

Launching a new process for non-purchase order (non-PO) invoices

As part of the Service Excellence Program, York University has been working to design a simpler process for processing and paying non-purchase order (non-PO) invoices. The new process, developed in collaboration with the University Services Centre (USC), was piloted with Osgoode Hall Law School faculty. This new process will be launched across the University on May 24, 2022.

What is a ‘non-PO invoice?’

A ‘non-PO invoice’ refers to an invoice for a purchase less than \$25,000 made directly with a vendor on promise of payment and where a York purchase order was not required. York’s preferred purchasing method is still directly through Sm@rtBuy or using a Purchasing Card (PCard), if available.

What is changing?

Currently, invoices are sent from the vendor to the purchaser after purchase. The purchaser then must complete an internal paper-based payment requisition which is locally approved and sent to Accounts Payable (USC) for payment.

Under the new and simpler process, all invoices, except for PCard purchases and international payments, will be sent directly from the vendor to Accounts Payable. Accounts Payable will upload the non-PO invoice to Sm@rtBuy where it will be electronically routed to the relevant department/faculty for review and approval prior to payment. This change will streamline the process, minimize effort for purchasers, reduce paper to align with the University’s sustainability goals, and ensure faster payment for vendors.

At this time, all other invoices will continue to be processed as usual.

The table summarizes specific changes and benefits.

Change	Benefits to the York community
Invoices will be sent directly from the vendor to Accounts Payable rather than the purchaser.	<ol style="list-style-type: none"> 1. Elimination of payment requisitions, supporting the University’s sustainability goals and reducing the cost of paper. 2. Automatic routing of invoices through approvals and payment in Sm@rtBuy. 3. Clear visibility of processing status in Sm@rtBuy. 4. Faster processing of payments to vendors resulting in less follow ups.
Processing of invoice approvals and payment will occur in Sm@rtBuy. Accounts Payable will upload the invoice into Sm@rtBuy, where the purchaser can review purchase information and enter cost centre details. The system will then automatically route to the appropriate approvers, send to Peoplesoft for payment, and post to eReports for viewing.	

Why the change?

Finance determined that a simpler, faster way to process non-purchase order invoices was possible, given that:

- *The payment requisition form is manual and time consuming for purchasers to complete*
- *There can be delays in the invoice reaching Accounts Payable which further delays payments*

This improvement reduces work for the end purchaser and aligns with the Service Excellence Principles of being **user-focused** and **simple**.

What does this change mean for you?

Purchasers: Finance asks purchasers to do the following:

1. If possible, make the purchase from a Vendor of Record and on a PCard.
2. If not possible, ask the vendor to send the invoice directly to vendorinvoices@yorku.ca and include **this** key information on the invoice*.
3. If an invoice is still sent directly to the purchaser, forward it to vendorinvoices@yorku.ca.
4. In Sm@rtBuy, review purchase information and invoice and enter the correct cost centre information.

*The small number of payments listed [here](#) that don’t require an invoice (e.g. refunds, sponsorships) and international payments should continue to be submitted using the **digital payment requisition form** and **wire/draft to foreign countries form** respectively which should be emailed to vendorinvoices@yorku.ca. These invoices will then be processed for payment.

Approvers: Once the purchaser has confirmed the purchase, the approver(s) must confirm/update cost centre in Sm@rtBuy and review and approve the purchase for payment.

Contributors

This improvement is due to the hard work of employees across the USC:

- Paula Perri – Manager General Accounting
- John Pastorcic– Manager Procurement Operations
- Rachelle Marfa-Surco – Manager Procure to Pay
- Simonelle Lobo – eProcurement administrator

Additional information

Drop-in sessions are available through [this](#) link for users to learn the step-by-step process to action invoices in Sm@rtBuy.

More detailed guidance, FAQs, work instructions and video guides on this process is available on the [Strategic Procurement website](#) This page will be updated closer to the launch to reflect changes to process and all necessary information. Bookmark this page to view updates when available.

If a vendor contacts you with invoice related questions, ask them to forward their inquiries to vendorinvoices@yorku.ca.

For more information on this change, or general inquiries, contact Accounts Payable (acctpay@yorku.ca) in the [University Services Centre](#)

What's coming up next

Plans are underway to speed up purchases greater than \$25,000 by digitizing the end-to-end procure to pay process in Sm@rtBuy by:

- Enabling the purchaser to fill out an electronic multi-line purchase requisition (PR) directly in Sm@rtBuy.
- Enabling approvals to be made electronically.
- Automatically generating a purchase order (PO) from the approved PR in Sm@rtBuy which will be delivered digitally to the vendor (and purchaser as required).

More detailed information on this process will be made available in the coming months.