

Accounts Payable: College Exceptions Queue

**Purpose:** College Exception Queue is used for anything that requires action on your part to enable the SSC to have a 3-way match.

**Action:** Provide the necessary information as soon as possible and return the invoice to the invoice email box. Review the Error Codes and Read the notes to determine specific actions needed.

Error Codes

**No PO/Invalid PO** – This error is used when the SSC receives an invoice that does not reference any PO at all or references a PO that has already been exhausted/closed. Please reach out to the end user for the correct PO number. If a PO has not yet been created, one will need to be submitted. Once the correct PO number has been added to the Notes section of the invoice, please return it to the SSC for payment. Please do **not** put the new PO in the custom property fields, only document it in the Notes field.

**No Receipt** – This error is used when the invoice has not been received in eVA. Please have your end user receive against the appropriate PO in eVA, then document the receiving information in the Notes field and return the invoice to the SSC for payment. Please ask your end user to respond to you as the invoice is already in workflow, ask them not to submit a duplicate copy to [Invoice@ssc.vccs.edu](mailto:Invoice@ssc.vccs.edu).

**NSF (Non-Sufficient Funds)** – This error is used when there are not enough funds on a PO to cover the amount of the invoice. If the SSC has any more information about why the PO is not showing enough funds to cover the invoice, we will share it in the Notes section. Normally, we need a change order or a new PO to cover the overage, but in some instances, we can push an overage through manually, as long as the college provides written approval with the coding and the amount is reasonable in relation to the total PO.

**Invoice/PO Price Difference** – This error is used when the price on the PO does not match the price on the invoice. The main difference between this and an NSF invoice, is that Price Difference is identified as the vendor changing what was originally quoted in the requisition. If the fluctuation is small (relative to the total PO) and you agree to it, we can push through the overage manually using the coding you already provided on the PO. If the increase is large, we may specifically ask for a Change Order or new PO. If you disagree with the price difference, you can either create a Salesforce case and our Customer Engagement team will contact the vendor for you, or you can contact the vendor directly.

Tips

- **Exceptions queue is not a holding queue!** Please work these invoices as timely as possible because they do affect our prompt pay reporting.
- Notes are our friends! Notes in eVA identifying which invoice is being received can save you from dealing with as many No Receipt invoices on blanket PO's. Notes in Perceptive tell us how you want us to handle that invoice.
- The Customer Engagement Team is here to support you. They can follow up with end users or vendors for you, if needed. Salesforce cases can be created by emailing [help@ssc.vccs.edu](mailto:help@ssc.vccs.edu) with the information you have and what actions you would like them to undertake.

