

Non-PO Invoice Quick Reference Sheet

SEP PI STREAM | 2023

YORK 



APPROVAL WORKFLOW AND NOTIFICATION ISSUES

ISSUE	CAUSE	RESOLUTION	CONTACT	NOTES
Not receiving SmartBuy notification	Notification is turned off	Turn on notification under Notification preferences in your SmartBuy profile	smartbuy@yorku.ca for help if unsure of how to turn it on	
Multiple people receiving notification for same invoice	They are set up as primary and delegates for that cost centre through PeopleSoft	Remove anyone who should not be receiving the notification from being a delegate	budgets@yorku.ca	Budgets requires that request comes directly from the person with the authority to make the change within the department/faculty
There is one primary approver and one delegate, both receive invoice notification but unsure who should approve	Primary and delegates would always receive invoice notification at the same time	An agreement should be reached between the primary and delegated approver on who should be assigning the invoice to themselves and approving	N/A	You can view the video guide/work instructions on how to assign to yourself
Received notification for approval but cannot edit invoice	Notification was sent to multiple people and is in a shared folder	To be able to edit invoice, assign invoice to yourself first by clicking the “Assign” button at the top right-hand corner of the main page after accessing invoice in SmartBuy	smartbuy@yorku.ca	You can also view video guide/work instructions on how to assign to yourself
Signing authority is not receiving invoices despite being set up appropriately in PeopleSoft and notification turned on	Could be a technical glitch	Contact Procurement operations to investigate	smartbuy@yorku.ca	
Director/EO/AVP/VP designate receiving notification for invoices below their SAR threshold when they are not the primary cost centre owner	They are set up as delegates for Cost Centre in PeopleSoft with SmartBuy access set to “Yes”	Remove them as delegates but retain their signee type as Director/EO/AVP/VP designate	budgets@yorku.ca	Budgets requires that request comes directly from the person with the authority to make the change within the department/faculty

APPROVAL WORKFLOW BASED ON DOLLAR THRESHOLD

Minimum amount	Maximum Amount	Primary (if SB approval is set to Yes)	Delegates (if SB approval is set to Yes)	Director/EO	VP/VP AVP/Dean designate	President/VPFA	Board of Governors	Notification flow
0	49,999	x	x					Only primary and delegates
50,000	199,999	x	x	x				Primary/delegated >> Director
200,000	499,999	x	x	x	x			Primary/delegated >> Director >> AVP/Dean
500,000	999,999	x	x	x	x	x		Primary/delegated >> Director >>AVP/Dean >> VP/VP Designate
1,000,000	4,999,999	x	x	x	x	x		Primary/delegated >> Director >>AVP/Dean >> VP/VP Designate >> President/VPFA
5,000,000	above 5,000,000	x	x	x	x	x	x	Primary/delegated >> Director >>AVP/Dean >> VP/VP Designate >> President/VPFA >> Board of Governors

INVOICE INPUT ISSUES

ISSUE	CAUSE	RESOLUTION	CONTACT	NOTES
Invoice is already paid or will be paid by Pcard but was put into SmartBuy	Vendor may have sent invoice to AP	<p>Recipient in SmartBuy should put detailed comment in the comment section and click on “return invoice” to return it to AP</p> <p>Remind vendor to not send an invoice to AP if invoice is being paid by department via PCard</p>	accountspayable@yorku.ca	Emailing is not necessary if invoice was successfully returned to AP via SmartBuy
Invoice is a PO invoice but has been put into SmartBuy	Vendor may not have put PO number on invoice	<p>Recipient in SmartBuy should put detailed comment in the comment section and click on “return invoice” to return it to AP</p> <p>Remind vendor to include "PO Number" and other applicable requirements on the invoice as specified on the Required Invoice Information page</p>	accountspayable@yorku.ca	
Invoice should not have been processed in SmartBuy as we have a different process and invoices are expected to come directly to our department/faculty	Vendor sent invoice directly to AP	<p>Recipient in SmartBuy should put detailed comment in the comment section and click on “return invoice” to return it to AP</p> <p>Reach out to your vendor to remind them not to send the invoice to AP</p>	Your vendor	