

Invoicing and Credits

Chapter 5



Credits

Section Objectives

At the end of this section, you should be able to:

- Identify the three different kinds of Invoice Discrepancies
- Review an Invoice Discrepancy
- Comment on an Invoice Discrepancy
- How to receive a credit on an order
- Check the PO History to check on a credit
- Identify who to contact should you have difficulty tracking a credit

Information on Electronic Invoicing

Invoicing

Electronic invoicing has been put in place for some of the Suppliers in the PantherBuy system. Not all suppliers have this capability, so we have provided you with the following list of suppliers that do support electronic invoicing.

Electronic Invoicing Suppliers:

• Apple Computers	• Grainger, Inc.
• Bio-Rad Laboratories	• Integrated DNA Technologies Inc.
• CDWG	• Office Depot
• Dell	• PerkinElmer Life and Analytical Sciences
• Fisher Scientific	• Sigma-Aldrich
• GE Healthcare Bio-Sciences	• VWR International

Non Electronic Invoicing Suppliers:

• Agilent Technologies	• New England Biolabs, Inc.
• Cell Signaling Technologies	• Penn Oxygen & Supply Company
• Cosh Healthcare, Ltd.	• Physician Sales and Service
• Dormont Appliance	• Promega Corporation
• EMD Chemicals	• Qiagen, Inc.
• Franklin Interiors (Steelcase Dealer)	• Rainin Instrument, LLC
• Garcia Marketing Inc.	• Roche Diagnostics
• Gemini Bio-Products	• Sanyo Scientific
• GovConnection	• Sarstedt Inc.
• Hewlett-Packard Company	• Scott Electric
• Invitrogen	• SMART Solutions Technology
• ISC BioExpress	• Spectrum Chemicals & Laboratory Products
• Laboratory Products Sales, Inc	• T.R. Last
• Lenovo (IBM PC Division)	• Target Office
• Lerro Corporation	• USB Corp.
• LSPINC – Life Science Products, Inc. (Maryland)	• Valley National Gas
• Miltenyi Biotec Inc.	• Van Dyk Business Systems
• MP Biomedicals, LLC	• Workscape, Inc. (Knoll Dealer)
• New Brunswick Scientific Co., Inc.	• Xerox Audio Visual Solutions (**formerly Centre Business Products)

**For the most up-to-date listing, please visit www.pantherbuy.pitt.edu **

Information on Electronic Invoicing

PO Numbers

- There will now be two prefixes for PantherBuy orders:
 - “E” for all Electronic Invoicing Suppliers (E1234567)
 - “PB” for Non Electronic Invoicing Suppliers (PB123456)
- The suppliers that are not sending electronic invoices will remain as a Pay on PO supplier.
 - This means that all orders placed with that supplier, if under \$5,000, will still be paid automatically.
- Suppliers that will be sending electronic invoices for orders will only be paid once the invoice is received and approved for payment.

Information on Invoicing Discrepancies

Types of Invoice Discrepancies

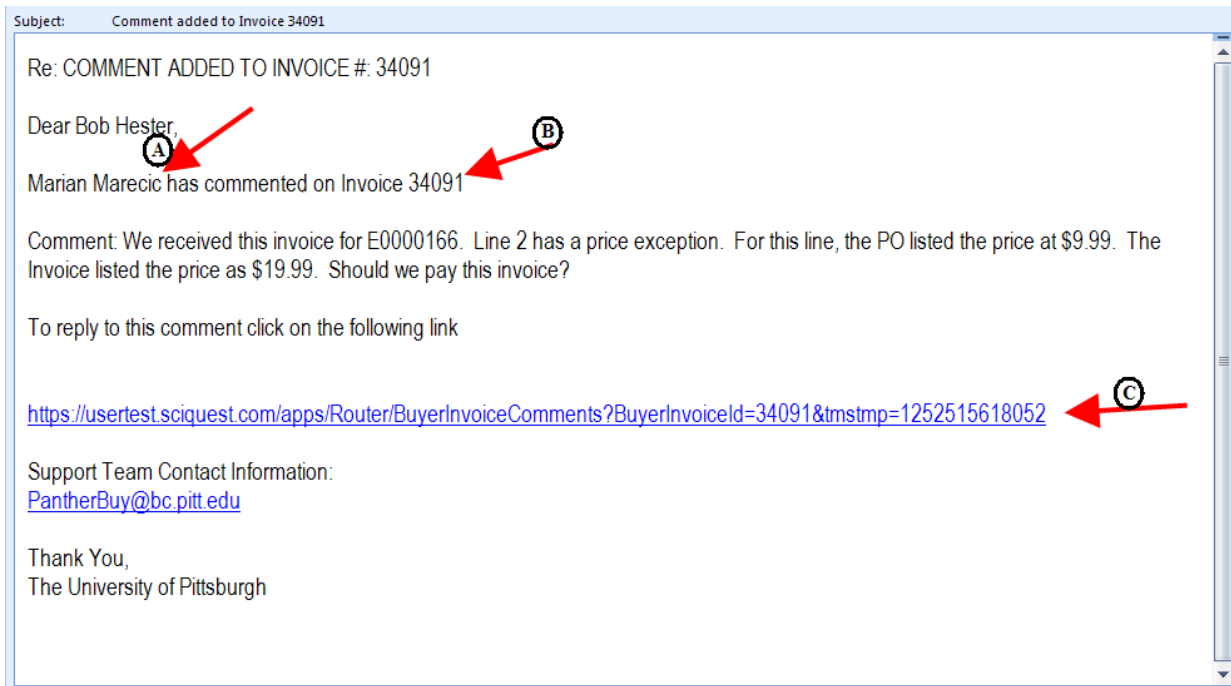
Buyers and/or Approvers may be asked to check an invoice received in the case of a discrepancy. We anticipate that these discrepancies will be limited to:

- Quantity
- Price
- Shipping and Handling Charges (S&H)

We are expecting very few discrepancies on electronic invoices. If there is a discrepancy on an invoice, Payment Processing will contact the appropriate person(s) to have the discrepancy corrected.

How to Resolve a Discrepancy

In the case of an invoice discrepancy, Payment Processing will notify the buyer and/or approver of the discrepancy via the Comment functionality. The buyer and/or approver will then receive an email that looks like this:



In this email you can see the following information is provided:

- A – The name of the Payment Processing Agent
- B – The Invoice Number
- C – A link to the PantherBuy system

Once the email is received, the buyer and/or approver can click on the link within the email to direct them to the PantherBuy system. After locating the correct Invoice, the buyer and/or approver will be able to access the *Matching* tab. This will allow the buyer and/or approver to see the discrepancy that is involved with the order.

At this point, the buyer and/or approver must work with the supplier to resolve the issue. Payment Processing will not resolve any invoice discrepancies. It is up to the buyer and/or approver to resolve all invoice discrepancies with the supplier.

After the matter is resolved with the supplier, the buyer and/or approver must go into the PantherBuy system and locate the invoice. Locate the *Comments* tab within the invoice and click on “Reply To” next to the Payment Processing Agent’s name. Once the buyer and/or approver adds their comment, the agent will be notified via email.

Changes to the Credit Process

Users will no longer have the ability to create a credit on their own. All credits will now be entered into the PantherBuy system by Payment Processing.

To process a credit

Department Buyers must contact the supplier to schedule a return for the item(s).

For a complete listing of PantherBuy supplier contacts, please visit
<http://www.pantherbuy.pitt.edu/suppliers/allsuppliers.php>

Buyers must obtain a credit memo from the supplier to either be mailed directly to the buyer or to Payment Processing. If a buyer decides to have the credit memo sent to themselves, then the end user must make sure to send a copy of the credit memo to Payment Processing

Checking the Credit History

1. Click on the following: *History*→*By PO No.*→*Filter*→*My Orders*→*Search*
2. Locate the order; click on the PO number.
3. Click on the *Invoices/Credits* tab.
4. Click on Credit #, then the Codes tab. Line Item Details area will display credit quantity, credit amount, and account(s) credited.

NOTE:

Credits will automatically be generated by Payment Processing and will appear on the monthly level reports. If the credit does not appear on the report, **do not** call the supplier. Call Payment Processing at 412-624-4004.