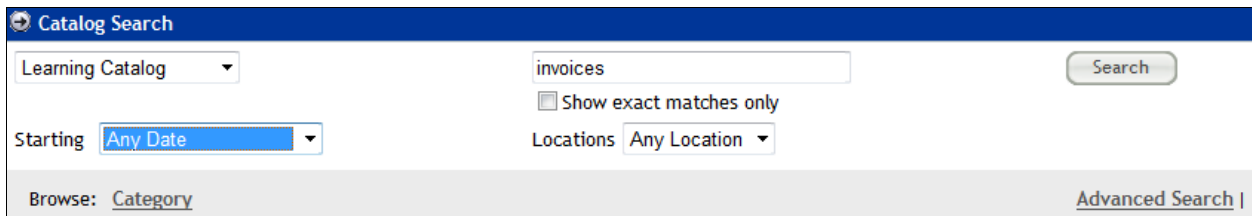

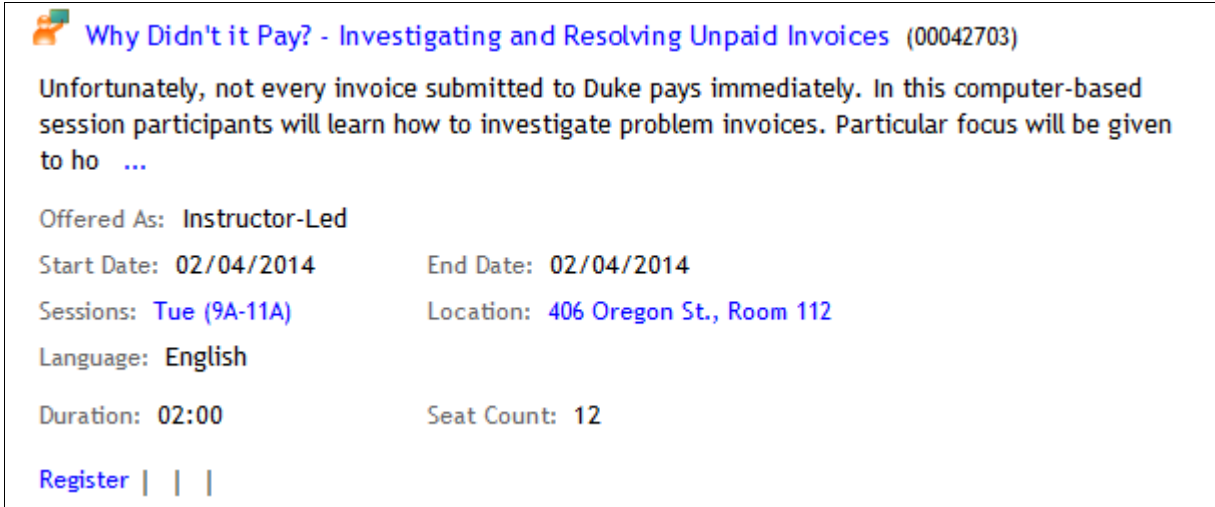



Registering for and Completing the **Why Didn't It Pay? - Investigating and Resolving Unpaid Invoices** in the Duke LMS

1. Log into the Duke LMS (<https://lms.duhs.duke.edu/Saba/Web/Cloud>).
2. At the Duke LMS Home screen, in the Catalog Search field, type **"invoices"**.
3. Next, in the Starting field, click the drop down and select **"Any Date"**.
4. Click **Search**.



5. Scroll through the results to find the **Why Didn't It Pay? - Investigating and Resolving Unpaid Invoices** course. Select the offering for the desired date.



6. Click **Register**.

7. At the **Confirmation** page, click the *Go to In-Progress Learning* link.

Registration Confirmation

[Printer Friendly Version](#)

Order Contact

KRISTIN BUREL

Billed To

DISBURSEMENT SERVICES TRAINING

Order Status


Confirmed

Order Number

00334396


Order Items


Title	Learners	Delivery Type	Status	Class Date	Session Template	Location	Facility	Actions
Why Didn't it Pay? - Investigating and Resolving Unpaid Invoices	KRISTIN BUREL	Instructor-Led	Confirmed	02/04/2014	Tue (9A-11A)	406 Oregon St., Room 112		Notes



Go to In-Progress Learning

8. Click the **View Details** button.




 **Why Didn't it Pay? - Investigating and Resolving Unpaid Invoices** (00042703) [View Details](#) [more actions](#)

Session Information: 02/04/2014 - 02/04/2014 - Tue (9A-11A)(02:00 hours)

Location: 406 Oregon St., Room 112

Status: Confirmed (Registration Date: 01/03/2014)

9. Read the course description. Note the no show fee policy statement.

 **Why Didn't it Pay? - Investigating and Resolving Unpaid Invoices (00042703)**

TIP: To view the room name or class date and time, click the Learning Assignments tab below. Then, click the View All Sessions button.

Drop

Back

Delivery Type

Instructor-Led

Description

Unfortunately, not every invoice submitted to Duke pays immediately. In this computer-based session participants will learn how to investigate problem invoices. Particular focus will be given to how APay Reply is used to notify individuals of issues including credit holds, blocks, and vendor debits. Participants will also learn how to most effectively and efficiently utilize SAP work flow to specifically identify and rectify problems. During the session, participants will be able to go into SAP and investigate specific problems using the tools, tips and techniques discussed in class.

Financial Services charges a \$100 no show fee for participants who cancel with less than 48 hours notice or do not show up for class. The fee will be charged to the participant's default cost center.

Go to In-Progress Learning

View Confirmation

Main

Learning Assignments

Associated Learning

Completion Status

Not Evaluated

Score

0

Learning Assignments

Print | Export | Modify Table

Module	Assignment Type	Requirement	Details	Completion Status	Completed On	Actions
Sessions	Session	Required		Not Evaluated		<div>View All Sessions</div>

10. Click the View All Sessions button.

Session Detail: Why Didn't it Pay? - Investigating and Resolving Unpaid Invoices

Session Detail

Print | Export | Modify Table

Session Name	Date	Start	End	Instructor and Room
Session 1	02/04/2014	9:00 AM	11:00 AM	1- Instructor: GWENDOLYN HALL-DIFABIO, KRISTIN BUREL

Note: All times are in (GMT-05:00) Eastern Time (US & Canada).

Close

11. Note the start and end time and Instructor. Please note: in most instances sessions will be facilitated by one of the instructors listed along with functional area experts when appropriate.