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Accounts Payable and Payments Processing Manual

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PART 1 — Introduction, Processing Transactions, and Preparing Documentation

Introduction

This Accounts Payable and Payments Processing Manual provides guidance, step-by-step instructions, and important information for an end-to-end automated system that KRA Corporation uses for processing Participant Payments, Vendor Invoices, and Employee Reimbursements, as well as Requests for Travel Advances and Use of the Corporate Credit Card. If, after having studied the Manual, you still have questions, or comments, contact the KRA Accounting Department, or the designated point-of-contact at your Program Site.

Processing Transactions

To login to the system, follow instructions below:

1. Open Internet Explorer, which is the **only** browser supported by this system.
2. Login: <https://login.avidxchange.net/>
3. Go to CLIENT ACCOUNT LOGIN section.
4. Input your KRA e-mail address.
5. Input your password. If you do not have a password, send an e-mail to accountspayable@kra.com. In Subject: line, write "Need Password to Access Electronic AP System." In the text, include your program site and the tasks you will be performing in the system (i.e. Upload Invoices, Final Approval for Site Expenses, etc.). A password will be sent to you.

Preparing Documentation

All transactions require supporting documentation. Follow instructions below:

1. Create a PDF(s) by scanning/saving the support document(s) for the Participant Payment, Vendor Invoice, Employee Reimbursement, etc. that you want to process.
2. Save all PDFs in a location that is easily accessible. This may be a network drive, somewhere on your C drive, etc. Check with KRA Information Technology if you are *not* sure where to save the files.
3. At the appropriate step in the process, upload the PDF. In the case of multiple PDFs, hold the SHIFT or CTRL key, and click on the files you want to upload.

Detailed Instructions

PART 2 — Participant Payments, Vendor Invoices, and Employee Reimbursements

1. Login and click AVIDINBOX tab.
2. Click AVIDINBOX link, which takes you to main AVIDINBOX screen.
3. Click MORE ACTIONS box, toward the top.
4. Click UPLOAD INVOICE(S).
5. Click BROWSE and go to location where you saved documentation in PDF format.
6. Select PDF to be uploaded. For *multiple PDFs*, hold SHIFT or CTRL and click on the PDFs you want to upload.
7. Click UPLOAD INVOICE.
8. Click CLOSE. All uploaded files will be listed in PENDING PROCESSING section on right-hand side of screen.
9. Click on first item. An image of the item will fill the middle of the screen.
10. Input data into fields, on left-hand side of screen:
 - a. Vendor: Payee's name - Participant/Vendor/Employee. Type in first few letters and the system will automatically suggest matches. If *new* Payee (Participant, Vendor, or Employee)...or *existing* Payee cannot be found...leave the field blank, fill in all other fields, and follow instructions in **Step 12**.
 - b. Ship-to Address: Your Program Site location. Type in first few letters and the system will automatically suggest matches.
 - c. Ordered By: Employee who ordered the service or product.
 - d. Memo: Use this field to indicate that check should be sent to the Program Site, and *not* to Payee directly.
 - e. Invoice Number: For Vendor Invoices: Use the invoice number provided. For Participant Payments/Employee Expense Reports: Use starting date of the week covered in the payment, indicating day, month, and year. (Example: August 1, 2013 = 080113)
 - f. Invoice Date: End date of period covered.
 - g. Invoice Amount.
 - h. Service Start Date: Beginning date of the period the expense was incurred.
 - i. Service End Date: Ending date of the period the expense was incurred.
11. Click SUBMIT. The item will be routed to PENDING APPROVAL QUEUE of the person listed on Step 1 of the Program Site's Workflow.

12. Payee (Participant, Vendor, or Employee) Set Up

- a. Input data for all other fields.
 - b. Click MARK AS tab.
 - c. Click VENDOR RESEARCH.
 - d. Write a message for Accounting in the box: “New Payee” or “Existing Payee *not* listed.” Indicate Payee Category (Participant, Vendor, or Employee) and include full name and address.
 - e. Click DONE. Within 24 hours, Accounting will add Payee to the system and route the Invoice back to the Workflow selected by the individual who submitted the item to Vendor Research for action.
13. Return to **Step 9**, and click on next item, to process the remaining Invoices that were uploaded.
14. Click AVIDINVOICE, top right-hand corner, to return to HOME Page.

PART 3 — Employee Travel Advance Requests

1. Login and click TRAVEL ADVANCE tab.
2. Input data:
 - a. Invoice Number: Use week-ending date. (Example: August 9, 2013 = 080913)
 - b. Invoice Validation Total: Total amount of the Travel Advance Request (TAR). This step is used to ensure that the Distribution lines equal the total amount of the TAR.
 - c. Vendor: Name of Employee requesting the Advance. If Employee is *not* listed in the system, send an e-mail to Accounting: “Employee needs to be added in order to process a TAR.”
 - d. Ordered By: Employee inputting TAR information.
 - e. Ship To: Program Site location.
 - f. Account #: Leave blank.
 - g. Payment Terms: Leave blank.
 - h. Invoice Date: Use date that was used for Invoice Number.
 - i. Invoice Due Date: Leave blank.
3. Click ADD NEW LINE ITEMS.
4. Input data:
 - a. Shipped: Input “1”.
 - b. Product Code: Leave blank.
 - c. Description: Input reason: “Travel Advance for...”.
 - d. UOM: Leave blank.
 - e. Unit Price: Input total amount of TAR, which is the same number as the amount in the “Invoice Validation Total.”
5. Click SAVE, right-hand side of screen.
6. Click DISTRIBUTION tab, and input following information:
 - a. Project Code.
 - b. Accounting Code (G/L): For TARS, always use 0120-000-00-00.
 - c. Description: Limited to 25 characters.
 - d. Amount.
7. Click ADD, If Distribution Lines are needed.
8. Ensure that REMAINING AMOUNT, right-hand section of the screen, is 0.00. If not zero, you will *not* be able to approve.

- 9.** Click ATTACHMENTS, to upload support documentation.
- 10.** Click BROWSE, and go to location where support documentation was saved as PDF(s).
- 11.** Click ATTACH.
- 12.** Click APPROVE, or APPROVE WITH COMMENTS, once all fields have been input and support documentation, if appropriate, attached.

PART 4 — Requests to Use Corporate Credit Card

1. Scan required supporting documents as one PDF. When saving, add Prefix "Prelim". For example, if you are requesting to use the Corporate Credit Card (CCC) to book airfare, hotel, and rental car for a Conference, one PDF named "Prelim – Name of Conference -Support". After receiving approval to use the CCC, "Final Receipts" will need to be attached. Each "Final Receipt" needs to be scanned separately (i.e. per charge to CCC) and attached:

- Final – Hotel- Name of Conference
- Final – Rental Car – Name of Conference
- Final – Airfare – Name of Conference

2. Login. Click on REQUEST TO USE CORPPORATE CREDIT CARD tab.

3. Click on CREATE NEW BASKET. If you have Un-Submitted "Baskets" (not Un-approved, but Un-Submitted), they will be listed below the button. You may click on them and continue the process. If not, it will say "You have no Shopping Baskets".

4. Input data into the following fields:

- a. Vendor: American Express or Visa. Click "Down" arrow. Amex and Visa will be shown.
- b. Ship To – Site: Will automatically fill with the address for your site.
- c. Basket Name: Input current date, using the format of Year, Month, Day (13-06-10).

5. Click "Continue".

6. Click "Add New" under the "Line Items" tab.

7. Input data into the following fields:

- a. Quantity: Typically 1.
- b. Item Number: Leave blank.
- c. Description: Purpose for request. Each expense should be on a separate line.
- d. UOM: Leave blank.
- e. Unit Price

8. Click ADD NEW, if additional lines are needed.

9. Click ATTACHMENT tab.

10. Click BROWSE and go to the location that saved the supporting document in Step 1.

11. Upload Supporting documents.

12. Select the Documents.

13. Click OPEN.

14. Click ATTACH. Should only be one PDF. Name of file should have "Prelim-" in front as a prefix. (Step 1)
15. Click SUBMIT. Request will be sent to the Program Manger's (PM) PO PENDING APPROVAL QUEUE. PM will input the Distribution and G/L Coding. Once approved by PM and Accounting, the following occurs: Accounting will call the requestor and provide the CCC information. The request gets routed back to the requestor's PO PENDING APPROVAL QUEUE so the Final Receipts can be attached. Program Site staff have the responsibility to submit the Final Receipts.
16. Site Approval: (PM)
17. Login into the system.
18. Go to PO PENDING ORDER APPROVAL QUEUE on the HOME tab.
19. Click on a particular Order, and review for completeness and accuracy.
20. Click on LINE ITEMS.
21. Input the applicable G/L Code. Note that the G/L Code (same as Account Code) within this module is *not* restricted by Program Site. Therefore, be very careful when inputting the G/L Code.
22. Click APPROVE.
23. When Final Receipts Have Been Received:
24. Scan Receipts. One PDF per Credit Card Charge.
25. Add "Final-" Prefix to the front of each PDF.
26. Login and click on HOME tab.
28. Go to PENDING ORDER APPROVAL QUEUE.
29. Click on REQUEST/ORDER for which you have the Final Receipts.
30. Click ATTACHMENTS.
31. Click BROWSE and go to the location where you saved the Final Receipts. Each file has to be uploaded separately.
32. Click ATTACH.
33. Click SUBMIT when finished attaching all Final receipts. Request will be routed back to Accounting to confirm that all required receipts have been submitted.

PART 5 — Approval of Participant Payments, Vendor Invoices, and Employee Reimbursements

1. Login and click HOME tab.
2. Click on an item in PENDING APPROVAL QUEUE.
 - a. This will open INVOICE Page. By default, HEADER tab is selected when page opens.
 - b. HEADER lists basic details of the item that were keyed into AVIDINBOX, including Payee's Name, Invoice Number, Amount, and Date.
 - c. All A/P items pending review/approval will be listed.
 - d. Any A/P items that have been returned, due to incomplete support documentation, incorrect coding, etc. will also be listed.
 - e. Anytime an item is returned "unprocessed", the system requires that the person returning the Invoice write a "Comment" as to why the item is being returned. In the system, this is called "Re-Starting" the Workflow at an earlier step.
 - f. The system sends the "Comment" by e-mail to the person selected by the returner.
 - g. "Comment" and e-mail become permanent parts of the Participant Payments, Vendor Invoices, and Employee Reimbursements history in the system.
3. Review HEADER information for the item.
4. Click DISTRIBUTIONS tab, on left side, below HEADER.
5. Input the Program Site Code, Accounting Codes (G/L code), Description, and Amount. Description field, limited to 25 characters, describes what is being paid to the Participant, Vendor, or Employee, flows to GCS, and will be shown on the JSR report.
6. Click ADD, if more Distribution lines are needed.
7. Confirm that "Remaining Amount", in right-hand corner, is 0.00. If not zero, you will *not* be able to approve.
8. Click APPROVE or APPROVE WITH COMMENT, if ready to approve.
9. If *not* ready to approve, go to Step 11, to return an item to an earlier step in the Workflow.
10. Click WORKFLOW, just above image of the item.
11. Click RESTART, next to the step in the Workflow, to send item back.
12. Next Screen: Select person(s) to receive an e-mail.
13. Input a "Comment" as to why the item is being returned to an earlier step in the Workflow. The Participant Payment, Vendor Invoice, or Employee Reimbursement will be returned to PENDING APPROVAL QUEUE of person(s) listed in Workflow step. However, the e-mail feature allows you to contact any individual, regardless of whether or not they are listed in the Workflow for your Program Site. This is done to maintain the integrity of the defined/approved Workflow for the site.
14. Click SUBMIT.

Quick Reference Instructions

PART 6 — Participant Payments, Vendor Invoices, and Employee Reimbursements

1. Login; AVIDINBOX tab.
2. AVIDINBOX link.
3. MORE ACTIONS.
4. UPLOAD INVOICE(S).
5. BROWSE. Select PDF(s).
6. UPLOAD INVOICE.
7. Input data:
 - a. Vendor: Participant, Vendor, or Employee's name. If *new*, or *not* listed, follow instructions in Step 11.
 - b. Ship-to address: Participants/Vendors - Appropriate address*. Employees - Program Site location.
 - c. Ordered by: Participants/Vendors - Employee who ordered the service/product. Employees – Program Manager approving Employee Reimbursement.
 - d. *Memo: Participants/Vendors - Use to request that payment be “Returned to Program Site.” Employees – Leave blank.
 - e. Invoice Number: Participants/Vendors - Use week-ending date of the week covered in the payment. (Example: August 2, 2013 = 080213.) Employees – Use date submitted.
 - f. Invoice Date: Participants/Vendors - Use week-ending date of week covered for payment. Employees – Use date submitted.
 - g. Invoice Amount.
 - h. Service Start Date.
 - i. Service End Date.
8. SUBMIT.
9. Repeat Steps 1 – 8 until all Participant Payments, Vendor Invoices, or Employee Reimbursements are submitted.
10. AVIDINVOICE, top right-hand corner, to return to HOME Page.
11. Participant/Vendor/Employee Set-Up
 - a. Input data for all of other fields.
 - b. MARK AS.
 - c. VENDOR RESEARCH. Send e-mail to Accounting: “New Participant/Vendor/Employee” or “Existing Participant/Vendor/Employee *not* listed.”

PART 7 — Employee Travel Advance Requests Quick Reference Instructions

1. Logon and click on TRAVEL ADVANCE tab.
2. Input information into the following fields:
 - a. Invoice Number: Use the week-ending date.
 - b. Invoice Validation Total: Total amount of the Advance being requested.
 - c. Vendor: Employee.
 - d. Ordered by: Person inputting information for the Travel Advance.
 - e. Ship to: Site location of Employee receiving Travel Advance.
 - f. Invoice Date: Should be the same as the Invoice Number.
3. ADD New Line Item.
4. Input information in the following fields:
 - a. Shipped: Input "1".
 - b. Description: Input the week-ending date as "06/07/2013". Date should be the same as the Invoice Number.
 - c. Unit Price: Total amount of Travel Advance being requested
 - d. Invoice Validation Total: Same amount as the Travel Advance Request (TAR).
5. SAVE.
6. New screen will appear, with HEADER and DISTRIBUTIONS tabs.
7. DISTRIBUTION tab. Input the following information:
 - a. Project Code.
 - b. Accounting Code (G/L): Always **0120-000-00-00** for TARs.
 - c. Description: Limited to 25 characters.
 - d. Amount.
8. ADD, if additional Distribution lines are needed.
9. REMAINING AMOUNT must be 0.00, ensuring that Distribution lines equal the total amount of the TAR.
10. Attach supporting documentation.
 - a. - ATTACHMENTS.
 - b. BROWSE to where you saved supporting documents in PDF format.
 - c. – ATTACH.
11. APPROVE, once all fields have been input and supporting documents attached.

PART 8 — Requests to use Corporate Credit Card

1. Scan required supporting documents as one PDF. When saving, add “Prelim” as a prefix.
2. Login. Click REQUEST TO USE CORPORATE CREDIT CARD.
3. CREATE NEW BASKET.
4. Input data into following fields:
 - a. Vendor: Click DOWN arrow. Choose Amex or Visa.
 - b. Ship To – Site: Will automatically fill with the address for your Program Site.
 - c. Basket Name: Input current date, using the format of Year, Month, Day (13-06-10).
5. CONTINUE.
6. ADD NEW under LINE ITEMS tab.
7. Input data into following fields:
 - a. Quantity: 1, typically.
 - b. Item Number: Leave blank.
 - c. Description: Purpose for request. Each expense should be on a separate line.
 - d. UOM: Leave blank.
 - e. Unit Price.
8. ADD NEW, if additional lines are needed.
9. ATTACHMENT.
10. BROWSE. Upload supporting documents. Go to location where supporting documents were saved (Step 1) and upload them.
11. Select the documents.
13. OPEN.
14. ATTACH PDF.
15. SUBMIT.
16. Program Manager’s Approval:
17. Login into the system.
18. PENDING ORDER APPROVAL QUEUE on HOME tab.
19. Select particular Order, and review for completeness/accuracy.
20. LINE ITEMS.
21. Input applicable G/L Code.

22. APPROVE.
23. When Final Receipts Have Been Received:
24. Scan Final Receipts, one PDF per Credit Card Charge.
25. Add "Final "as prefix to the front of each PDF.
26. HOME.
28. PENDING ORDER APPROVAL QUEUE.
29. Select Request/Order for which you have Final Receipts.
30. ATTACHMENTS.
31. BROWSE. Go to location where Final Receipts were saved. Upload each file separately.
32. ATTACH.
33. SUBMIT when all Final Receipts have been attached.

PART 9 — Approval of Participant Payments, Vendor Invoices, and Employee Reimbursements

1. HOME.
2. PENDING APPROVAL QUEUE.
3. Click on item in the QUEUE, which takes you to INVOICE.
4. HEADER lists details of item that were keyed into AVIDINBOX. Fields include: Vendor: Participant/Vendor/Employee Name, Invoice Number, Amount, and Date.
5. DISTRIBUTIONS.
6. ADD, for more Distribution lines.
7. Input Program Site Code, Accounting Code(s) (G/L), Description, and Amount.
8. “Remaining Amount”, right-hand section of screen, must be *0.00*. If not *zero*, you will *not* be able to approve.
9. APPROVE or APPROVE WITH COMMENT, if ready to approve.
10. If not ready to approve, WORKFLOW to return item to earlier step in the Workflow.
11. RESTART, next to the step in Workflow, to return item.
12. Send e-mail to selected person(s) with a “Comment” as to why item is being returned. Invoice will be returned to PENDING APPROVAL QUEUE of the person(s) listed in Step 1 of the Program Site’s Workflow step.
13. SUBMIT.

PART 10 — Other Functionalities

A. Proxy Approver

If you will be out of the office for an extended period of time, and unable to review and approve items, you can assign another *AvidInvoice* user—Proxy Approver—as your backup until you return. This procedure will avoid delays in processing items in a timely manner. To turn on Proxy Approver:

- Go to MY PROFILE tab, and then to PROXY APPROVER section.
- Input/select the person you want to be your Proxy Approver.
- Input the start date and end date.
- Click SAVE.

If you have been designated as a Proxy Approver for another user, items pending in that user’s approval queue will now appear in your PENDING APPROVAL QUEUE. You will be able to identify those items quickly, as the last column in the queue titled “On Behalf Of” will be populated with that user’s name. You will be able to view and perform any tasks on these items for which the other user has permission. Note that any actions performed on an item by a Proxy Approver will be tracked on the HISTORY tab.

B. Invoice Search/Reporting

Located at the bottom of the HOME page, “Invoice Search” can be used to retrieve invoices for entities you are associated to in your User Profile. You can search by Invoice #, or by using any one of—or a combination of—the Advanced Filter options. Click CLEAR to reset all search fields and to restart your search.

When using any drop-down lists in *AvidInvoice*, note that only a certain number of records are visible at a time—as noted in the upper left-hand corner of the list. To view additional records, click the double-down arrow at the bottom of the list. Select the correct record by clicking on it. Advanced Filter options include: Invoice #; Vendor; and Requisitioner, the person who ordered the item. Type in the first few characters, or utilize the drop-down list.

Invoice Date & Invoice End Date

- *Invoice Date* can be used alone to retrieve any invoices with an Invoice Date **matching** the one entered.
- *Invoice End Date* can be used, along with at least one other field, to retrieve any invoices with an Invoice Date **prior to** the one entered.

- *Invoice Date + Invoice End Date* can be used to retrieve any invoices with an Invoice Date that falls **within** the specified date range. Use the drop-down button to select a month, date, and year from the calendar.

Invoice Creation Date & Invoice Creation End Date

- *Invoice Creation Date* can be used alone to retrieve any invoices with an Invoice Creation Date **matching** the one entered.
- *Invoice Creation End Date* can be used, along with at least one other field, to retrieve any invoices with an Invoice Creation date **prior to** the one entered.
- *Invoice Creation Date + Invoice Creation End Date* can be used to retrieve any invoices with an Invoice Creation Date that falls **within** the specified date range. Use the drop-down button to select a month, date, and year from the calendar.

Due Date & Due End Date

- *Due Date* can be used alone to retrieve any invoices with a Due Date **matching** the one entered.
- *Due End Date* can be used, along with at least one other field, to retrieve any invoices with a Due End Date **prior to** the one entered.
- *Due Date + Due End Date* can be used to retrieve any invoices with a Due Date that falls **within** the specified date range. Use the drop-down button to select a month, date, and year from the calendar.

Invoice Amount & Invoice End Amount

- *Invoice Amount* can be used alone to retrieve any invoice with an Invoice Amount **matching** the one entered.
- *Invoice End Amount* can be used, along with at least one other field, to retrieve any invoice with an Invoice End Amount **less than** the one entered.
- *Invoice Amount + Invoice End Amount* can be used to retrieve any invoices with an Invoice Amount that falls **within** the specified dollar range.

The (\$) sign should *not* be used when typing in values. Negative dollar amounts can be searched by entering a dash (-) before the dollar amount (i.e. -500). A decimal point (.) should be used if you are searching for something other than whole dollars (i.e. 500.75).

Enterprise Code Group & Enterprise Code Value

Can be used to search for Invoices by any Code Group (i.e. Entity Code, Accounting Code, Job Code) and Code Value (i.e. 1001, 1002) found on an invoice distribution line.

- *Enterprise Code Group* – Type in the first few letters of the Enterprise Code Group, or use the drop-down button to select from the available Code Groups.
- *Enterprise Code Value* – After selecting the appropriate Enterprise Code Group, enter the first few characters of the Code Value, or utilize the drop-down button to select from the list of Code Values.
- *First field* can be used alone to retrieve any invoices with a Code Value **matching** the one entered.
- *Second field* can be changed from ‘no range’ to retrieve any invoices with a Code Value that falls **within** the specified range.

Invoice Status

Can be changed from ‘All’ to retrieve only those invoices **matching** a specific status. Use the drop-down button to select a status.

Final Approved Start Date & Final Approved End Date (*Appears only when ‘Approved’ is selected as the Invoice Status*)

- *Final Approved Start Date* can be used alone to retrieve any invoices with a Final Approved date **matching** the one entered.
- *Final Approved End Date* can be used alone to retrieve any invoices with a Final Approved date **prior to** the one entered.
- *Final Approved Start Date + Final Approved End Date* can be used to retrieve any invoices with a Final Approved Date that falls **within** the specified date range. Use the drop-down button to select a month, date, and year from the calendar.

Batch Status

Can be changed from ‘All’ to retrieve only those invoices **matching** a specific status. Use the drop-down button to select a status.

Posting Date & Posting End Date (*Appears only when ‘Batched’ is selected as the Batch Status*)

- *Posting Date* can be used alone to retrieve any invoice with a Posting Date **matching** the one entered.
- *Posting End Date* can be used, along with at least one other field, to retrieve any invoices with a Posting Date **prior to** the one entered.

- *Posting Date + Posting End Date* can be used to retrieve any invoices with a Posting Date that falls **within** the specified date range. Use the drop-down button to select a month, date, and year from the calendar.

Profile Tab

The MY PROFILE tab can be used to complete a number of actions, including changing your password and setting up a Proxy Approver. To edit certain details of your User Profile (i.e. your e-mail address, telephone number, time zone, etc.), click SAVE, make the changes, and click SAVE again.

Community Access

In the upper right-hand corner of the HOME tab, is the COMMUNITY ACCESS link. Access to the Community Center, is available “24/7” and includes Blogs & Forums, End-user ‘How To’ guides and videos, common answers to general questions, solutions to error messages, and other troubleshooting tips. You can also access the Community Center by clicking HELP link in the upper right-hand corner of any Invoice or Purchase Order and in *AvidInbox*.

Payment Tab

The PAYMENT tab appears once the invoice has been approved and added to a batch file that will be imported into the accounting system for payment. Once the invoice has been paid, payment information--Check #, Payment Date, and Amount---will appear on this tab.

Printing

Click PRINT to view and/or print an Invoice Summary, including Header and Distribution information, Line Item, and Vendor details, as well as the Invoice History. Note that you may need to adjust your Internet settings to allow pop-up windows from the *AvidInvoice* webpage.

PART 11 — Frequently Asked Questions

1. How do I get a password?

Send an e-mail to the Accounting Department at accountspayable@kra.com. In the Subject: line, write “Need Password to Access Electronic AP System.” In the text, include your Program Site and the tasks you will be performing in the system (i.e. Upload Invoices, Final Approval for Program Site Expenses, etc.). A password will be sent to you via email from the system.

2. How do I change my password?

Login to AVIDINVOICE, click on MY PROFILE tab, and then click CHANGE PASSWORD at the top of your User Profile. Fill in the three required fields and click CHANGE PASSWORD. You will receive an e-mail confirmation that your password has been changed. To return to the previous screen, without changing your password, click CANCEL.

3. What is a Workflow?

A Workflow is the process that all items submitted into the system go through for approval and final processing. A sample Workflow is:

- Receipt of a Vendor Invoice for goods and/or services.
- Site Processing – Includes, but is not limited to, reviewing for completeness/accuracy, compliance with contract, scanning, uploading, and initial coding in the system.
- Site Approval – Completeness/accuracy and compliance with contract verified.
- HQ/Accounting – Review and processing of payments.

4. How do I know who is the next person in the Workflow?

Click on the item, then the WORKFLOW tab, which will show all steps for Workflow assigned to that particular item.

5. How do I return an item to an earlier step in the Workflow?

- Click on the item and then the WORKFLOW tab.
- Click RESTART at the step you want to return the item in the Workflow. It will show all steps for Workflow assigned to the particular item.
- In the next NOTE screen, indicate why the item is being returned or restarted.
- Click on the USER the item is being returned to, with a CC to yourself.

- Next, input a Note as to why the item is being returned, such as “Support documentation is not complete.” or “The G/L is wrong.”
- Click SUBMIT.

The item will be routed to the person noted in the “Restart” Workflow step, who is *not* necessarily the person that you selected to receive the e-mail. However, he/she should be the same person. This is purposeful. Routing an item back to the individual(s) in an earlier step ensures that the defined Workflow process is not circumvented.

6. How do I void an Invoice?

You *cannot* void an Invoice. Since voiding an Invoice is irreversible, only an Accounting Department staff member has permission to do this. If you need to void an item, click on the AD-HOC APPROVER button and send an e-mail to Accounting asking that the item be voided.

7. What if a Participant, Vendor, or Employee is not listed?

Input all other information for the item. When complete, click on MARK AS, and then VENDOR RESEARCH. Input a note that the payee is *new* or *not found*, then click DONE. The item will be routed to Accounting for appropriate action.

8. What if an item in my Pending Approval Queue is *not* associated with my Program Site?

Click on the item to open it, then click on WORKFLOW tab, and then AD-HOC APPROVER. E-mail the item to Accounting, with a comment that the item does not belong to you and/or your Program Site. Accounting will research the item and route it to the appropriate person/site.

9. If the dollar amount is wrong, how do I correct it?

AvidInvoice requires that a change to an Invoice Amount be validated by making the change in three places within the INVOICE page:

- HEADER tab – Invoice Amount field.
- DISTRIBUTION tab – Total Amount distributed needs to equal the new Invoice Amount.
- ITEMS tab – Unit Price field.

Click SAVE, top of INVOICE page, once you have changed the amounts on all three tabs.

10. How do I change days/times of my approval notifications?

All users have been set up to receive daily e-mail notifications that provide a snapshot of all items awaiting approval in their PENDING APPROVAL QUEUE. If there are no items awaiting approval, you will *not* receive an e-mail. It is your responsibility to process items that are

routed to you for approval in a timely manner. You can change the time and frequency of approval notifications by clicking on the MY PROFILE tab:

- Select time of day you wish to be notified. Note that time is expressed in a 24-hour military format, which means that for anytime after Noon, add 12 hours. (Example: 1:30pm is entered as 13:50.)
- Select preferred frequency: “Every day” or “Only on certain days of the week.” If you choose the second option, you will be prompted to check the days of the week you wish to receive notifications.
- Click SAVE once you have made your selections.

You can schedule as many notifications as necessary based on your daily volume. It is recommended that you schedule notifications for early morning, mid-day, and late afternoon.

11. If I attached/uploaded the wrong image, how do I delete it and upload the correct image?

If you have the authority to edit Invoices, you also have permission to permanently replace the Invoice image as it appears on the IMAGE tab. Note that the new image must be a PDF. To change the image:

- Click SWAP, located on the HEADER tab next to the Invoice # field.
- Click BROWSE, and locate the PDF for the Invoice you wish to upload.
- Click OPEN.
- Click SAVE, top of the INVOICE page. The screen will refresh and the new image will appear on the IMAGE tab.

12. Can I request another person to review an item, other than the next person in the Workflow?

Yes, through the assignment of an Ad-hoc Approver:

- Save any changes you’ve made to the item *before* assigning an Ad-Hoc Approver. Otherwise, your changes will be lost.
- Click ASSIGN AD-HOC APPROVER, which inserts a Workflow step *before* the current step, as well as allows you to select the *AvidInvoice* user you want to approve the item.
- Filter the list by typing in all--or the beginning characters--of the user’s first or last name
- Click on the name.
- Once that user--the Ad-Hoc Approver--reviews and approves the item, it will return to your PENDING APPROVAL QUEUE for action, and allow you to continue through the remaining steps of the Workflow.

Note: Assigning an Ad-Hoc Approver does *not* permanently edit the steps of a Workflow.

13. How can I view payment information for an item submitted for processing?

Use the INVOICE SEARCH function to retrieve the Invoice. Click on the link to open the image. Once image is opened, click on the PAYMENTS tab under the INVOICE DETAIL section to view payment information for the associated Invoice.