Research for Invoices/Check Payments

See if a Check Was Issued and View the Payment Information

1. From the original document for a Document Type RN or ZN, follow these extra steps to go to the invoice accounting (supporting) document:
   - Click on the Follow-on Documents... button.
   - In the resulting List of Documents in Accounting dialog box, double click on line for Accounting document (on number or text).

   *Note: For Document Types KN, YD, and ZT, the invoice accounting document is the original document, so these extra steps are not needed.*

From an Invoice Accounting document (Display Document: Overview) screen:

2. Drill down (double click) on the first line item (I tm 001, PK 31) to view the Display Document: Line Item 001 screen (shown below):
On the Display Document: Line Item 001 screen, the following information can be seen:

3. **Vendor address** = the vendor address where the check is sent.

4. **Information like “Line item 1/ Invoice/ 31”** = the link to the previous screen including the line item number, the type of document (invoice), and the posting key (31 for an invoice).

5. **Amount** = the invoice amount (payment may actually contain more than one invoice payment).

6. **Payt terms** = the vendor payment terms (the standard payment term of N30 = net 30 days before payment must be made to vendor from date of invoice).

7. **Bline date** = the invoice date (the same invoice date that is contained in the Document Date field on the previous screen).

8. **Pmnt Block** = an indicator if the invoice payment to the vendor has been blocked for some reason. Examples include the goods receipt for the purchase order has not been done so the payment is blocked, or the invoice payment has exceeded the overall limit on a Framework Order.
9. **Pmt Method** field = A field to indicate the method of payment. For example, a blank field indicates the payment was part of a regular check run processed and distributed through the bank. If the field is populated with an “H” or an “I” that indicates the checks were part of an onsite check run and will be available for pick-up as indicated in the Text field below.

10. **Payment Ref.** = any reference information to be printed on the check or included with the EDI payment, if applicable.

11. **Clearing** = two fields that display only when a payment has been processed as outlined below:
   - If the clearing field boxes **do not exist or do not appear** on the screen, then the payment **has not been issued**.
   - If the clearing fields are displayed, the **fields indicate that a payment has been issued**. If the fields are displayed, the **second clearing field** on this screen contains a clearing document number that is **not relevant** for internal research (this field does **NOT** contain the check number).

12. **Text** = the free form text pertaining to the line item as outlined below:
   - Text does not appear on all accounting document line items.
   - If the invoice is blocked, the reason will be identified in this field.
   - Text from this field also appears in the Name (description) field on some report screens.
13. To view the check number (if applicable / not an EDI direct deposit), follow the menu path: Environment → Check Information.

**Note:** If the payment was made electronically by direct deposit, then a message will indicate that no check information is found. This message will also display if the Clearing fields are not present, which indicates that a payment has not been processed.

If a single invoice contains split coding for (i.e., is charged to) several company codes, for example 0010 and 0030, you may need to contact Corporate Accounts Payable at 684-3112 for the check information due to your security rights.
On the *Display Check Information* screen (only displays if a physical check was sent to vendor), the following information can be seen:

- **Check number** = the check number on the physical check.
- **Payment date** = the date of the check run that included the payment.
- **Amount paid** = the total amount of the check. This amount includes all invoices paid to that vendor for the specific check. Contact Corporate Accounts Payable at 684-3112 for a list of invoices included in the payment, if needed.
- **Check encashment** = the date that the check cleared Duke's bank account for payment, which indicates the check was deposited or cashed by the vendor. A blank encashment field indicates that the check has not cleared Duke's bank account.
- **Check recipient** section = the information relating to the vendor.

Note: *If the payment was to an EDI capable vendor and the payment was deposited to the vendor’s bank account, then a message will appear in the Status Bar and state that no check information is found.*

19. When finished, use the Back button to return to the previous screen.
View the Invoice Attachment or Attached Notes

From either the Invoice (Display Invoice Document) or the Accounting Doc. (Document Overview – Display) screens:

1. Click on the drop-down portion of the Services for Objects button located on the Title Bar of the screen.
2. Click on the Attachment list option in the resulting callout box.
3. **Double click** anywhere on the row for the **attached Invoice** (Type = Archived Document) to select and review that specific type of invoice:

- **Electronic OR Scanned Invoice - Redacted** = either an electronically submitted invoice or a scanned invoice from a vendor that has been redacted (i.e., revised) to omit or “black out” any sensitive information, if needed.

- **Rendered Invoice** = Invoice facsimile or image created by Duke from electronic records from Electronic Data Interchange (EDI) capable vendors.

- **Scanned or Electronic Invoice** = Original invoice where the sensitive information is visible (one that has not been redacted) and is **only accessible by those with the proper security rights**.

*Note: Depending on your web browser, click **Okay** and **Yes** through any security windows that may appear. There may be multiple invoices attached for some payments with one Purchase Order and many payments. There may also be notes attached to indicate a Price Block, Quantity Block, or other information. **MAC users have different browser options as outlined later in this chapter.***
4. If applicable, **double click** anywhere on the row for an attached **Note (Type = Note)** to display any comments stored during the processing of invoice exceptions, if applicable. A note may indicate that further reconciliation is required to resolve the issue so the invoice is paid.

5. After exiting the attachment or note, click on the **Continue** button to close the **Service: Attachment list** window and return to the posted AP document.

**SEE NEXT PAGES FOR DETAILS AND OPTIONS REGARDING THE SCANNED INVOICE ATTACHMENT**
On the invoice attachment opened in the web browser, review and use the available options suggested below:

**Note:** Various web browsers as well as MAC users may have different browser options.

1. To print the PDF file, click on the **Print** icon (upper right of image).
2. To export or save the PDF file to your computer, click on the **Download** icon (upper right of image).
3. Use the Previous Page and Next Page icons to view the multiple pages (both sets of buttons available in upper left of image).

4. To zoom in or out of the image in the web browser, use Decrease and Increase buttons or Automatic Zoom.

5. To create a new email and send a copy of the image to someone, click on the E-mail icon located on the PDF toolbar and follow the prompts in the pop-up windows to name the attachment, enter to and from email addresses, add the text for the message, and send the invoice attachment.
See if an Invoice Has Been Paid Using the Purchase Order Number

1. Via the User Menu: Purchasing → Display Purchase Order.
2. Enter the Purchase order number in the field.
3. Click on the Item Overview button to display the Display Purchase Order: Item Overview screen.
4. Click once in the box to the left of a line item to select that item.
5. Click on the PO history button.
6. Double-click on the IR document number (5100…, etc.).
   Note: If there isn’t an IR (invoice receipt) document number, then the invoice either hasn’t been received / entered. This means a payment has not been issued for this purchase order.
7. Click on Follow-On Documents button (gray toolbar at top of screen).
8. Double click on the Accounting Document row in the resulting List of Documents in Accounting box.
9. Double-click on the first line item (001) that refers to a vendor.
10. Locate the Clearing fields (if displayed) and note the following:
    • If the clearing field boxes do not exist or do not appear on the screen, then the check has not been issued or direct deposit has not been made.
    • If the clearing fields are displayed, the first Clearing field indicates either the date the check was issued OR the date the direct deposit was sent from Duke’s bank to the vendor’s bank (the actual day of deposit will be 1-2 workdays later).
11. To find the check number (if applicable), total check amount, and to see if the check has cleared Duke’s bank account, follow the menu path: Environment → Check Information.
12. When done, click on the Back button to return to the previous screens.
See if an Invoice Has Been Paid Using the Vendor’s Invoice Number


2. Click on the Document List button

3. Enter 0010 or the desired company code in the Company code (from) field, and other optional fields like Fiscal Year as desired.

4. Enter the invoice number in the Reference number field.

5. Click on the Execute button.

6. Double-click anywhere on the line for the document shown on the resulting Document list.

7. On the Document Overview - Display screen, double-click on the first line item (001) that refers to a vendor.

8. Locate the Clearing fields (if displayed) and note the following:
   - If the clearing field boxes do not exist or do not appear on the screen, then the check has not been issued or direct deposit has not been made.
   - If the clearing fields are displayed, the first Clearing field indicates either the date the check was issued OR the date the direct deposit was sent from Duke’s bank to the vendor’s bank (the actual day of deposit will be 1-2 workdays later).

9. To find the check number (if applicable), total check amount, and to see if the check has cleared Duke’s bank account, follow the menu path: Environment → Check Information.

10. Click on the Back button to return to the previous screens when done.