

Purpose: This job aid is to review the process to determine why a voucher has not been paid.

When a voucher has been paid, the Reference and Payment Date will be populated on the Payments tab of the Voucher. The Payment Inquiry hyperlink will also be highlighted. (Navigate to Accounts Payable> Vouchers > Add/Update > Regular Entry and Find an Existing Value. Click on the Payments tab to review these fields.) If the Reference and Payment Date are blank:

Summary	Invoice Information	Payments	Voucher Attributes	Error Summary	FileNet Interface
Business Unit:	31799	Invoice Number:	051509 Charity Fund 61		
Voucher ID:	00002000	Invoice Date:	05/11/2009	Invoice Receipt Date:	<input type="text"/>
Voucher Style:	Regular	Total:	87.99		
Vendor:	United Way of West TN/Carroll County PO Box 2086 Jackson, TN 38301	*Pay Terms:	Pay Now <input type="button" value="Schedule Payments"/>		

Payment Information		Find	View All	First	1 of 1	Last
Scheduled Payment:	1					
*Remit to:	0000105254	Gross Amount:	87.99	USD		
Location:	MAIN	Discount:	0.00	USD	<input type="checkbox"/> Discount Denied	
*Address:	1 United Way of West TN/Carroll County United Way of West TN/Carroll County PO Box 2086 Jackson, TN 38301	Scheduled Due:	05/13/2009	Late Charge		
		Net Due:	05/11/2009			
		Discount Due:	<input type="text"/>			
		Accounting Date:	05/15/2009			

Payment Method	
*Bank:	00001 Pay Group: <input type="text"/>
*Account:	1000 *Handling: RG
*Method:	EFT EFT Layout *Netting: N
Message:	051509 TECC payroll deductions for charity fund Messages
Message will appear on remittance advice.	

Schedule Payment	Payment Options
*Action: Schedule	Hold Payment <input type="checkbox"/> Separate Payment <input type="checkbox"/>
Pay: <input type="text"/>	Hold Reason: <input type="text"/>
Payment Date: 05/18/2009	Letter of Credit: <input type="text"/>
Reference: 0000034512	

[Payment Inquiry](#) [Holiday/Currency Options](#) Express Payment [Vendor Bank Account](#)

Payment Note



1. Navigate to the Summary page and confirm that the voucher has the following statuses:

- **Approval Status** will be 'Approved'.
- **Header Budget Status** will be 'Valid'.
- **Close Status** will be 'Open'.

Summary		Invoice Information	Payments	Voucher Attributes	Error Summary	FileNet Interface
Business Unit:	31799	Invoice Date:	05/11/2009			
Voucher ID:	00002000	Invoice No:	051509 Charity Fund 61			
Voucher Style:	Regular	Invoice Total:	87.99	USD		
Contract ID:		Pay Terms:	Pay Now			
Vendor Name:	United Way of West TN/Carroll County	Voucher Source:	XML Invoices			
	United Way of West TN/Carroll County					
	PO Box 2086					
	Jackson, TN 38301	Origin:	VSU			
Entry Status:	Postable	Created:	05/11/2009			
Match Status:	No Match	Created By:	ERP_BATCH			
Approval Status:	Approved	Modified:	05/13/2009			
Post Status:	Posted	Modified By:	susa0921001			
		ERS Type:	Not Applicable			
Document Tolerance Status:	Valid	Close Status:	Open			
Budget Status:	Valid					
Budget Misc Status:	Valid					
*View Related	Payment Inquiry		Go			

If any of these statuses are not to the appropriate values, further action needs to take place for Matching, Approval, or Budget Checking. If these statuses are all fulfilled, go to Step 2 to check the Payment Criteria on the Voucher.

2. Go to the Payments tab on the Voucher and confirm the following:

- Review the **Scheduled Due** date to confirm that it is scheduled to be paid on the correct date. Note: Verify the year as current year.
- Is the **Payment Hold** checkbox checked? If this is selected, investigate why the payment hold was placed. If appropriate, unselect the checkbox. Voucher should be picked up in next pay cycle (if payment currently or past due).
- Verify that the vendor & locations selected are active/approved.

Inactive Vendor Queries: TN_AP110_VNDR_INACTIVE & TN_AP111_REMITVNDR_INACTIVE

