

## **Firm Order Workflow**

- Student processes incoming mail.
- Invoice processor creates invoice & appends purchase orders, verifies vendor addresses, approves invoices when completed & prints vouchers.
- Receivers receive & catalogue DLC titles, route returns to *Return Shelf* or completed invoices to invoice processor for approval.
- Lib. Assoc. I researches/handles problems with purchase orders/returns/invoices. Adjusts totals on invoices with returns & places necessary return codes on invoice note.

**IF:**

### **Purchase order not found in GIL**

- On multi-item invoices, invoice processor completes return form & marks "No Purchase Order Located", places form in book & processes the remainder of invoice.
- If a single item invoice, invoice processor will route invoice & book to Lib. Assoc. I. who will create purchase order, receive/catalogue title & place invoice in "to be created" basket OR process invoice as a return.
- On multi-item invoices, if receiver is also unable to locate purchase order, route invoice with return form & title to *Returns Shelf* after processing the remainder of invoice.
- Receiver locates purchase order & there are no problems, receiver will receive/catalogue title & append purchase order to invoice.

**IF:**

### **Purchase order found in GIL &**

#### **Vendor on purchase order does not match invoice:**

- If vendors are BNA/BHB, change vendor on purchase order & proceed.
- For other vendors, refer to unit head.

**Purchase order has been received from same vendor, search GIL for another purchase order:**

- If found for same vendor, correct po# on invoice & append to the invoice (applies primarily to BNA/BHB orders).
- If no other purchase order is found, mark "duplicate shipment" on return form & place in book. If single item invoice, route to *Returns Shelf*. If multi-item, route invoice & return to *Returns Shelf* after processing remainder of invoice.
- If another purchase order is found for a different vendor than invoice, disregard that order & treat the one in hand as a "duplicate shipment."

**Purchase order is cancelled:**

- Mark "order previously cancelled" on return form & place in book. Continue with invoice. If single item invoice, route to Lib. Assoc. I.

**Purchase order & title on invoice do not match:**

- Search GIL for title. If found check for purchase order attached. If purchase order is from same vendor & still open, correct po# on invoice & append to invoice (applies primarily to BNA/BHB).
- If no purchase order found, mark "wrong book" on return form and place in book. If single item invoice, route to *Returns Shelf*.

**Rush/VISA shipments:**

- Student will give rush books & invoice & VISA books & all paperwork directly to the Lib Assoc I.

**Currency conversion invoices:**

- Invoice processor will attach a conversion request slip to invoice, create invoice without charges & enter hldg/conversion code on invoice note. Receiver will place completed invoice in "to be approved" basket & invoice will be taken to Business Office for conversion along with daily approved invoices. Business Office will return to invoice processor who will enter price data, review invoice & approve.

**Completed invoices** are placed in the appropriate "to be approved" basket. Invoice processor will review invoice for any errors in data entry, check vendor accounting address & enter or update this information. Invoices are approved, vouchers printed & taken to Business Office daily.