PROCONNECT END USER INVOICE GUIDE

ACCOUNTS PAYABLE DEPARTMENT

8/21/25

PROCONNECT END USER INVOICE GUIDE

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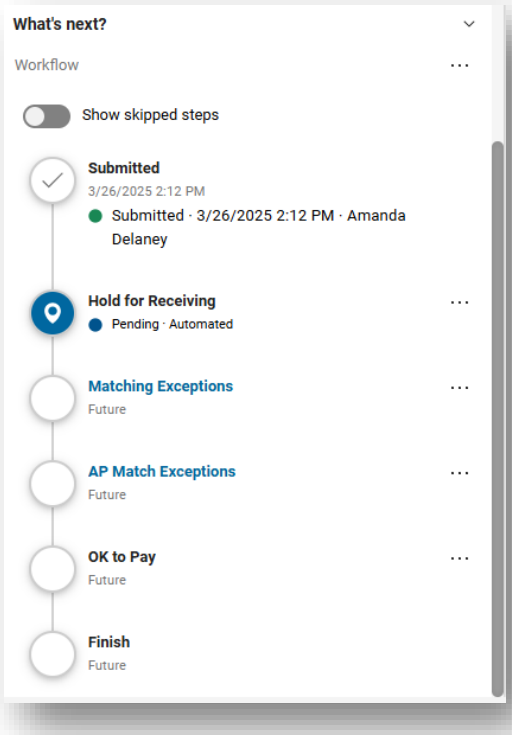
WORKFLOW KEY

Invoices will still be sent to Accounts Payable, invoices@rowan.edu for processing.
Below are the steps that an invoice may go through. The descriptions of the workflow are indicated in the chart below.

Workflow Step	***Description***
Submitted	Invoice completed to obtain a Z#
Invoice Owner Approval (Standing Order)	End User/Requester needs to approve. ***Invoice will remain in the unmatched status until the invoice owner's approval has been completed. (2-way match)***
AP Review	Due date needs to be modified by AP to current or future date
Hold For Receiving (Regular Order)	Receiving needs to be completed by End User/Requester. ***Invoice will remain in the unmatched status until the invoice owner had completed receiving. (3-way match)***
PI Approval	PI needs to approve invoice (5-6 Funds – External Grants)
Match Exception	End user needs to complete a change order when AP processes over the threshold (20% or less per line item. Not to exceed $100) For any added shipping cost a change order will be needed for any amount over $100
AP Match Exception	End user approved the invoice overage without completing a change order
Complete	Invoice has been approved and/or received on and has been exported into Banner for payment processing

WORKFLOW EXAMPLE:



MATCH EXCEPTION DIRECTIONS

Invoices where shipping has been added and it is over our allotted threshold (20%, but not over $100) of the individual line item, the process below will be followed:

Accounts Payable has the ability to process an invoice over the allotted threshold, which is ***20%, but not over $100 on each individual line item*** as long as the PO is not closed.

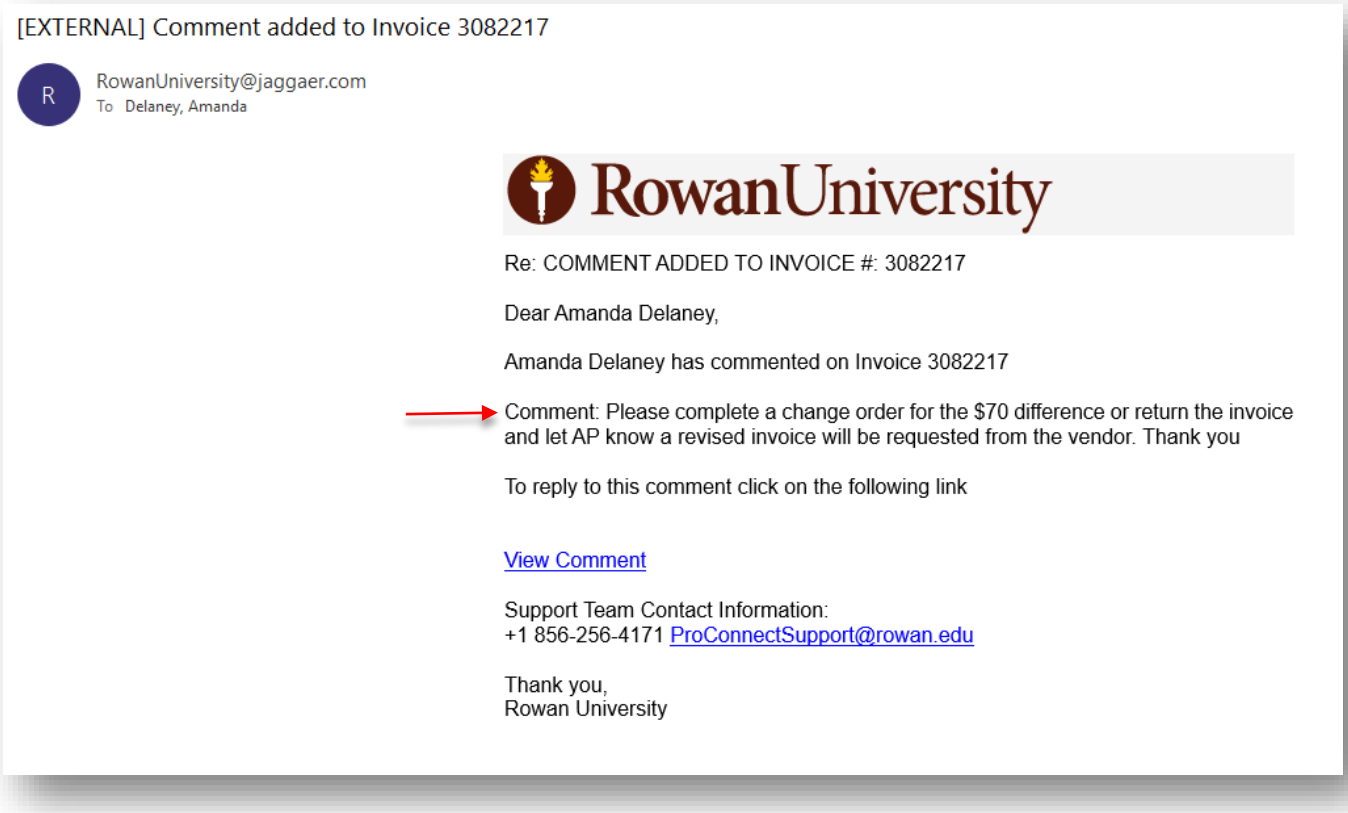
NOTE: For any added shipping cost a change order will be needed for amounts over $100.

Example 1: *The PO was created for $500. An invoice is being processed for $570, which is over the allotted 20% or $100 individual line threshold, so this will result in a match exception. The invoice's status will be Unmatched in the Match Exception Workflow.*

Example 2: *When shipping costs are not included in the PO but on the invoice, the invoice's status will be Unmatched in the Match Exception Workflow.*

NOTE: The requester will receive an email notification showing the comment from AP requesting a change order as well as an email notification from ProConnect requesting approval.

Example of Comment: *Email received showing the comment Accounts Payable made on the invoice in ProConnect.*



[EXTERNAL] Comment added to Invoice 3082217

R RowanUniversity@jaggaer.com
To Delaney, Amanda

RowanUniversity

Re: COMMENT ADDED TO INVOICE #: 3082217

Dear Amanda Delaney,

Amanda Delaney has commented on Invoice 3082217

Comment: Please complete a change order for the $70 difference or return the invoice and let AP know a revised invoice will be requested from the vendor. Thank you

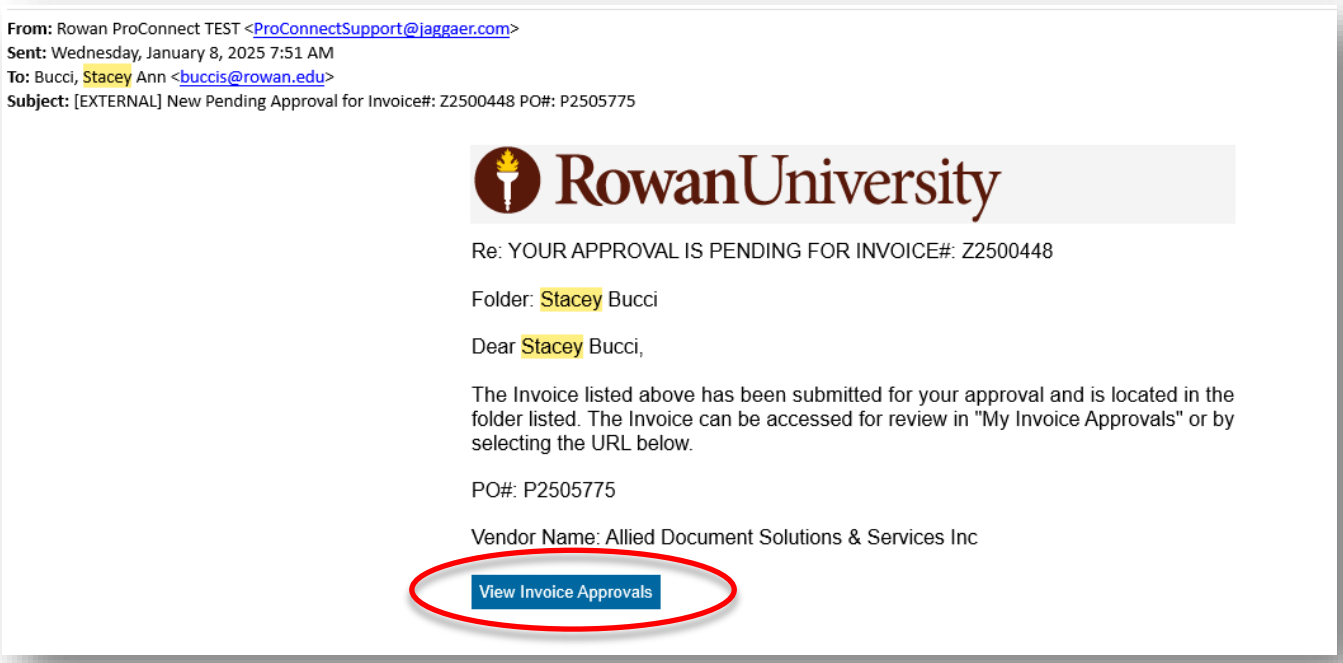
To reply to this comment click on the following link

View Comment

Support Team Contact Information:
+1 856-256-4171 ProConnectSupport@rowan.edu

Thank you,
Rowan University

Example of ProConnect Notification: *Email received when approval is needed for invoice to move to completed status.*



From: Rowan ProConnect TEST <ProConnectSupport@jaggaer.com>
Sent: Wednesday, January 8, 2025 7:51 AM
To: Bucci, Stacey Ann <buccis@rowan.edu>
Subject: [EXTERNAL] New Pending Approval for Invoice#: Z2500448 PO#: P2505775

RowanUniversity

Re: YOUR APPROVAL IS PENDING FOR INVOICE#: Z2500448

Folder: Stacey Bucci

Dear Stacey Bucci,

The Invoice listed above has been submitted for your approval and is located in the folder listed. The Invoice can be accessed for review in "My Invoice Approvals" or by selecting the URL below.

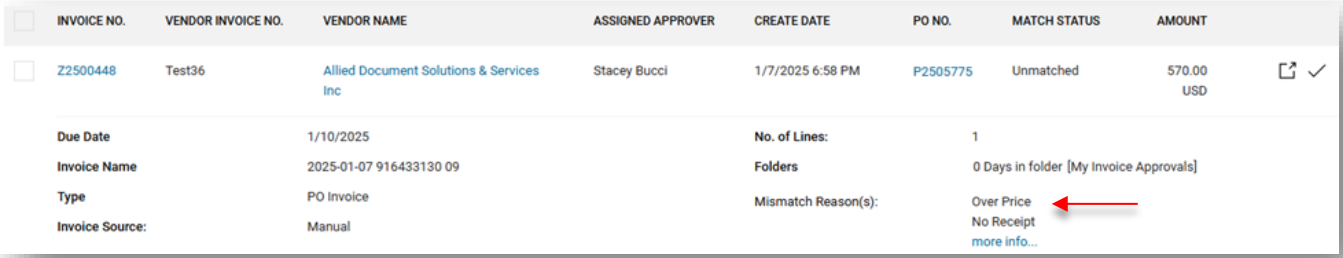
PO#: P2505775

Vendor Name: Allied Document Solutions & Services Inc

View Invoice Approvals

- In the email notification the requester will be able to click on ***VIEW INVOICE APPROVALS*** to go into the invoice.

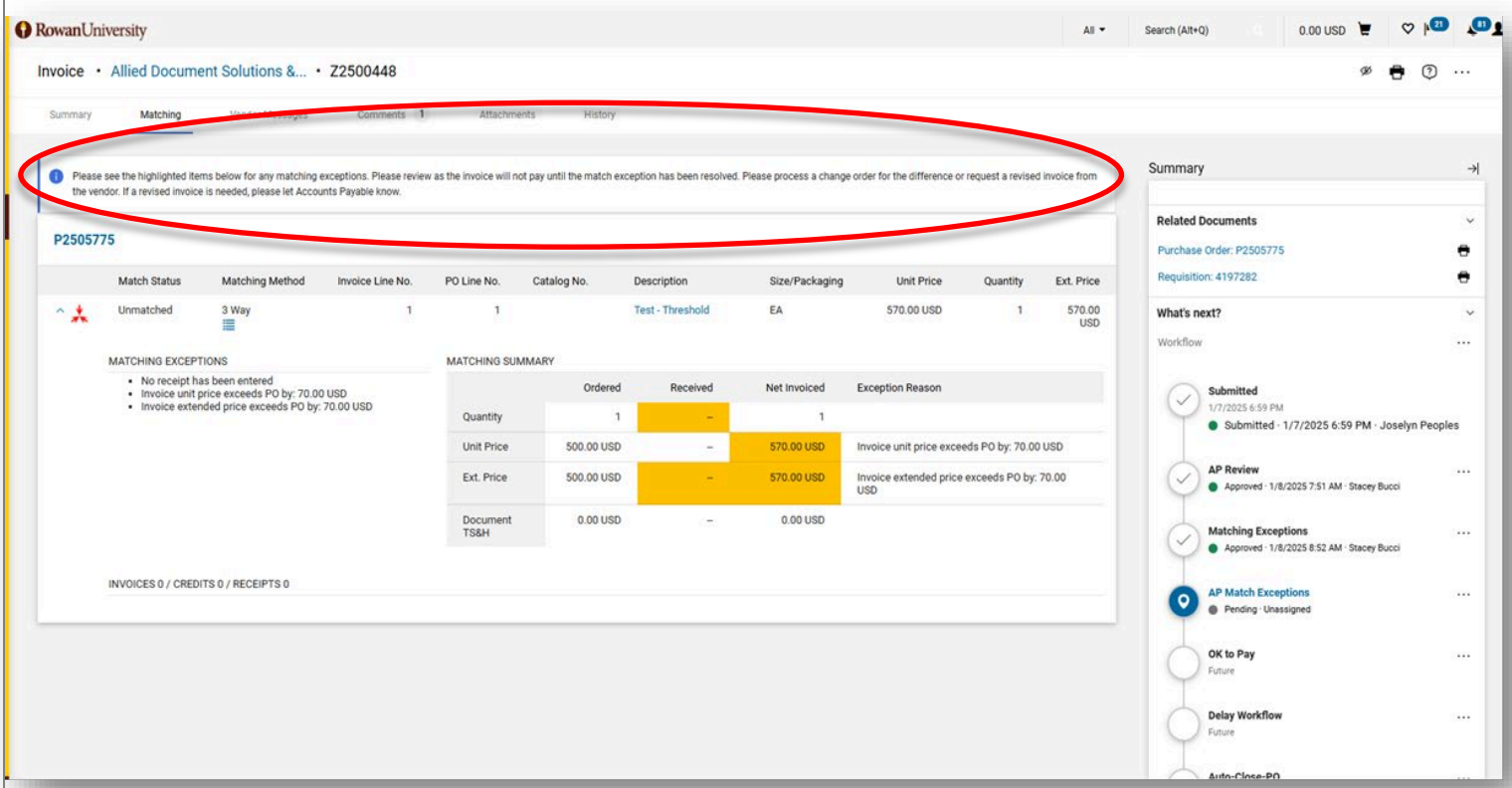
  NOTE: This is what the requester will see when the invoice goes into their queue to approve.
  The *Mismatch Reason:* ***Over Price***



INVOICE NO.	VENDOR INVOICE NO.	VENDOR NAME	ASSIGNED APPROVER	CREATE DATE	PO NO.	MATCH STATUS	AMOUNT
Z2500448	Test36	Allied Document Solutions & Services Inc	Stacey Bucci	1/7/2025 6:58 PM	P2505775	Unmatched	570.00 USD

Due Date	1/10/2025	**No. of Lines:**	1
Invoice Name	2025-01-07 916433130 09	**Folders**	0 Days in folder [My Invoice Approvals]
Type	PO Invoice	**Mismatch Reason(s):**	Over Price No Receipt more info...
Invoice Source:	Manual		

- Click into the Z#



The requester will then review the message and AP's comment: ***"Please see the highlighted items below for any matching exceptions. Please review as the invoice will not be paid until the match exception has been resolved.***
AP's comment: "***Please complete a change order for the $(Inserted $ amount) difference or return the invoice and let AP know a revised invoice will be requested from the vendor. Thank you"***

- If a revised invoice is needed, the requester will need to let AP know and should ***return*** the invoice. The requester may need to assign the invoice to themselves in order to have the option to ***return***. The user should ***NOT*** reject.
- Once the change order for the additional $70 is completed, the invoice will automatically go to Approved/Completed without any intervention from AP.

NOTE:

The change order must be fully approved. The requester must request an increase to the exact line item that AP invoiced a higher amount.

Example: If a line item is added for the additional $70, the invoice will remain Unmatched. The change order must be to increase the one line from $500 to $570.

The requester must make a change order before approving. The requester will receive reminder emails until the change order is completed.

CHECKING AN INVOICE FOR PAYMENT STATUS

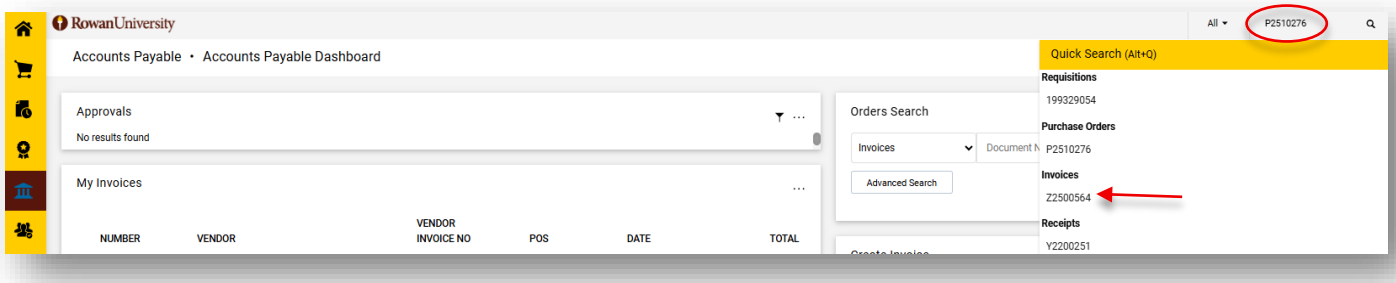
END USER STEPS:

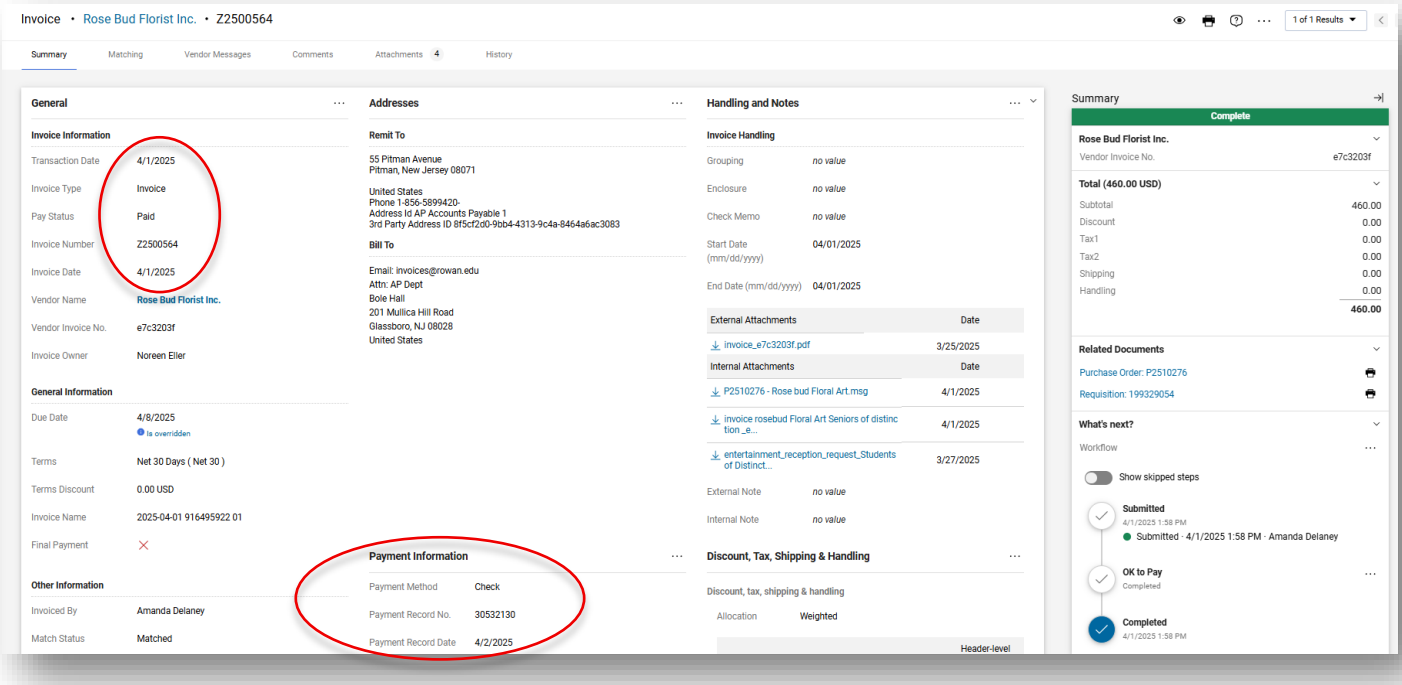
- Start at Dashboard
  - Select ***All*** from search drop down
  - Enter the PO# (all information including Req, PO, Invoices and Receiving will populate)
    - Click the Invoice # to view Payment Information
      - The Payment Information will populate: Payment Method, Direct Deposit, Payment Record No. and Payment Record Date will appear.

NOTES:

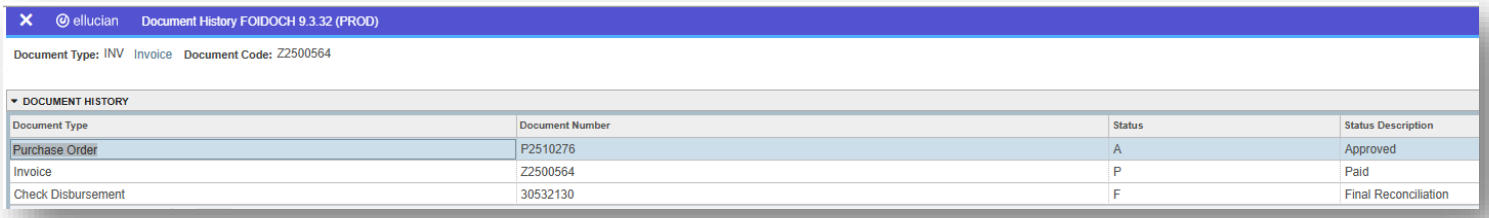
- Check information feeds over at 4pm daily to Banner. Invoice and check information can be viewed in Banner under FOIDOCH, FAIVNDH and FGIENCD as well.
- Check Reissues: New check # will show in ProConnect after VOID & Reissue. Comments will be there with the original check #.

***Example*:** Invoice payment information showing *Payment Method, Check #, Direct Deposit and Payment Date In ProConnect*





***Example*:** Invoice payment information showing In *Banner.*



CHECKING THE MATCHING STATUS OF A PO: STANDING OR NON-CATALOG

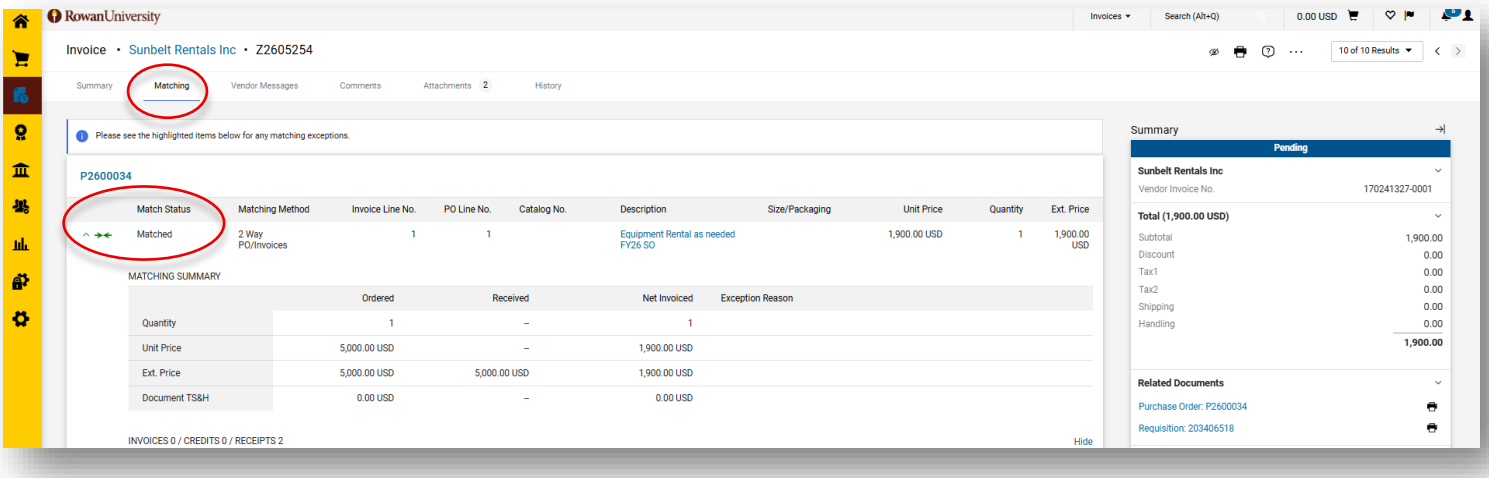
STANDING ORDER:

Standing Orders will have 2 arrows. The arrows are green. The Invoice Owner Approval needs to be completed before the invoice is matched and paid out.

END USER STEPS:

- Start at Dashboard
- Enter the Z# to access the invoice.
- Go to the Matching tab to view the matching status.

Below is an example of the match status of a Standing Order.



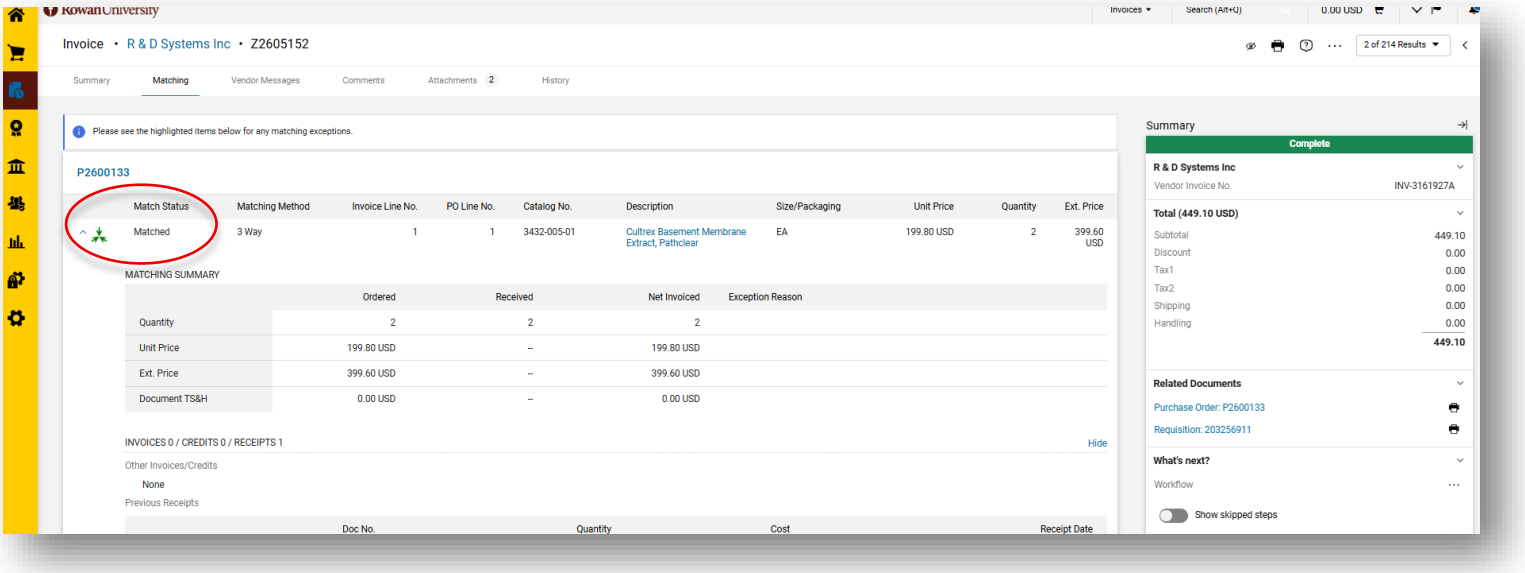
NON-CATALOG PURCHASE ORDER:

Non-Catalog Purchase Orders will have 3 arrows. If the arrows are green, then the invoice is fully matched. If the arrows are red, then the invoice has a matching issue that needs to be resolved before the invoice is paid out.

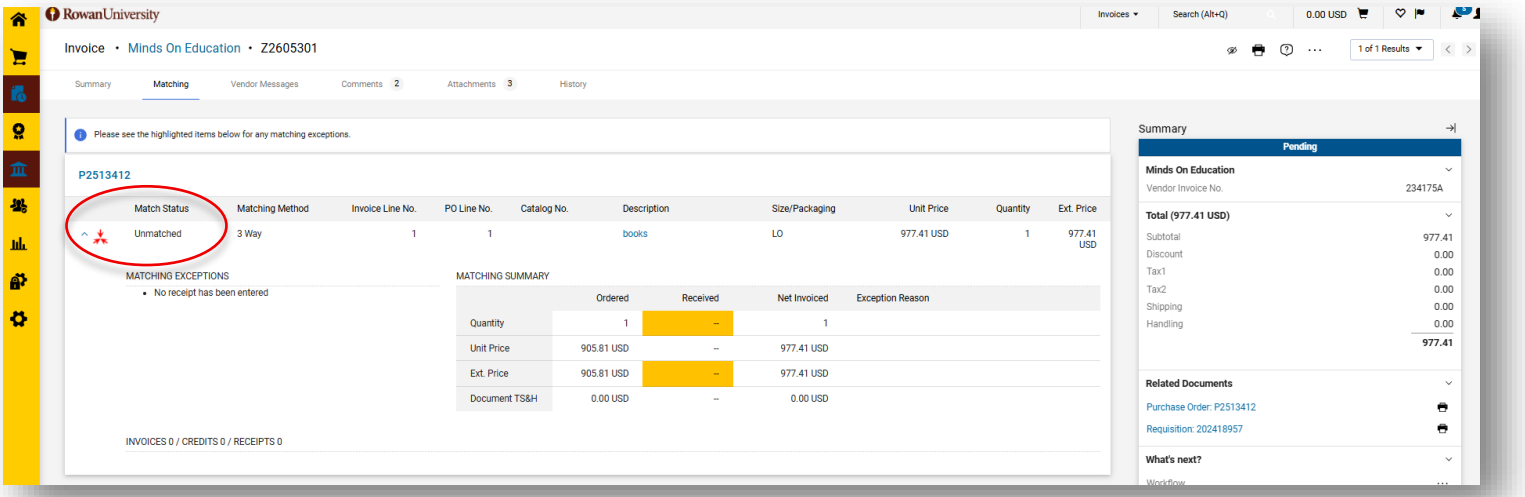
END USER STEPS:

- Start at Dashboard
- Enter the Z# to access the invoice.
- Go to the Matching tab to view the matching status.

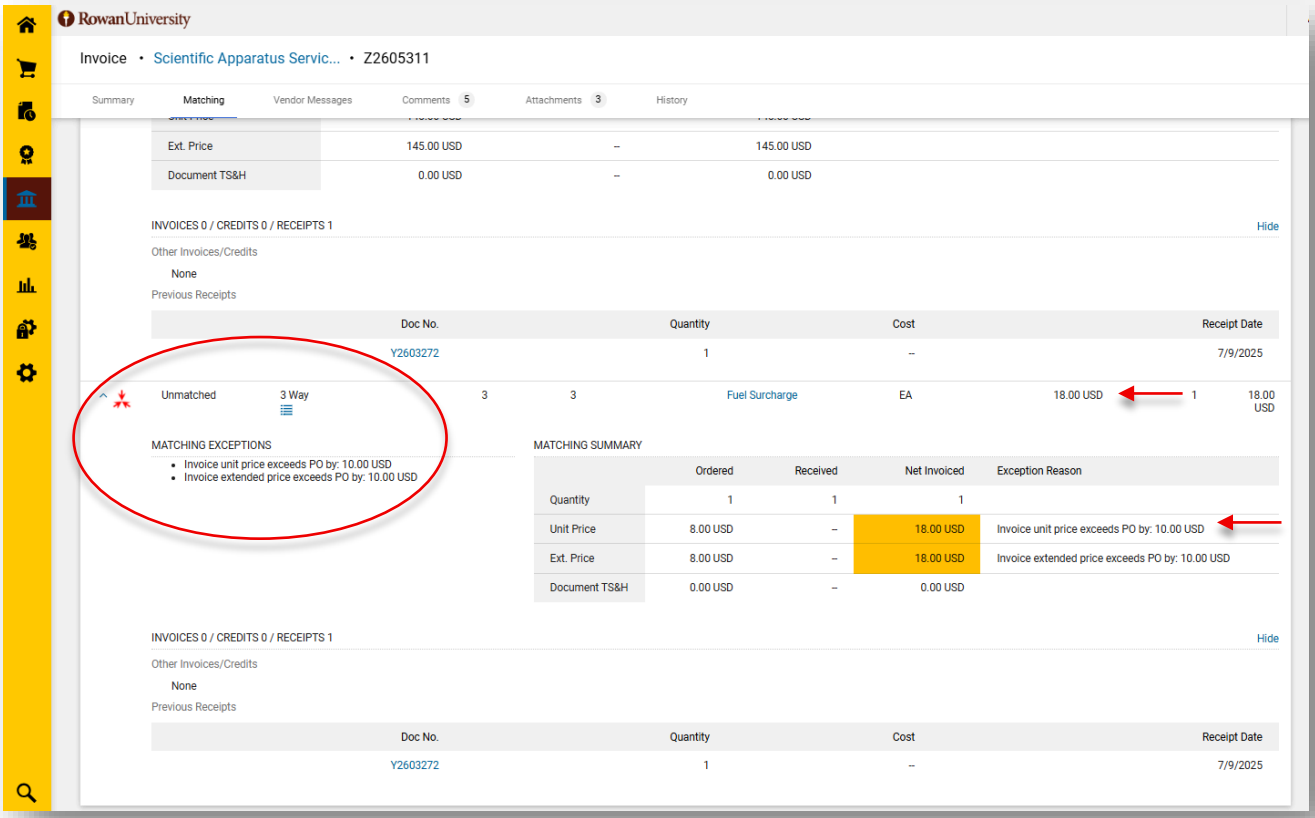
Below is an example of a fully matched Non-Catalog Purchase Order.



Below is an example of an unmatched Non-Catalog Purchase Order that requires receiving to be completed.



Below is an example of an unmatched Non-Catalog Purchase Order that requires a change order of $10. The invoice exceeds the PO's line-item amount by more than 20%.

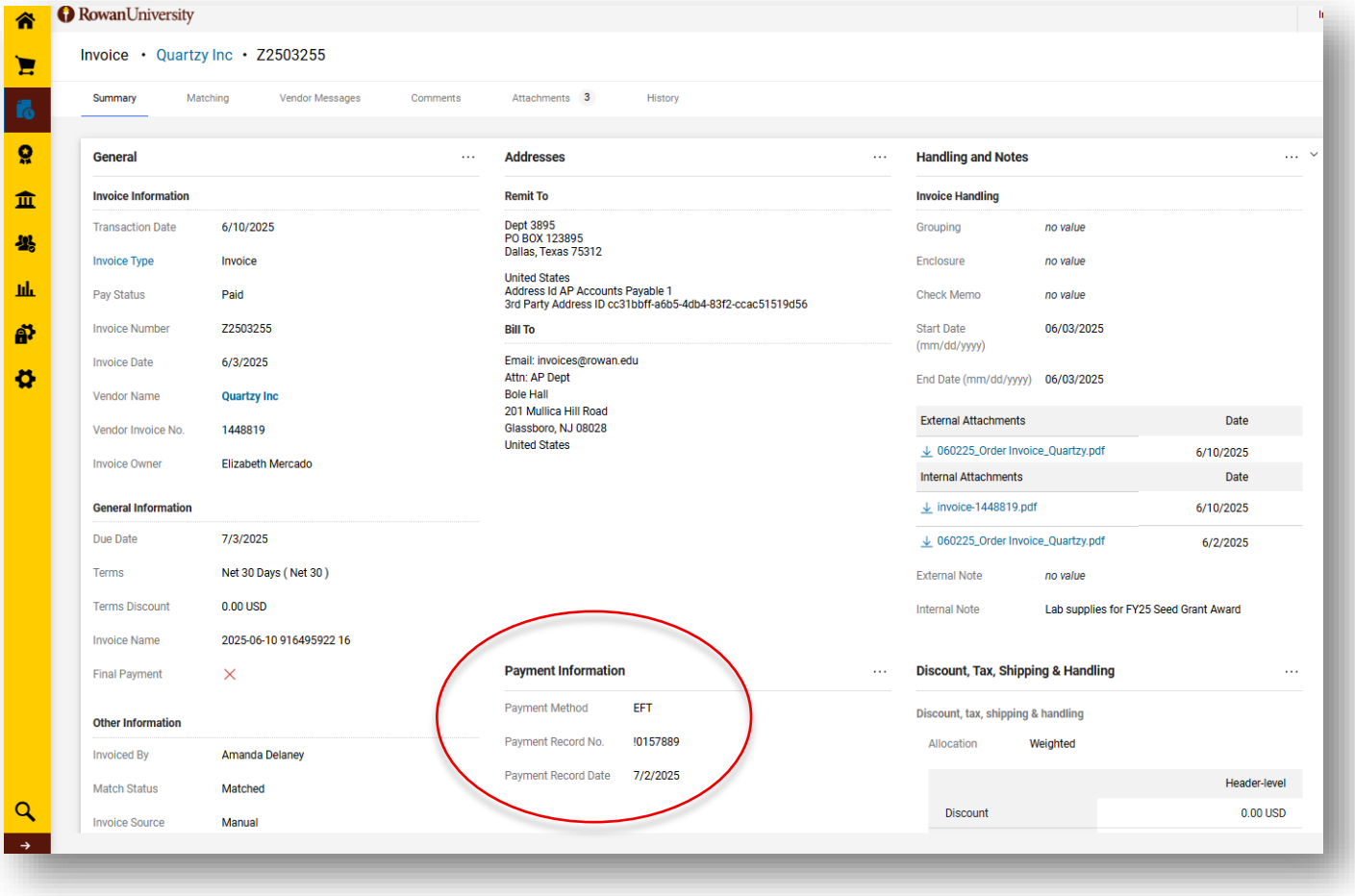


CLOSING A STANDING OR NON-CATALOG PO

END USER STEPS:

Before closing a Standing or Non-Catalog PO in ProConnect determine that all invoices have been received and processed by Accounts Payable. Confirm that each invoice shows the payment information. If a PO is closed prior to the invoice being paid the invoice payment will fail.

Example of confirming payment information by searching the Z# and reviewing the Summary tab.

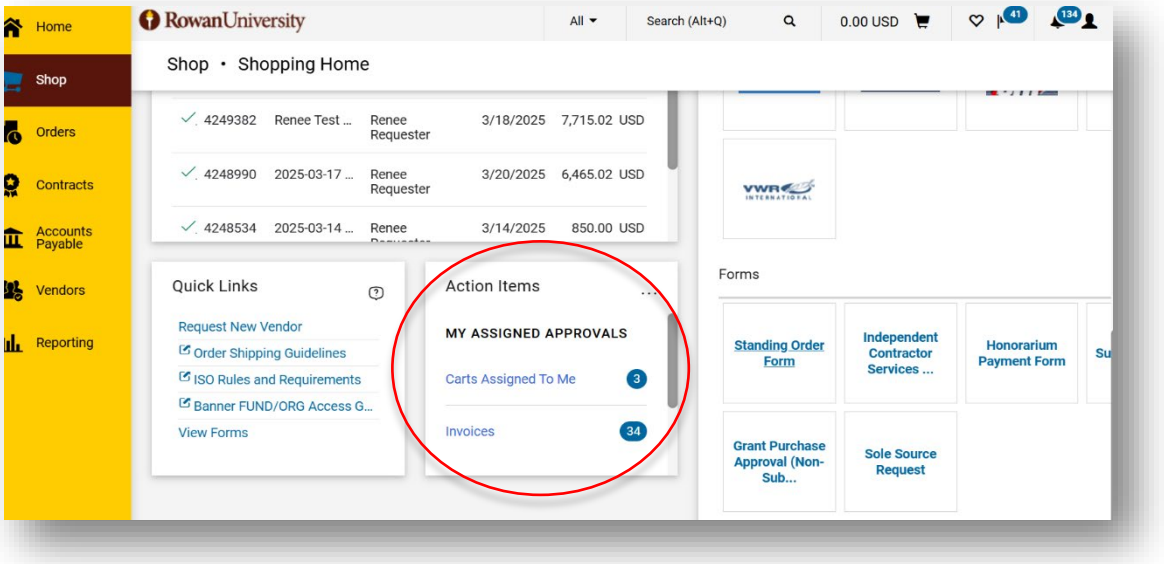


RETURNING AN INVOICE BACK TO ACCOUNTS PAYABLE

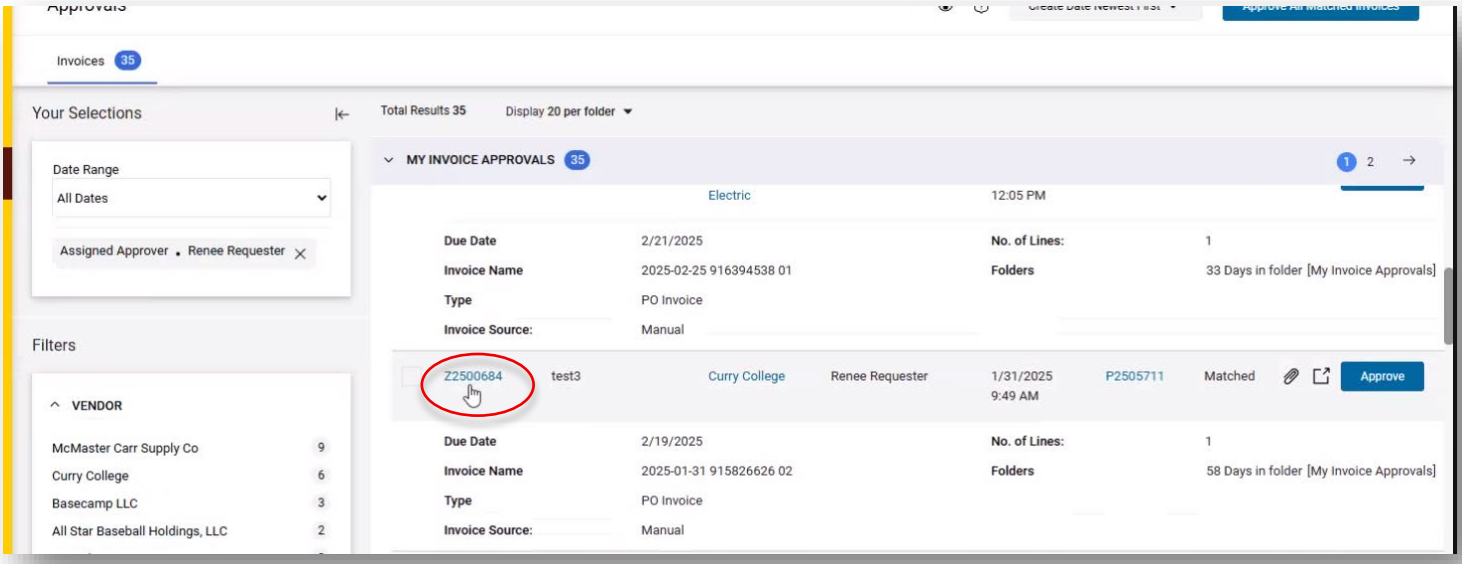
Below are the steps an End User needs to take to Return an invoice back to AP.

END USER STEPS:

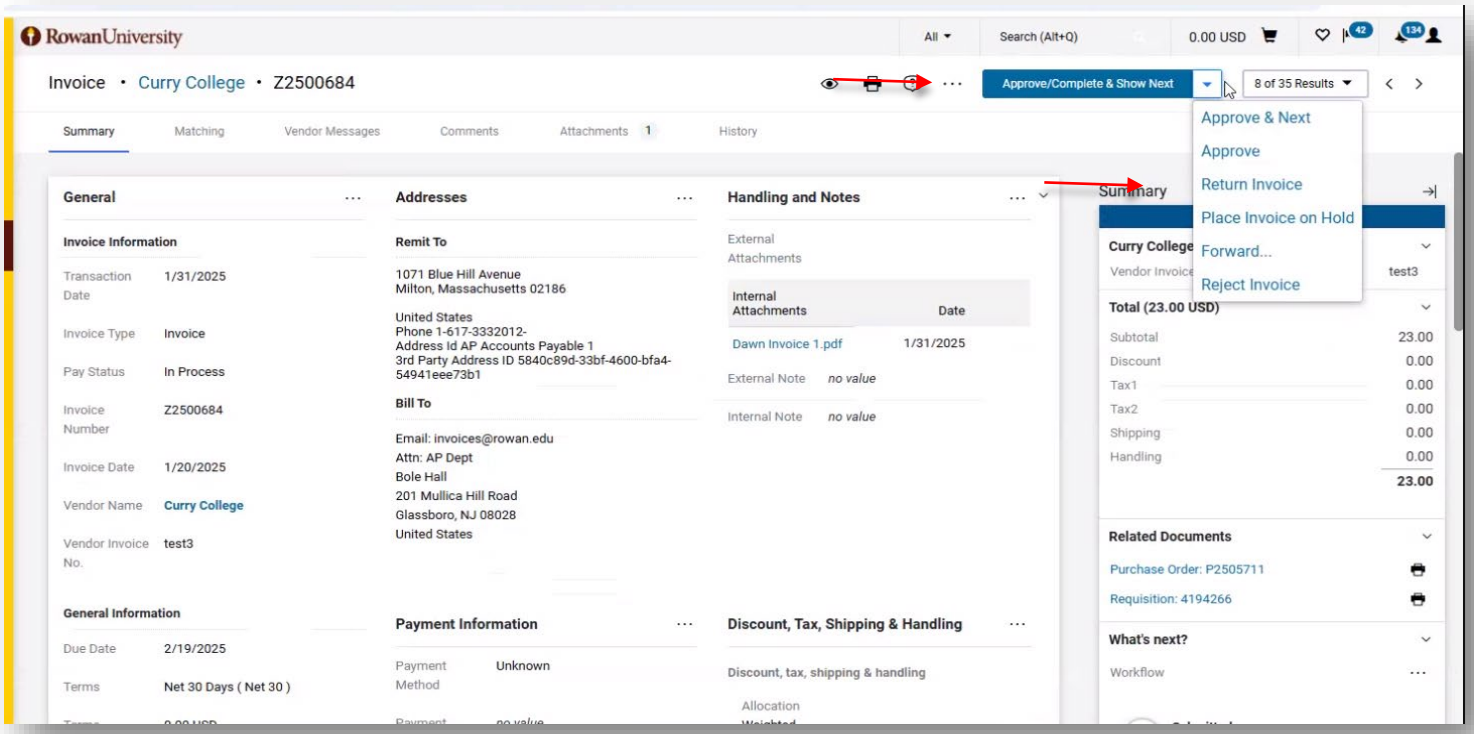
- Under Action Items – Click on ***Invoices***

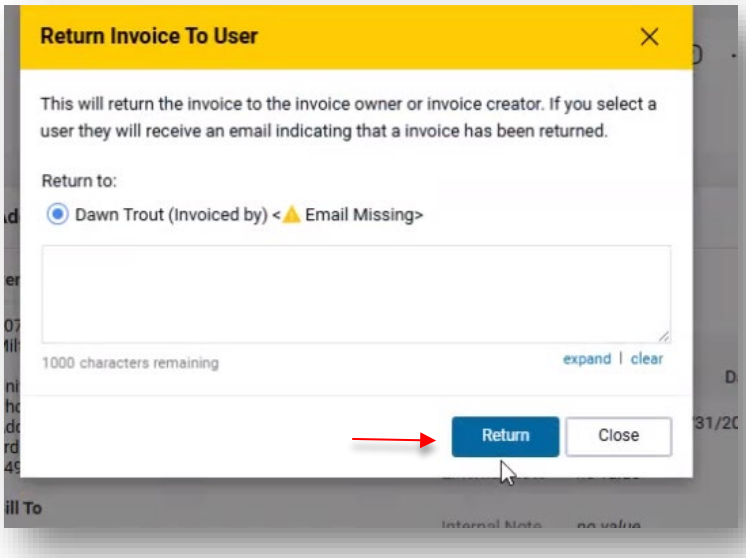


- Under ***My Invoice Approvals*** click on the Z# of the invoice to be ***Returned.***



- The invoice will open. ***Click the arrow*** next to *Approve/Complete & Show Next* to display available actions. Select ***Return Invoice.*** A *Return Invoice to User* box will appear allowing a comment to be written. Lastly, click ***Return.***



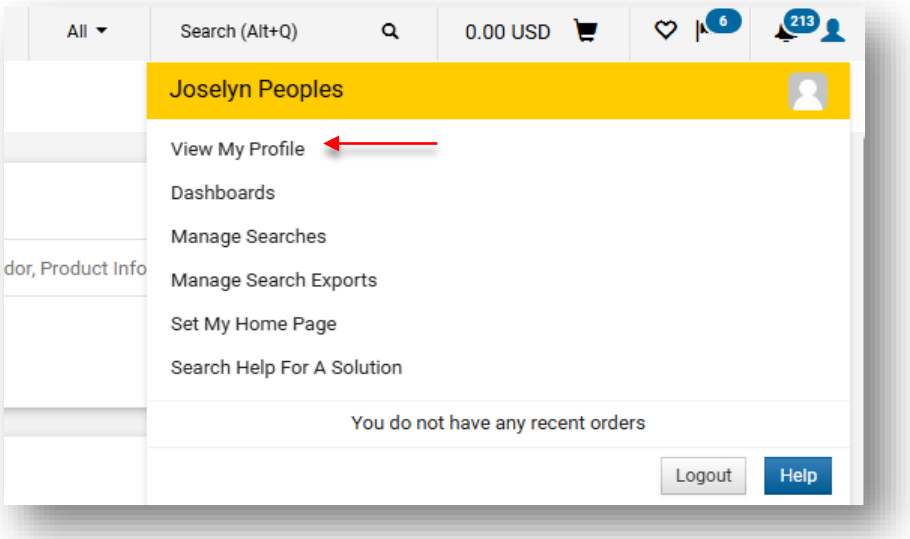


OUT OF THE OFFICE – APPROVAL DELEGATION

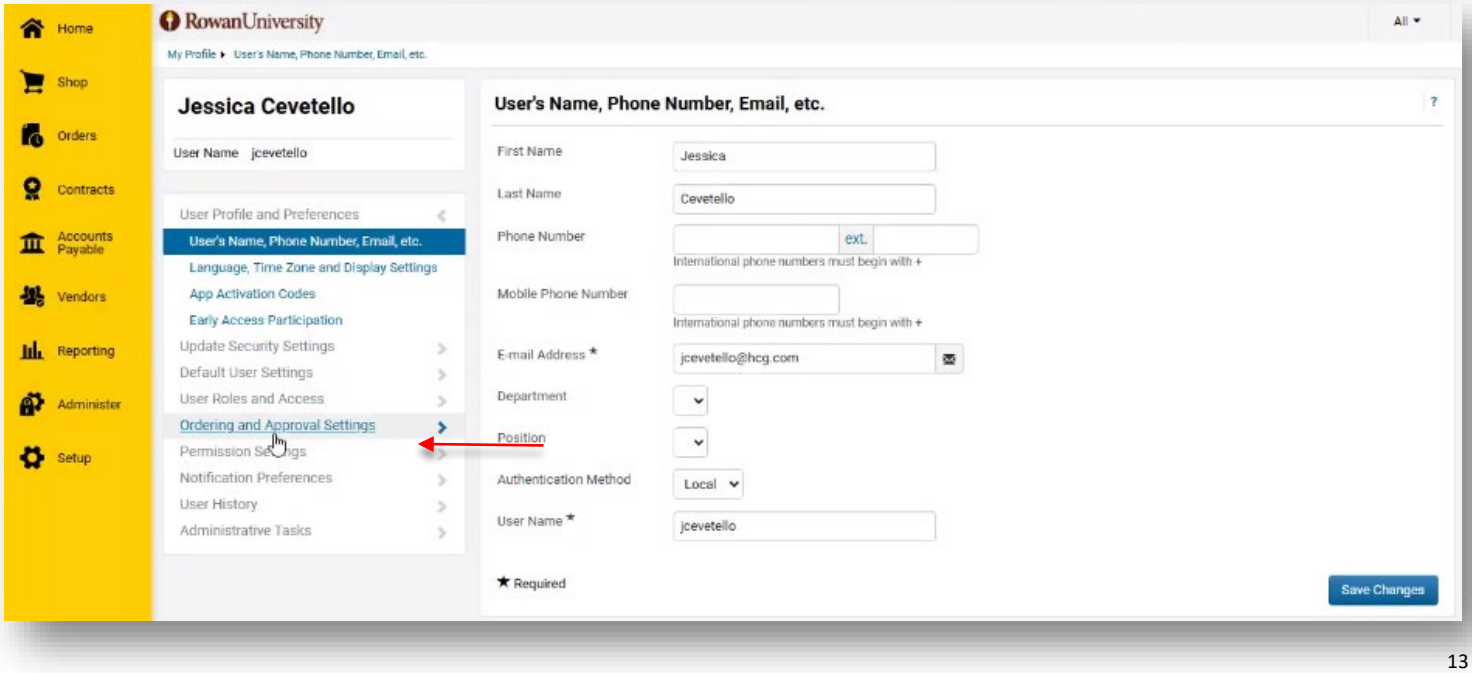
Below are instructions for delegating a substitute approver when the approver is out of the office. The steps below will need to be completed for each document type that needs a substitute approver.

END USER STEPS:

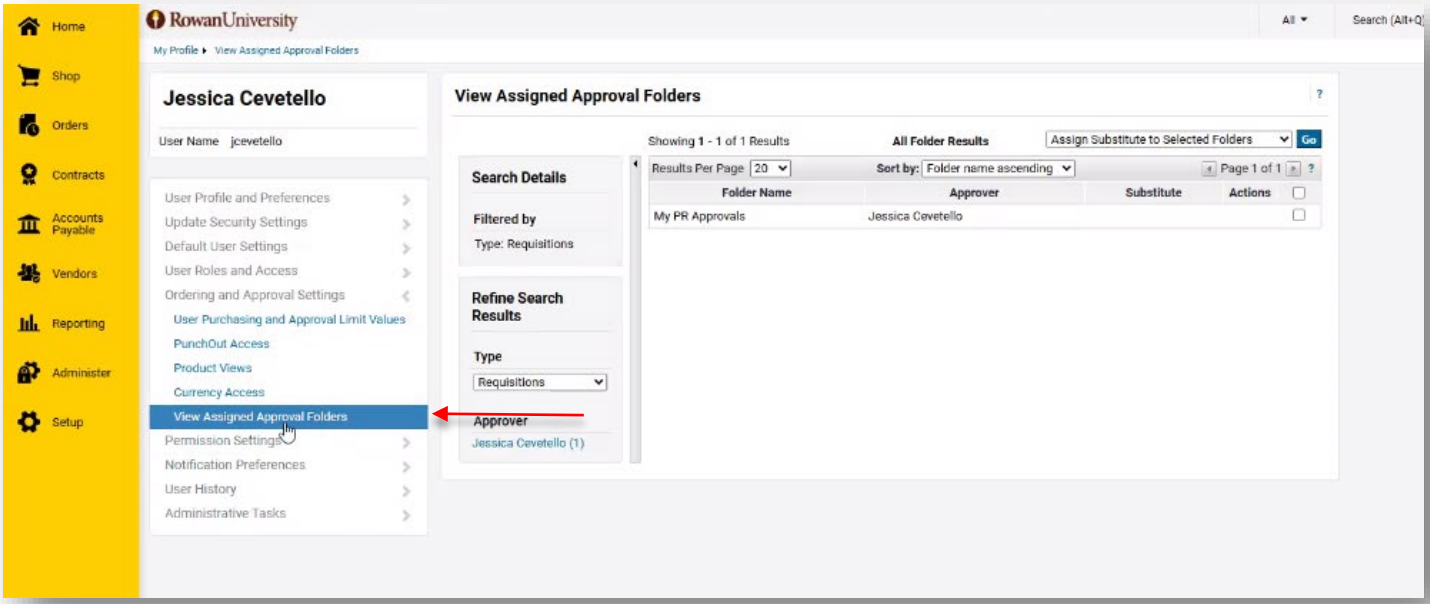
- Go to ***View My Profile***



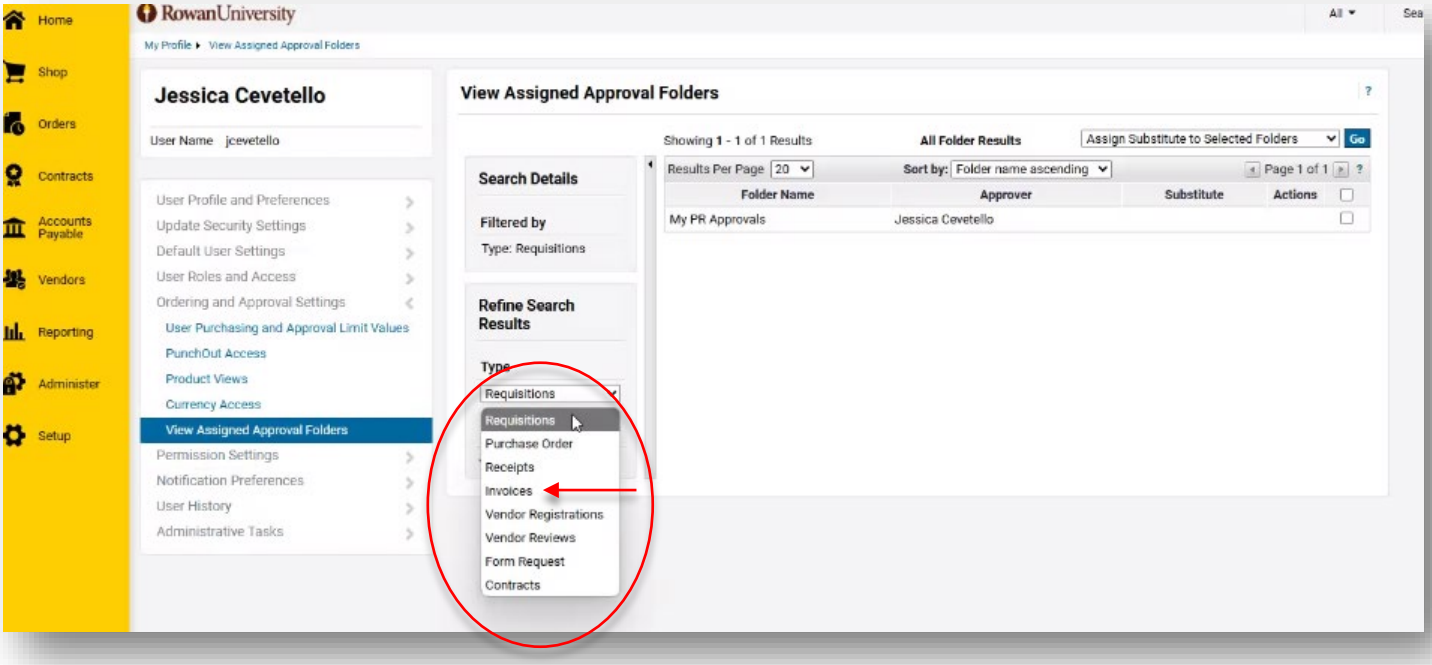
- Click ***Ordering and Approval Settings*** to expand the additional options



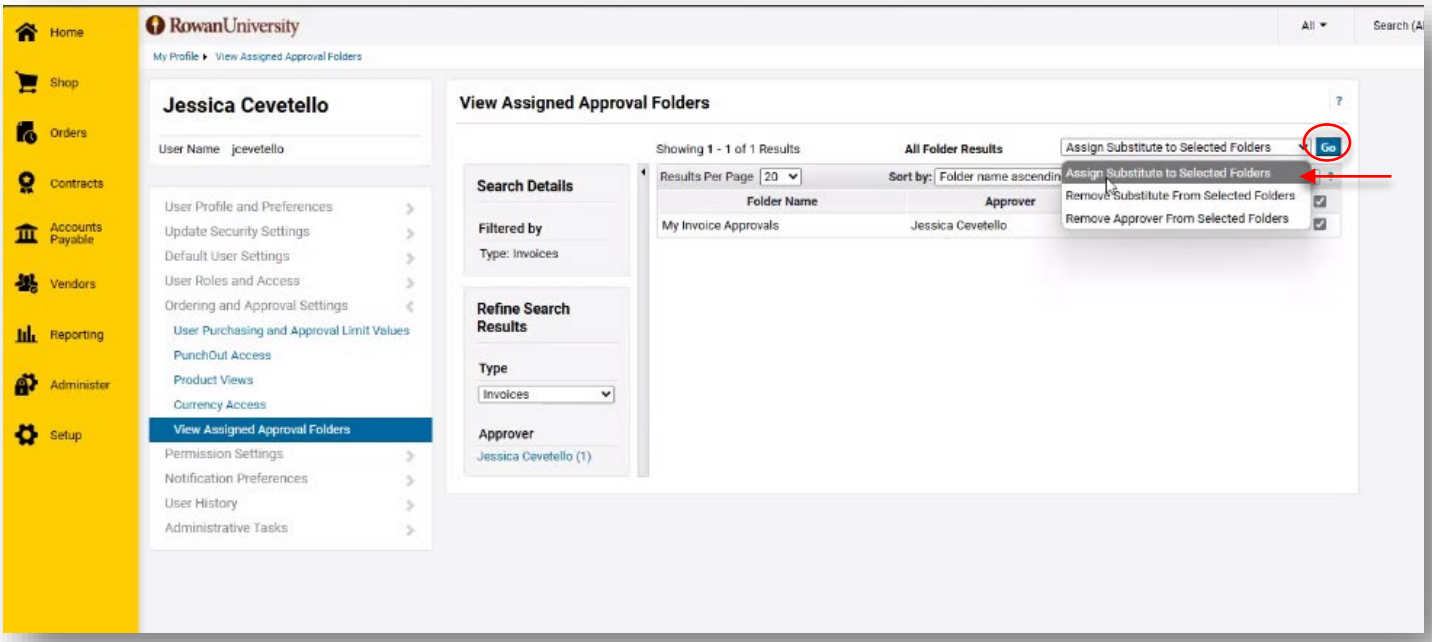
- Select ***View Assigned Approval Folders***
- From the *Refined Search Results* > *Type*, click the drop down to reveal approval types



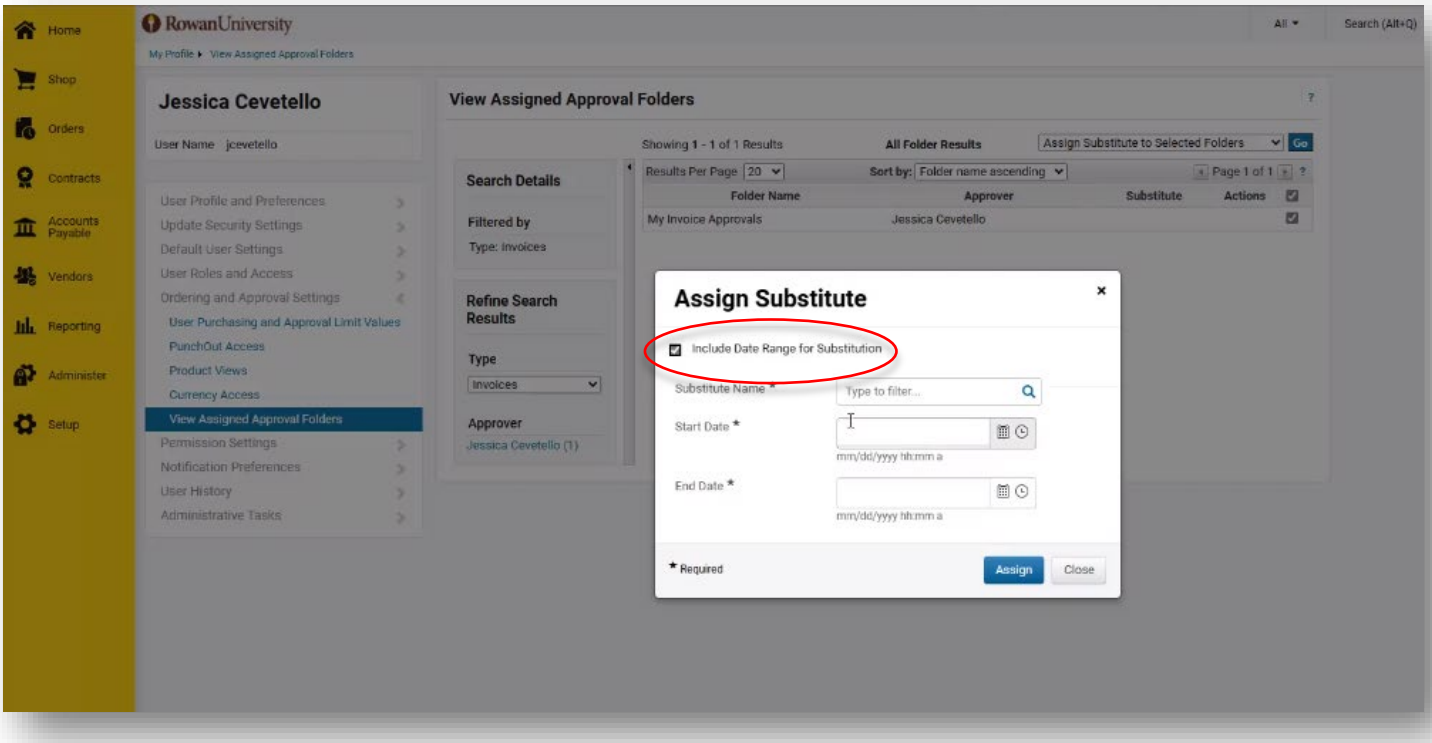
- Select Type: ***Invoices***



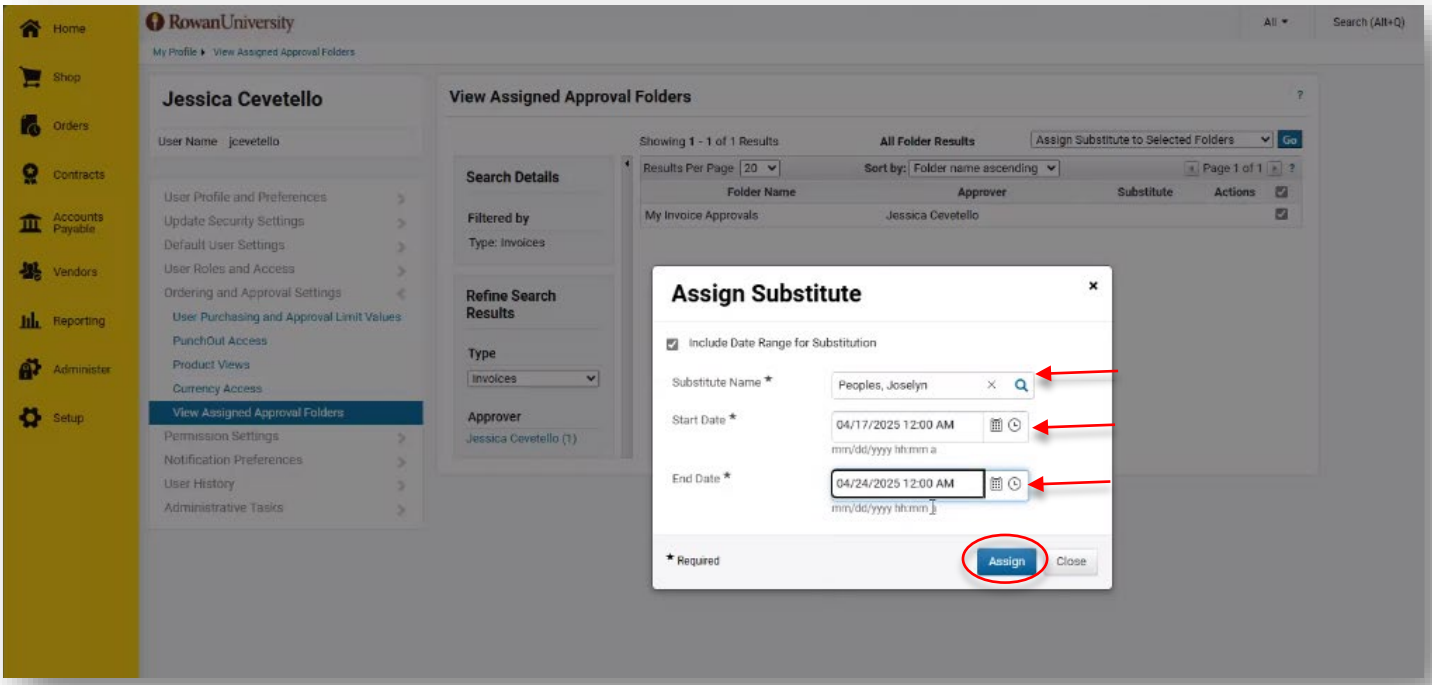
- From the top right drop down, select: ***Assign Substitute to Selected Folders***
- ***Check the box*** to the right of the Folder Name
- Click blue ***Go*** button



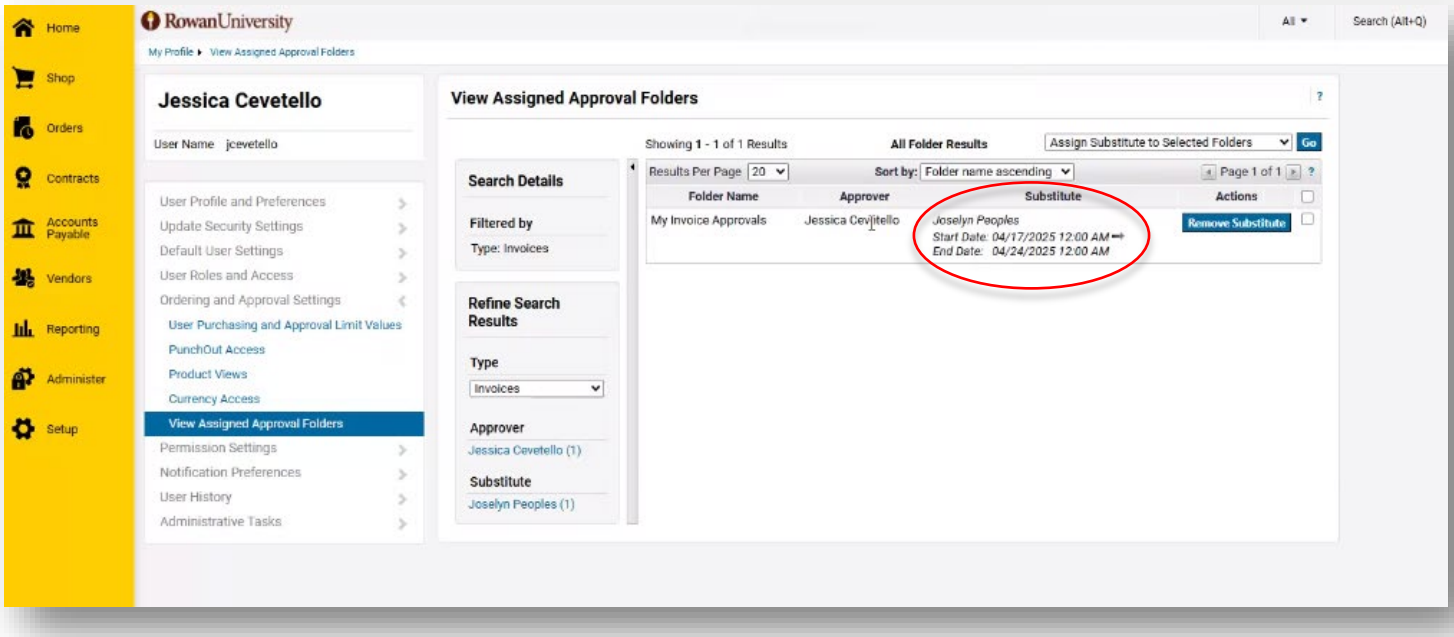
- *Assign Substitute* pop-up box will appear.
- ***Click the box*** next to ***Include Date Range for Substitution –*** for specific start and end dates.
    - NOTE: If the box next to *Include Date for Substitution* is not clicked the date range will be open ended.



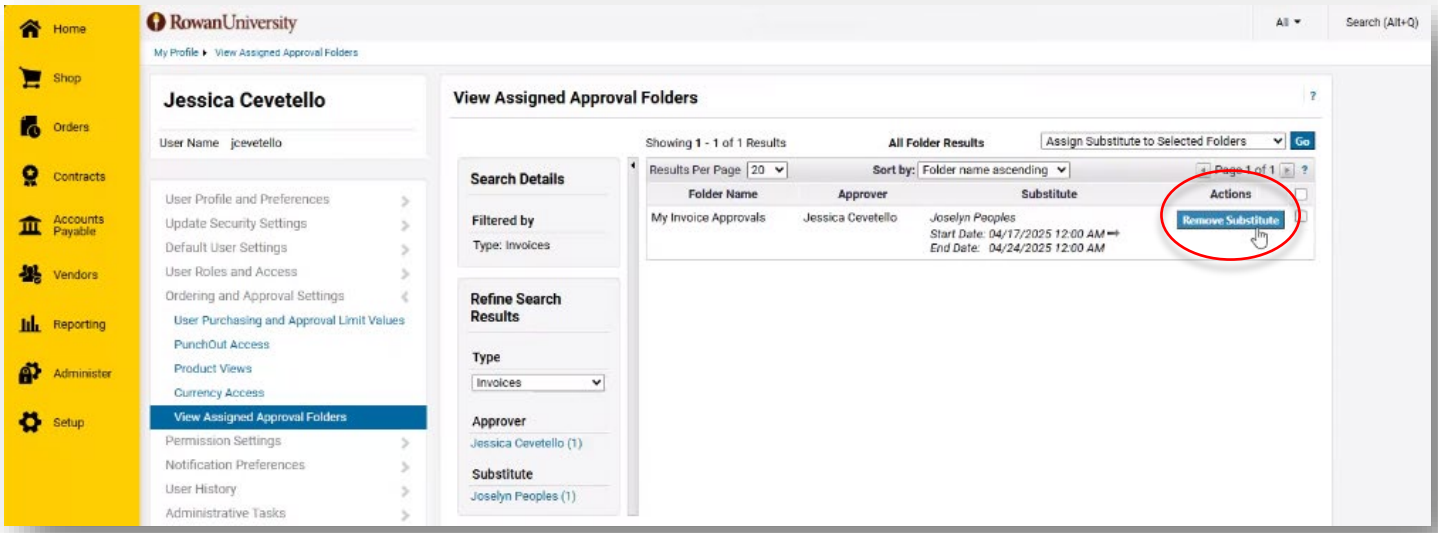
- Enter the ***Substitute's Name***
- Select the ***Start and End Date & Time*** range the Substitute will be needed
    - NOTE: The approver will need to manually remove the substitute approver outside of the selected start and end dates/times or if *Include Date Range for Substitution* was not selected when assigning a substitute.
- Click ***Assign***



- The Substitute and Start/End Date range will now show automatically at the end date.



- If the approval substitute needs to be removed before the pre-selected date and time, click ***Remove Substitute.***
- ***Removing Substitute*** will not be necessary if the date range of the substitution is present. The removal will end automatically at the selected end date.

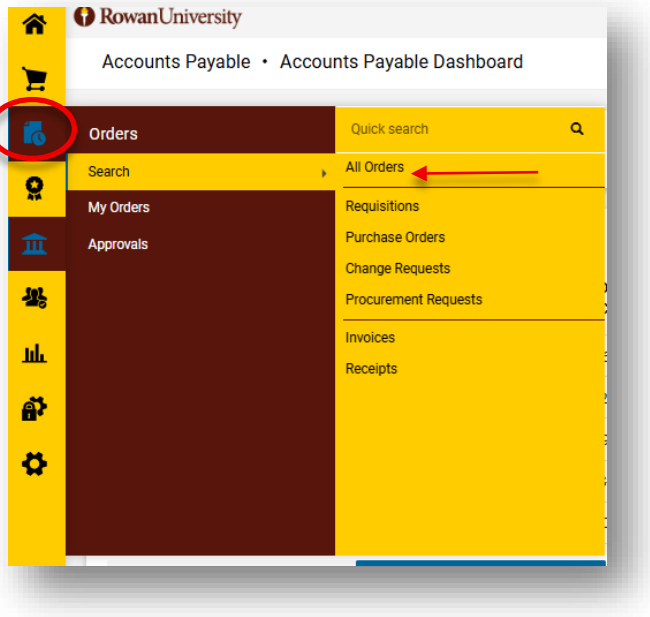


PROCONNECT REPORTING

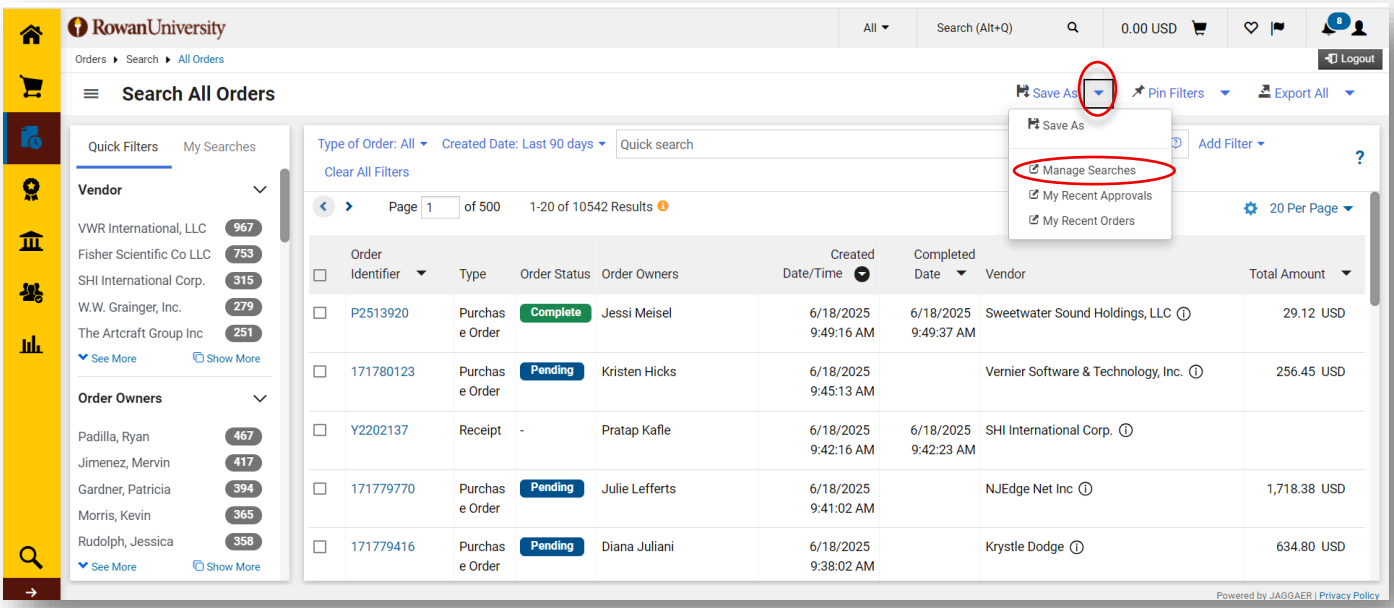
STEPS TO ADD REPORTS TO SAVED SEARCHES

Below are instructions for adding Accounts Payable reports for ***Invoices Awaiting Receiving*** *and* ***Invoices Pending Invoice Owner or PI Approval or Match Exception or AP Match Exception***

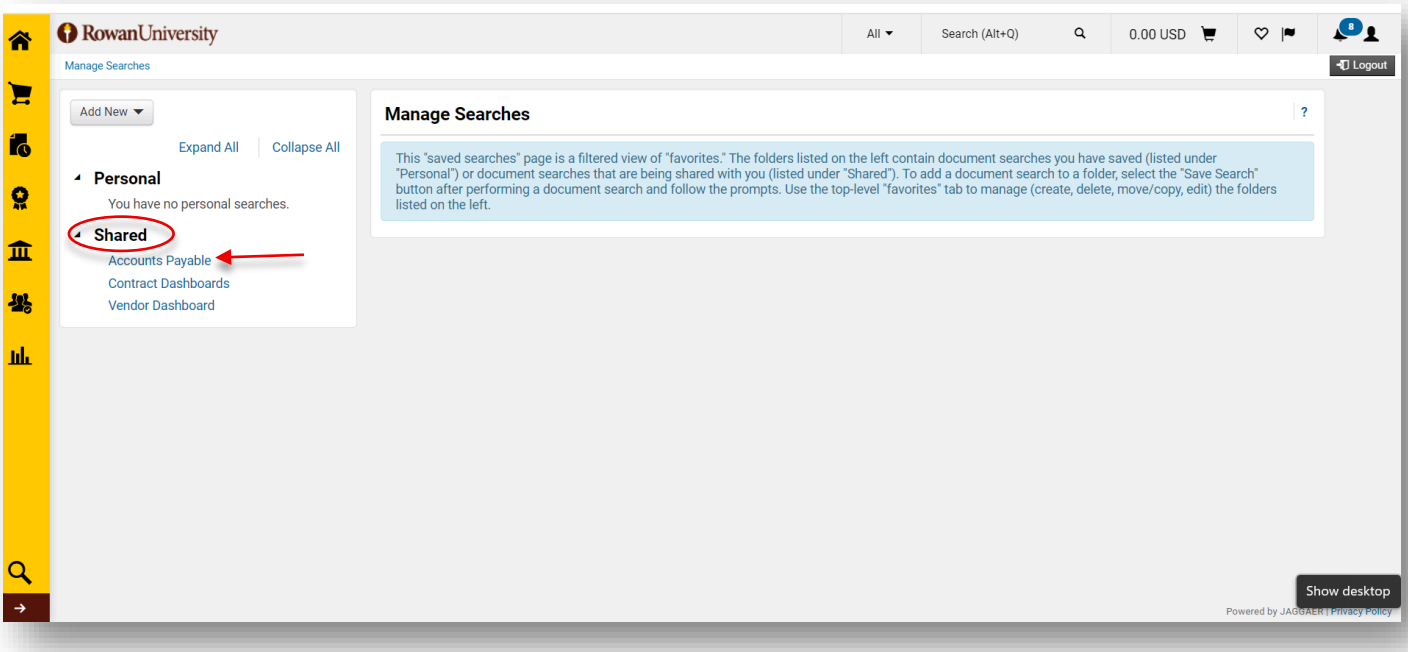
- From the Orders Icon on the left side of the screen, click ***All Orders.***



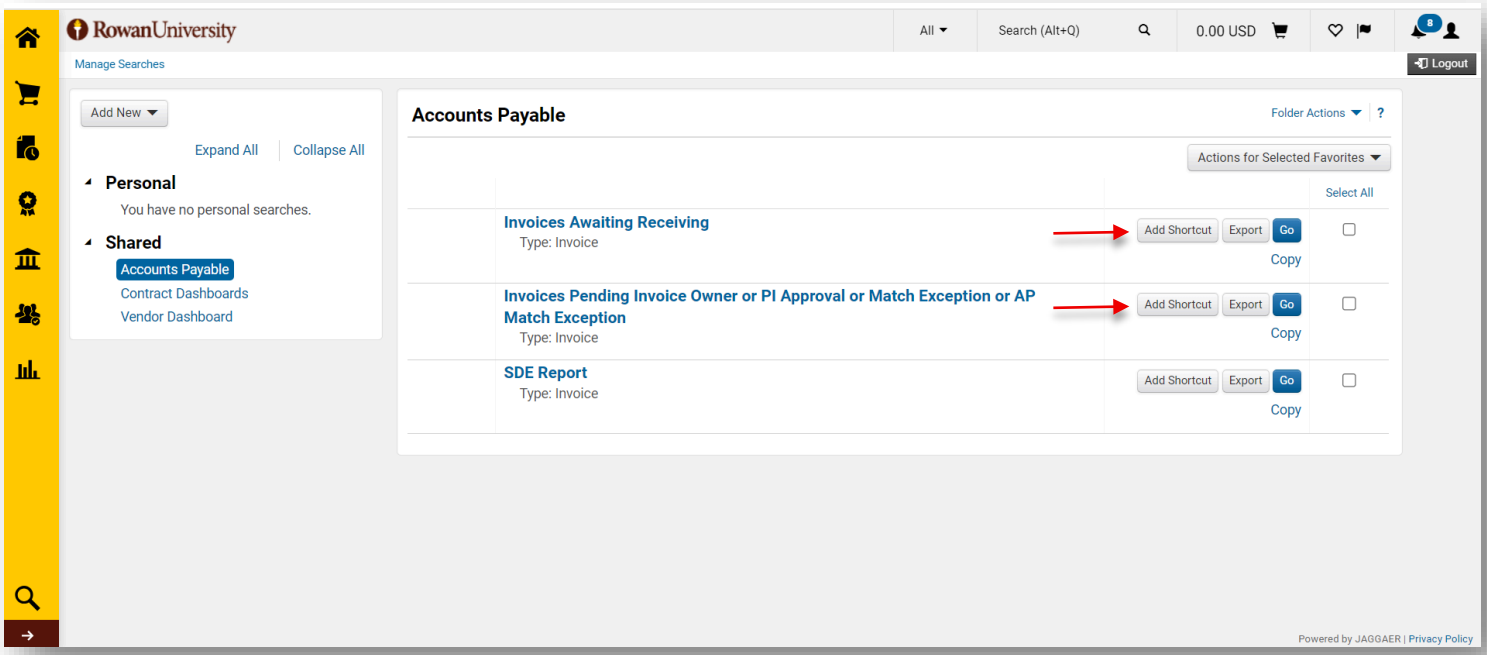
- The Search All Order screen will populate. Click the ***Arrow next to Save As***
- Click ***Manage Searches*** from the drop-down menu



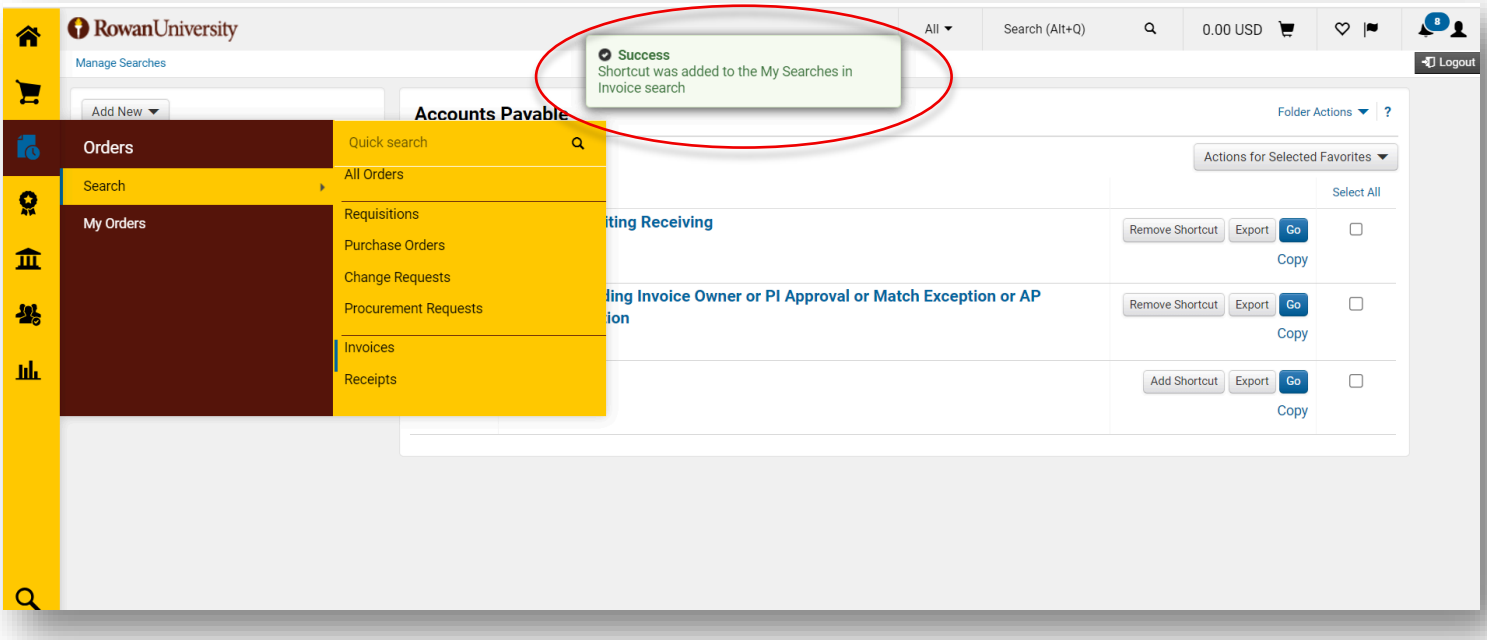
- Under the *Shared* heading, click ***Accounts Payable***.



- Click ***Add Shortcut*** next to Invoices ***Awaiting Receiving*** and ***Invoices Pending Invoice Owner or PI Approval or Match Exception or AP Match Exception*** to save as favorites for quick reference.

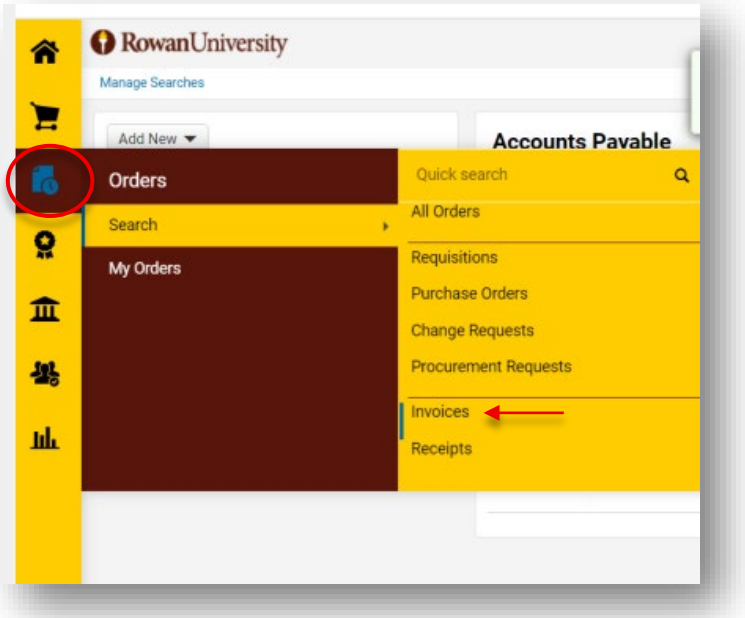


- A Success message will appear stating the Shortcut was added to the My Searches in Invoice search.

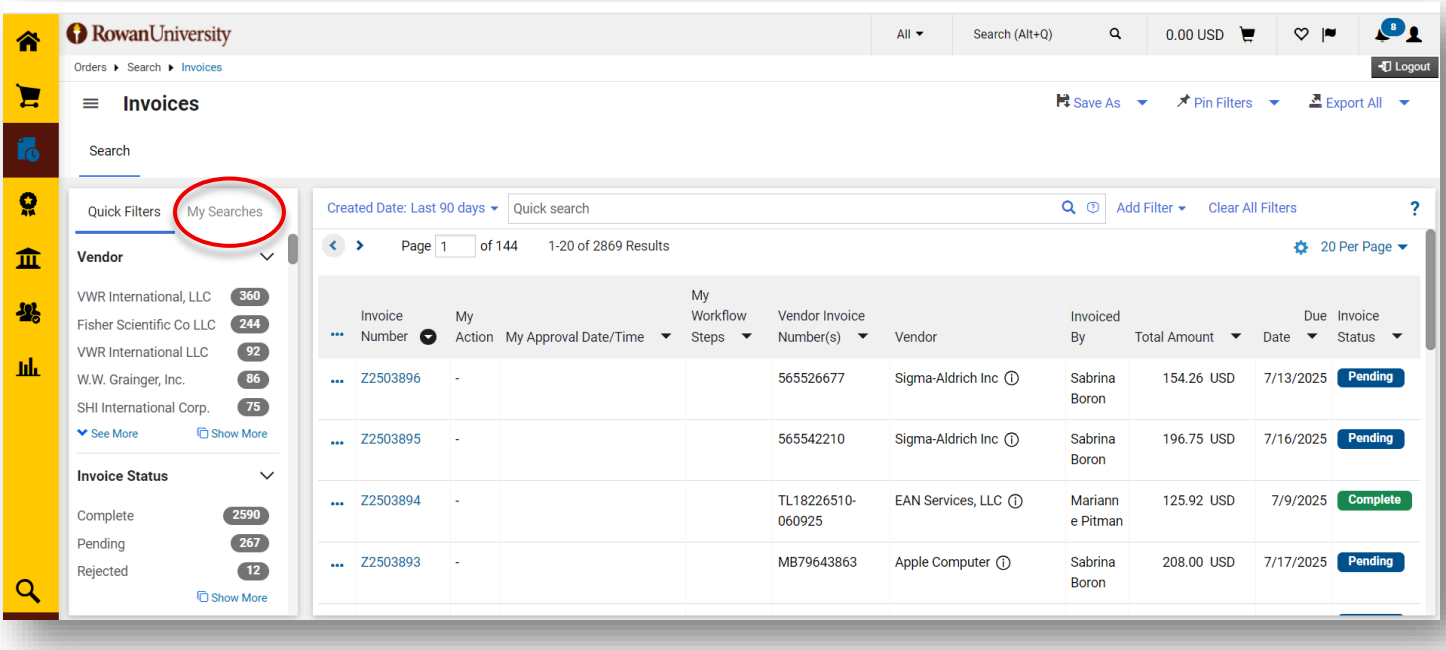


STEPS TO ACCESS REPORTS IN SAVED SEARCHES

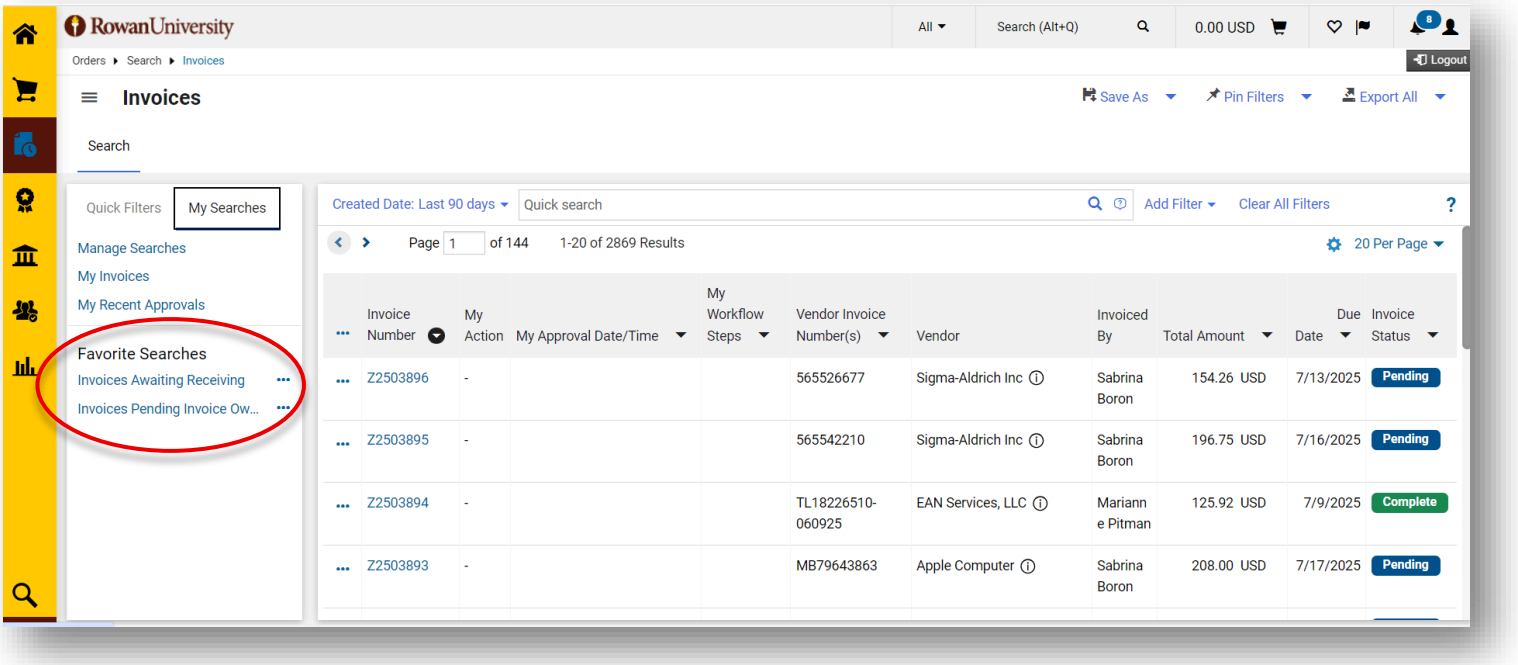
- From the Orders Icon on the left side of the screen, click ***Invoices*** from the drop down***.***



- Under the Search title, Click on ***My Searches.***

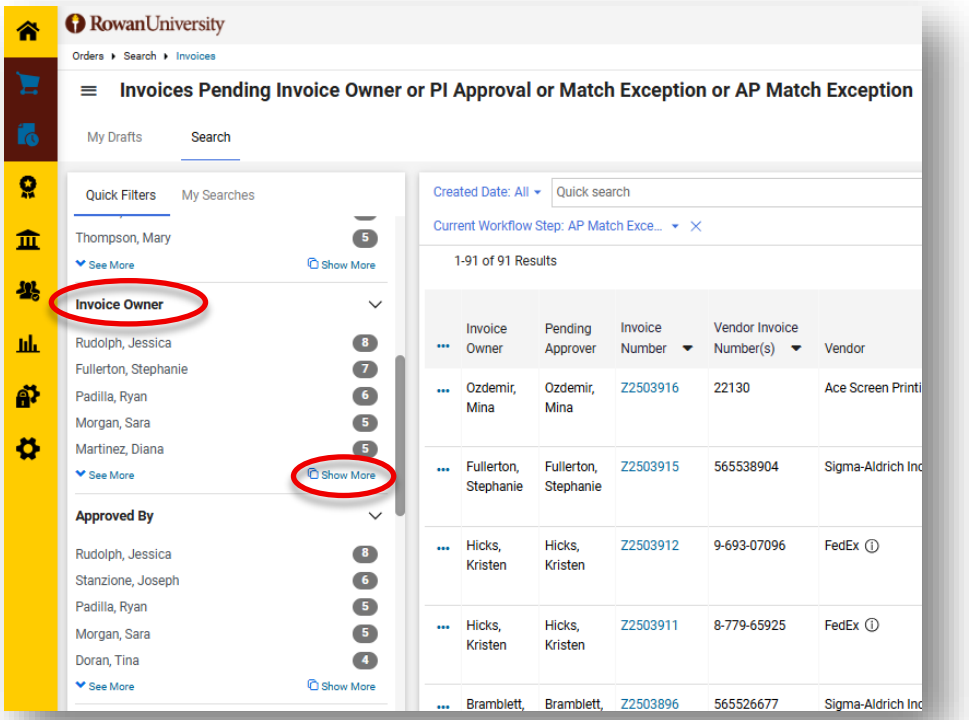


- The reports added as shortcuts will show under *Favorites Searches.*

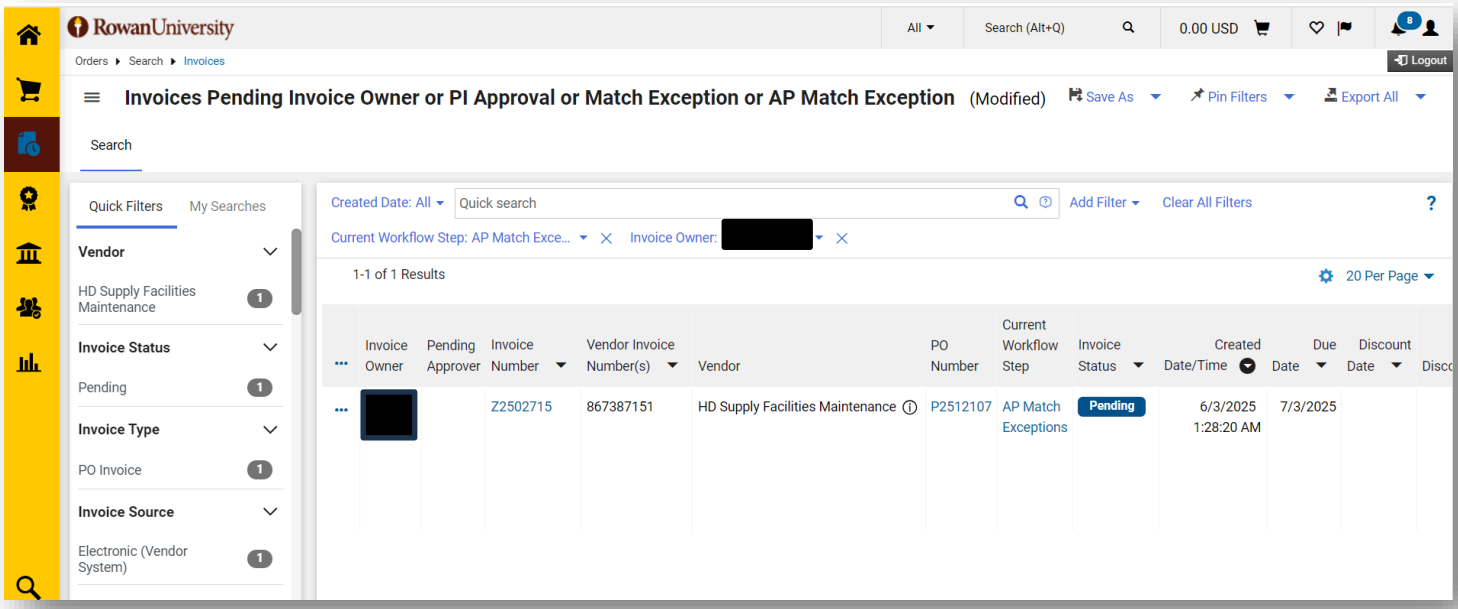


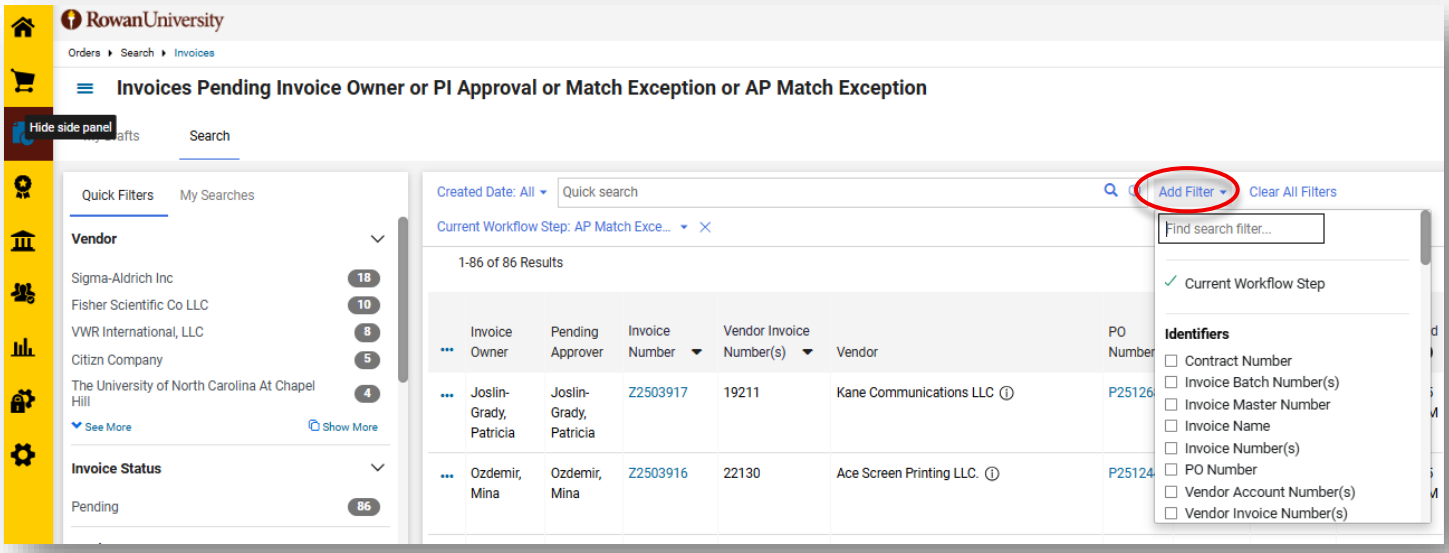
The steps listed below in the example are the same for each of the reports. This is the view of the report in ProConnect

- Under the Quick Filters scroll down to ***Invoice Owner*** and Click on ***Show More*** which will allow you to locate your name and Click ***Apply.***



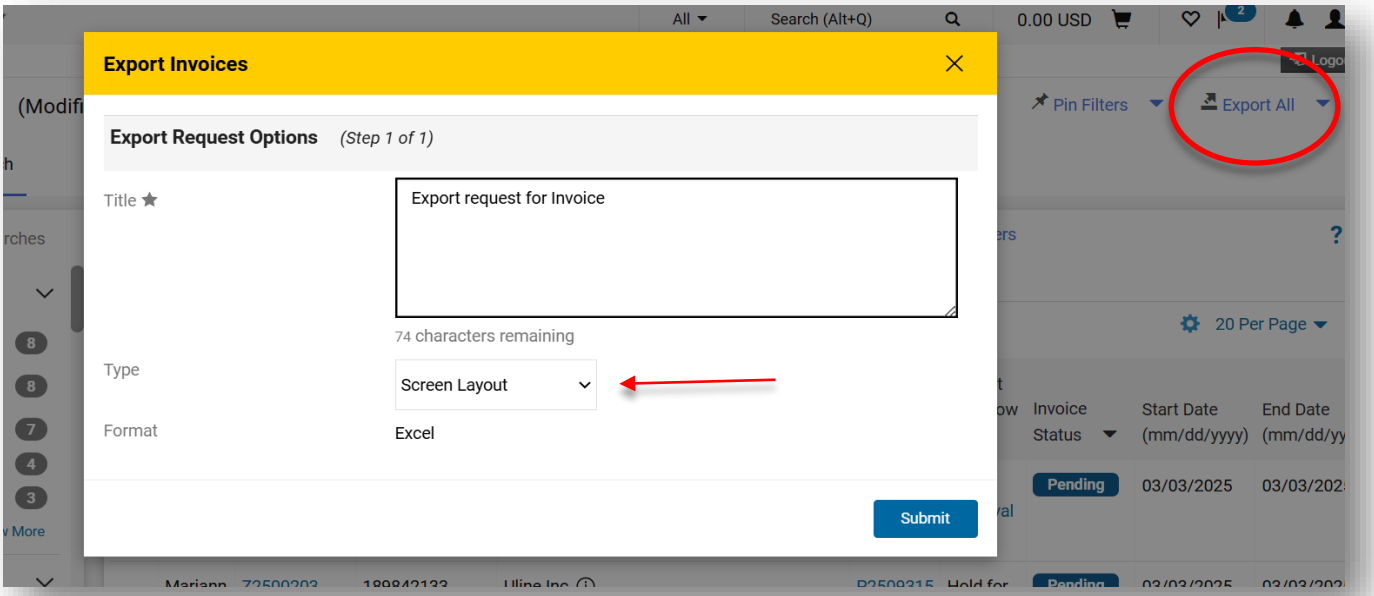
- *The Invoices Pending Invoice Owner or PI Approval or Match Exception Approval or AP Match Exception Approval* under will be listed and are able to be accessed through the Z# to complete the needed task.
- The list can be filtered further by using the ***Add Filter*** option and selecting specific identifiers.



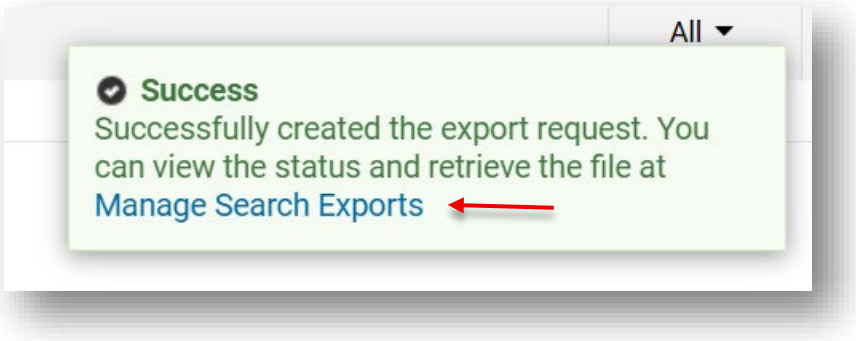


The steps listed below in the example are the same for each of the reports. This is to view the report in excel format.

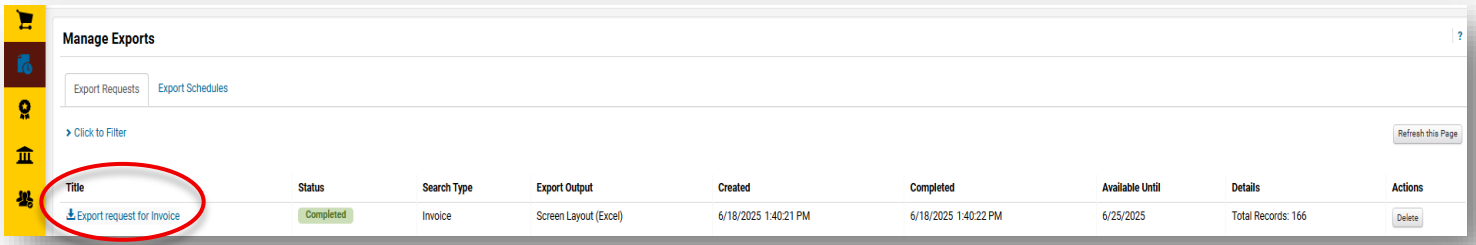
- Click ***Export All*** to view the report in Excel.
- A box will appear – Under Type choose ***Screen Layout*** this will allow the export to be in Excel.

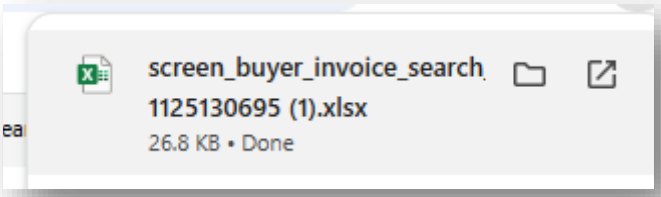


- A Success box will appear – ***Click Manage Search Exports***

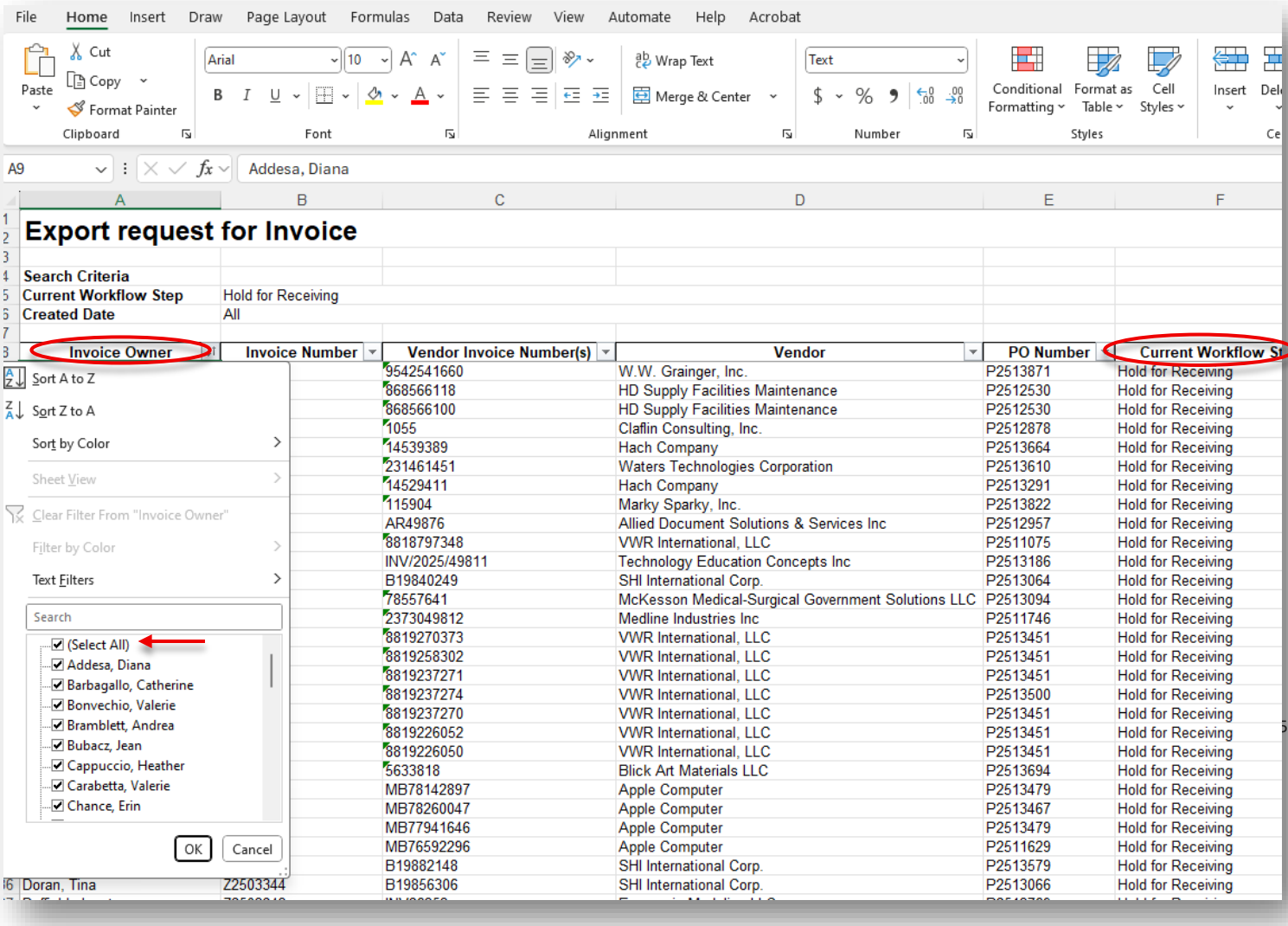


- The export will show in date order under Title – ***click the blue Export Request for Invoice***
    - A link to the Excel spreadsheet will populate – ***click the link to open the excel spreadsheet.***





- Sort the excel spreadsheet by ***Invoice Owner*** using the filter arrow deselect All then Select your name.
- You can also filter by ***Current Workflow Step.***



COMMON MATCH EXCEPTION REASONS

DUPLICATE RECEIVING

- Ensure you only receive the # of items that were on the requisition. You will need to delete any duplicates (reopen the receipt and select delete under the drop-down menu).

CHANGE ORDER TO INCREASE AMOUNT

- Needed if the line-item amount is exceeded by more than 20% - be sure to increase the exact line item requested rather than add a new line item
- Needed if shipping was not listed on the PO and is more than $100 - be sure to add a new line item for shipping

INCORRECT TYPE OF PO WAS UTILIZED

- Example shown on next slide for how to correctly utilize a non-catalog PO when purchasing multiple items in order for the invoice to process without any issues
    - Alternative is to utilize a standing order

INVOICE AND PO EXAMPLE THAT WILL NOT RESULT IN A MATCH EXCEPTION

8/15/25

Order # 1234

To
Name
Street Address
City, ST ZIP Code

Ship To
Same as recipient

Instructions
Delivery Instructions

Quantity	Description	Unit Price	Total
1	Blue Paint	12	12
2	Red Paint	12	24
1	White Paint	12	12
	Shipping		20
	Subtotal		48
	Sales Tax		
	Shipping & Handling		20
	Total Due		68

Due 30 days

Thank you for your business!

Vendor / Line Item Details

I Paint, LLC

Contract	*no value*
PO Number	4332286
Account Code	
Quote number	

	Product Description		Catalog No	Size / Packaging	Unit Price	Quantity	Ext. Price
1	✓ **Blue Paint**	Commodity Code Line Item Type	CD400-000 Advertising	**EA (Each)**	**12.00 USD**	**1 EA (Each)**	**12.00**
				Internal Note Internal Attachments	*no note*		
				External Note Attachments for vendor	*no note*		
2	✓ **Red Paint**	Commodity Code Line Item Type	CD400-000 Advertising	**EA (Each)**	**12.00 USD**	**2 EA (Each)**	**24.00**
				Internal Note Internal Attachments	*no note*		
				External Note Attachments for vendor	*no note*		
3	✓ **White Paint**	Commodity Code Line Item Type	CD400-000 Advertising	**EA (Each)**	**12.00 USD**	**1 EA (Each)**	**12.00**
				Internal Note Internal Attachments	*no note*		
				External Note Attachments for vendor	*no note*		
4	✓ **Shipping**	Commodity Code Line Item Type	CD400-000 Advertising	**EA (Each)**	**5.00 USD**	**1 EA (Each)**	**5.00**
				Internal Note Internal Attachments	*no note*		
				External Note Attachments for vendor	*no note*		
5	✓ **Shipping**	Commodity Code Line Item Type	CD400-000 Advertising	**EA (Each)**	**5.00 USD**	**2 EA (Each)**	**10.00**
				Internal Note Internal Attachments	*no note*		
				External Note Attachments for vendor	*no note*		
6	✓ **Shipping**	Commodity Code Line Item Type	CD400-000 Advertising	**EA (Each)**	**5.00 USD**	**1 EA (Each)**	**5.00**
				Internal Note Internal Attachments	*no note*		
				External Note Attachments for vendor	*no note*		

Vendor subtotal ★	68.00
Shipping	0.00
Handling	0.00
Vendor total ★	68.00 USD