAR.
<b>Q</b>	<b>Do my invoices need to go to the Digital Mailroom or can I just continue to enter directly into OSCAR?</b>
A	<p>All invoices need to be routed to the Digital Mailroom regardless of whether or not the Supplier is <u>enrolled in one of the new AMEX payment solutions</u>. If you receive an invoice please send it to the mailroom on of two ways:</p> <p>Email the invoice to: rpi@divintech.com OR Fax the invoice to: 855-262-2710</p> <p>You must send each invoice individually – do not send in one group. We are currently working with IT to allow multipurpose machines on campus to e-mail directly to the DMR.</p> <p>There is no limit to the number of invoices or size of the invoice documents that can be sent to the DMR.</p> <p>If a supplier has an issue with this please have them contact Pam Rochminski or Ron Moraski immediately.</p>
<b>Q</b>	<b>Will the Digital Mailroom reply to an e-mail I send to them?</b>
A	No. Any questions you have about the Digital Mailroom should be directed to <a href="mailto:procurement_support@lists.epi.edu">procurement_support@lists.epi.edu</a> – but do NOT send invoices to Procurement.
<b>Q</b>	<b>Will a supplier be charged a fee when sending invoices to the Digital Mailroom?</b>
A	No.
<b>Q</b>	<b>Does a supplier need to be enrolled in one of the new AMEX payment solutions in order to send invoices to the Digital Mailroom?</b>
A	No. All invoices from all suppliers should be sent to the Digital Mailroom.
<b>Q</b>	<b>Does the name on a non-PO invoice need to be the Financial Manager?</b>
A	No. The name on the invoice should be the person that will process the invoice and input the FOAPAL. The invoice will then route to the Financial Manager based on the ORG entered. If the invoice is less than \$10,000 it will then route the supervisor. If it is more than \$10,000 it will route to the appropriate spending authority approver. For example, an invoice that comes in to Finance

**Digital Mailroom FAQ's as of 3/12/2014 (This document will updated as more questions come in)**

	will have Karen Wells name on the invoice and she is not the Financial Manager.
<b>Q</b>	<b>I am the person that processes invoices for my department. Is it important to have my name on invoices coming from suppliers?</b>
A	YES – it is essential for the name of the RPI invoice processor to be on invoices. You should contact the suppliers you do business with and inform them of that and give them the proper spelling of your name. The name on the invoice must match exactly as it is in OSCAR. Also, ask that they put your name in the BILL TO section.
<b>Q</b>	<b>How will an invoice sent to the Digital Mailroom come to me for review and approval?</b>
A	An invoice against a PO: If the PO# is on the invoice, the invoice will be routed in OSCAR to the OWNER of the PO in OSCAR.  An invoice that does not have a PO#: The invoice will be routed in OSCAR to the individual whose name is on the invoice in the BILL TO section.  If there is no BILL TO on the invoice it will use the name in the SHIP TO.  If there is no SHIP TO the Digital Mailroom will pick up whatever name possible.
<b>Q</b>	<b>When making sure the name is listed properly on the invoice are we leaving Rensselaer Polytechnic Institute as the main header or our name will be main header as opposed to att'n.</b>
A	If the supplier can support having both Rensselaer and your name it is fine to do both. If they can only support one name, that is where you want to make sure it is your name and not Rensselaer.
<b>Q</b>	<b>Does this process apply to invoices that will be paid against a blanket order or just settlements of a standard PO? What about invoices that are paid via Direct Pay?</b>
A	This change applies to all invoices.
<b>Q</b>	<b>Can a supplier fax or e-mail an invoice to the Digital Mailroom?</b>
A	Yes – there are three ways for a supplier to send an invoice to the Digital Mailroom  Rensselaer Polytechnic Institute Attn: Name of Designated Rensselaer Employee PO Box 80127 Raleigh, NC 27623  Or Fax the invoice to: 855-262-2710  Or Email the invoice to: rpi@divintech.com
<b>Q</b>	<b>What if a supplier mails an invoice to me after the go live date of 3/3/14? Can I enter it into OSCAR and bypass using the Digital Mailroom?</b>
A	No – if a supplier sends an invoice to you, you need to send it to the Digital Mailroom immediately upon receipt. The best method would be to e-mail the invoice to: rpi@divintech.com
<b>Q</b>	<b>If you changed your name in Oscar, would that automatically change your name with the “punch-out” suppliers? Or do we have to contact them directly to change our name?</b>
A	Yes - no need to contact them separately

Digital Mailroom FAQ's as of **3/12/2014** (This document will updated as more questions come in)

<b>Q</b>	<b>Invoices from subcontractors usually go to RA&amp;F first then to campus. Will this continue?</b>
A	Yes, RA&F will contact the subcontractors and tell them what RA&F employee's name must be put on the invoices.
<b>Q</b>	<b>Will there be a blanket communication sent to the suppliers regarding the new process, which section on the PO they use to invoice (i.e. the bill to section), or are the departments required to contact each supplier?</b>
A	A blanket communication was sent to the suppliers regarding the new process on 2/13/14. This communication is available for your review at <a href="http://rpi.edu/dept/purchasing/DMR%20Final.pdf">http://rpi.edu/dept/purchasing/DMR%20 Final.pdf</a>  If a supplier tells you they are unaware you can send this communication to them.
<b>Q</b>	<b>What if the invoice is incorrect, how do we reject the invoice or get it corrected?</b>
A	If the invoice from the supplier is incorrect the Invoice Owner should contact the supplier to have it corrected and tell them to send a new one. The invoice in OSCAR can be rejected by you if necessary. NOTE: rejecting the invoice in OSCAR will not contact the supplier – you must do this to have them send a new invoice.
<b>Q</b>	<b>What should I do if I receive an invoice before the product has arrived or service has been completed?</b>
A	You can place an invoice on HOLD in OSCAR and remove the hold when product has arrived or the service completed. However, you need to add a COMMENT as to why you put the invoice on hold. Central Administration will be reviewing invoice on hold to ensure suppliers are paid timely. There is no specific time limit an invoice can be on hold however if more than a couple of weeks we recommend you REJECT the invoice and get a new one from the supplier at the appropriate time.
<b>Q</b>	<b>When an invoice is on HOLD does the 15 day turn around to pay the supplier stop?</b>
A	No. Suppliers that sign up to be paid via BIP are expecting payment within <u>15 days of the date on the invoice</u> . This is why you should reject the invoice if they sent it too early to you and you do not have the product or the service is not complete. Suppliers should not send an invoice until a service is complete or the product has been shipped.
<b>Q</b>	<b>Will we be able to view and print the invoices that are in OSCAR that come from the Digital Mailroom?</b>
A	Yes - a scanned copy of each invoice sent from the Digital Mailroom will be attached to the invoice in OSCAR as a PDF.
<b>Q</b>	<b>Some suppliers drop off a handwritten invoice at the time they perform the service; will we still be able to scan/add them into Oscar ourselves?</b>
A	Information from the handwritten invoice from the supplier must be put on the Rensselaer standard invoice form. This form and the handwritten invoice submitted by the supplier must be scanned and emailed or faxed to the Digital Mailroom for processing. A standard invoice form will be posted shortly to the Finance and Procurement Services websites.
<b>Q</b>	<b>Will the standard PO form have the correct BILL TO information on new PO's going forward?</b>
A	Yes

Digital Mailroom FAQ's as of 3/12/2014 (This document will updated as more questions come in)

<b>Q</b>	<b>What if a supplier is used by multiple departments on campus (i.e. copier leases) tells us their system does not allow multiple BILL TO addresses?</b>
A	The supplier will only need to store one Billing Address for Rensselaer going forward and that will be the Digital Mailroom address. If the supplier is only able to store one name for billing purposes they should be instructed to use the name "Accounts Payable".
<b>Q</b>	<b>How will the invoice approval process work? I process the invoices in OSCAR but do not have the authority or first-hand knowledge that the work is complete and okay to pay. Currently I obtain a signature on the invoice or attach an email from the Supervisor who requested the work (who is not an OSCAR user) for the Director to review and make final approval to pay.</b>
A	<p>If you need approval from someone who is not part of the actual invoice approval process you can forward the invoice to them in OSCAR for approval then it would follow the standard approval process.</p> <p>If this individual is not an OSCAR user you have two choices:</p> <ul style="list-style-type: none"> <li>– Set up this individual in OSCAR so they can review and approve in the system (best practice)</li> <li>– Or print the invoice for signature and attach to the invoice in OSCAR</li> </ul>
<b>Q</b>	<b>What if an invoice is routed to me in OSCAR that does not belong to me?</b>
A	<p>The invoices will route to the name that is on the invoice or the owner of the PO. The person that receives the invoice can forward it to someone else if they know who it belongs to.</p> <p>If you do not know who the invoice belongs to please comment as such and forward it to Susie Palluti in Accounts Payable.</p> <p>OR</p> <p>You could reject the invoice and contact the supplier to let them know that they have the wrong person on the invoice and ask them to resend it to the correct person.</p>
<b>Q</b>	<b>We want to add a note for A/P on the invoice but the Requisition notes are there. What do I do?</b>
A	<p>You can do one of two things</p> <ol style="list-style-type: none"> <li>1) Delete the notes from the requisition that are on the invoice. (The notes will remain on the requisition so don't be afraid to remove them from the invoice.) Then enter your note to A/P about the invoice.</li> <li>2) Leave the notes from the requisition there and enter your note to A/P above them. If you start the note with A/P: that will help them.</li> </ol>
<b>Q</b>	<b>Can I add an attachment to an invoice I get in OSCAR that came in from the DMR?</b>
A	Yes
<b>Q</b>	<b>I have invoices from Enterprise, what do I do with them?</b>
A	Write the name of the OSCAR user that will process the invoice in OSCAR on the invoice. E-mail the invoice to the Digital Mailroom.

Digital Mailroom FAQ's as of 3/12/2014 (This document will updated as more questions come in)

<b>Q</b>	<b>Does this new process effect how I create a requisition in OSCAR?</b>
A	No.
<b>Q</b>	<b>I have invoices that I have to go to the supplier site and pull down my own invoice. What do I do with that invoice?</b>
A	Send the invoice to the Digital Mailroom for processing. Also, send an e-mail to Ron Moraski and/or Pam Rochminski about this. We will contact these suppliers and try to get them discontinue this practice.
<b>Q</b>	<b>For UPS and FedEx invoices, how will the DMR know who the invoice belongs to?</b>
A	These will work like all other Non-PO invoices. If the name is on the invoice it will route to that person, if not AP will route them to the correct person.
<b>Q</b>	<b>Will I be notified when there is an invoice in OSCAR that I need to take action on?</b>
A	Yes. When an invoice is added to your queue in OSCAR you will receive an e-mail.
<b>Q</b>	<b>I get many invoices daily and I do not want an e-mail every time and invoice is added to my queue.</b>
A	You can go into your OSCAR profile and change your email preferences (for instructions on how to do this please refer page 9 of the Phoenix Interface Walkthrough Guide here):  <a href="https://www.rpi.edu/dept/purchasing/oscar/Phoenix%20User%20Interface%20Training%20Guide.pdf">https://www.rpi.edu/dept/purchasing/oscar/Phoenix%20User%20Interface%20Training%20Guide.pdf</a>
<b>Q</b>	<b>I have an invoice that is over tolerance. What do I do?</b>
A	You should contact Procurement Services to see if a Change Order is necessary. <u>If it is not necessary to do a change order:</u> <ul style="list-style-type: none"> <li>• Make a note that you checked with Procurement and a Change Order is not needed.</li> <li>• Then the Spending Authority Approver needs to make a comment that it is ok to pay the additional amount. This will require you to forward it to the Spending Authority Approver.</li> </ul> If a Change Order is required follow the existing change order process.
<b>Q</b>	<b>The invoice has tax on it, what do I do?</b>
A	You should leave the tax there and A/P will remove it upon payment. You can make a NOTE on the invoice to A/P if you have something to communicate to them about the tax.
<b>Q</b>	<b>What action do I need to take when the Notification of "Line x PO Number: No POs matched the import's PO Number, created as non-PO line"?</b>
A	When this notification is present it means that it is a partial PO invoice where the "product description" of the line/s with the error does not match what was on the PO. You <b>MUST</b> correct this in order for the invoice to process against the PO correctly to relieve the encumbrance. If you do not correct the lines they will be processed as non-PO lines and will not relieve the encumbrance. The Invoice Owner must bring over the PO Line Item and delete the Non-PO Line Item for the line/s that generated the notification.  For further instructions on how to correct this error please view the guide here: <a href="#">[insert link to</a>

Digital Mailroom FAQ's as of 3/12/2014 (This document will updated as more questions come in)

	<a href="#">recorded training here]</a>
<b>Q</b>	<b>If have an invoice without a “V” Banner Document number what does this mean?</b>
A	If an invoice comes in from the Digital Mailroom with a “Banner Document” number that does not begin with a “V” the supplier is not valid. To correct this you need to click the “edit” link next to the supplier name and either select the correct supplier. If the supplier does not exist in OSCAR select “New supplier”.
<b>Q</b>	<b>What if I have a PO Invoice that came in from the Digital Mailroom with the wrong PO number on it?</b>
A	You can correct the PO by clicking on the “Add new PO” button on the invoice to bring in the correct PO and the lines from the PO that should be paid. This correction should be made before making any other changes to the invoice.
<b>Q</b>	<b>The supplier does not exist in OSCAR, what do I do?</b>
A	Select New Supplier as the Supplier
<b>Q</b>	<b>The supplier remit to address is not in OSCAR, what do I do?</b>
A	Select an address that is present and A/P will add the new address during their processing. DO NOT SELECT “New Supplier”.
<b>Q</b>	<b>What do I do if a supplier contacts me about the new AMEX payment solutions?</b>
A	Ask them to contact Ron Moraski 276-8439 or Pam Rochminski 276-6848