

## Reviewing the Voucher to determine why it 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, check to see if the payment was offset.

### 1. On the Payments tab,

- If the **Gross Amount** has a zero dollar amount, look at the **Handling** code.
- If the **Handling** code reads **OC, OF, RO, or TO**, the payment has been processed, but was offset (intercepted and paid) to one or more authorized collecting entities. To verify this, click on the **“View All”** link to see all payment schedules for this voucher. Note that a voucher payment could be fully or partially offset. If this is so, the first payment schedule will be to the Vendor for a reduced amount. (Look at all payment schedules.)
- If this is the case, the voucher was paid and no further review is required.

Payment Information	
<div style="text-align: right;">Find   View All    First 1 of 1 Last</div>	
Scheduled Payment: 1	Gross Amount: 352.22 USD
*Remit to: 0000010135	Discount: 0.00 USD <input type="checkbox"/> Discount Denied
Location: MAIN	<a href="#">Late Charge</a>
*Address: 50	
Payment Method	
*Bank: FLEE2	Pay Group:
*Account: VEN1	*Handling: RA
*Method: CHK Check	*Netting: N
Message: This message	<a href="#">Messages</a>
Message will appear on remittance advice.	
OFFICEMAX CONTRACT INC	Scheduled Due: 04/21/2006
PO BOX 360755	Net Due: 04/18/2006
	Discount Due:
	Accounting Date: 04/25/2006
PITTSBURGH, PA 15250	<a href="#">Go to Voucher Approvals Page</a>
Schedule Payment	Payment Options
*Action: Schedule	Hold Payment <input type="checkbox"/> Separate Payment <input type="checkbox"/>
Payment Date: 04/25/2006	Hold Reason:
Pay:	Letter of Credit:
Reference: 11288680	

- If you have verified that the voucher has not been paid, review the following steps to confirm that it is ready to be paid by system standards:

### 2. Navigate to the Summary page: Accounts Payable > Vouchers > Add/Update > Regular Entry > and confirm that the voucher has the following statuses:

- **Match Status** will be 'No Match', if no committing document is attached to the Voucher or 'Matched' if attached to a Purchase Order.
- **Approval Status** will be 'Approved'.
- **Header Budget Status** will be 'Valid'.

Summary	Invoice Information	Payments	Voucher Attributes	Error Summary	Energy Consumption
<b>Business Unit:</b>	OSCM1	<b>Invoice Date:</b>	04/18/2006		
<b>Voucher ID:</b>	00017352	<b>Invoice No:</b>	145958		
<b>Voucher Style:</b>	Regular	<b>Invoice Total:</b>	352.22	USD	
<b>Contract ID:</b>		<b>Receipt Date:</b>	04/20/06		
<b>Vendor Name:</b>	OFFICEMAX CONTRACT INC 50 RADO DR NAUGATUCK, CT 06770	<b>Pay Terms:</b>	Due Now		
<b>Entry Status:</b>	Postable	<b>Voucher Source:</b>	Online		
<b>Match Status:</b>	Matched	<b>Origin:</b>	D01		
<b>Approval Status:</b>	Approved	<b>Created:</b>	04/21/2006		
<b>Post Status:</b>	Posted	<b>Created By:</b>	FigueroaMy		
<b>Budget Status:</b>	Valid	<b>Modified:</b>	04/24/2006		
<b>Budget Misc Status:</b>	Valid	<b>Modified By:</b>	HolystJ		
		<b>ERS Type:</b>	Not Applicable		
		<b>Close Status:</b>	Open		
<b>*View Related</b>	Payment Inquiry		<a href="#">Go</a>		
<input type="button" value="Save"/> <input type="button" value="Return to Search"/> <input type="button" value="Previous in List"/> <input type="button" value="Next in List"/> <input type="button" value="Notify"/> <input type="button" value="Refresh"/> <input type="button" value="Add"/> <input type="button" value="Update/Display"/>					
<a href="#">Summary</a>   <a href="#">Invoice Information</a>   <a href="#">Payments</a>   <a href="#">Voucher Attributes</a>   <a href="#">Error Summary</a>   <a href="#">Energy Consumption</a>					

If any of these statuses are not set 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 3 to check the Payment Criteria on the Voucher.

- Go to the Payments tab on the Voucher and confirm the following:
  - The **Payment Hold** checkbox must not be selected for the payment to be processed. If this is selected, unselect the checkbox to continue processing. (Be sure to investigate why a payment is on hold prior to changing this checkbox.)
  - Review the **Scheduled Due** date to confirm that it is scheduled to be paid on the correct date. This date is calculated by the Payment Terms on the Invoice Information page using the Invoice Date as the basis date. You can manually override the calculated date and enter the correct Scheduled Due date. The voucher will not be selected for payment until the day before the Scheduled Due date. A Scheduled Due date in the past will always be picked up for payment, but it should be dated in the current fiscal year.

Summary	Invoice Information	Payments	Voucher Attributes	Error Summary	Energy Consumption
<b>Business Unit:</b> DOTM1 <b>Voucher ID:</b> 00005259 <b>Voucher Style:</b> Regular		<b>Invoice Number:</b> 50576730 <b>Invoice Date:</b> 09/29/2003 <b>Receipt Date:</b> 09/29/2003		<b>Total:</b> 140.08 <b>Pay Terms:</b> Due Now <input type="button" value="Schedule Payments"/>	
<b>Vendor:</b> MIDAS MUFFLER & BREAK SHOP 755 W MAIN ST BRANFORD, CT 06405					
<b>Payment Information</b> Find   View 1 First 1:2 of 2 Last					
<b>Scheduled Payment:</b> 1					
<b>*Remit to:</b> 0000022971		<b>Gross Amount:</b> 0.00 USD		<b>Discount:</b> 0.00 USD <input type="checkbox"/> Discount Denied	
<b>Location:</b> MAIN		<b>Scheduled Due:</b> 10/10/2003		<input type="button" value="Late Charge"/>	
<b>*Address:</b>		<b>Ref. Orig:</b> 09/29/2003		<b>Discount Due:</b>	
MIDAS MUFFLER AND BRAKE SHOP		<b>Accounting Date:</b> 06/18/2004		<input type="button" value="Go to Voucher Approvals Page"/>	
91 SO MAIN ST					
TORRINGTON, CT 06790					
<b>Payment Method</b>					
<b>*Bank:</b> FLEE2		<b>Pay Group:</b>			
<b>*Account:</b> VEN1		<b>*Handling:</b> OF			
<b>*Method:</b> CHK Check		<b>*Netting:</b> N		<input type="button" value="Messages"/>	
<b>Message:</b> INV. 448332 REQ. 437655					
Message will appear on remittance advice.					
<b>Schedule Payment</b>			<b>Payment Options</b>		
<b>*Action:</b> Schedule		<b>Payment Date:</b> 06/19/2004		<input checked="" type="checkbox"/> Hold Payment	
<b>Pay:</b>		<b>Reference:</b> 10411378		<input type="checkbox"/> Separate Payment	
				<input checked="" type="checkbox"/> Hold Reason: FAC	
				<input type="button" value="Letter of Credit"/>	

If these fields do not need to be updated, go to Step 4 to check the vendor status.

- Note the Remit-To vendor identification number, location, and address on the Payments tab, then go to the Invoice Information tab and note the Accounting Date. Navigate to the Vendor Information page: Vendors > Vendor Information > Add/Update > Vendors and Find an Existing Value to check the vendor status.
  - If the vendor has a Regular Persistence, confirm that the Status is 'Approved'. If the Vendor has a One-Time Persistence, confirm that the Status is 'Inactive'.

Summary	Identifying Information	Address	Location	Custom
<b>SetID:</b> STATE		<input type="button" value="Check for Duplicate"/>		
<b>Vendor ID:</b> 0000010135				
<b>Vendor Short Name:</b> 820477390F		820477390F-001		<b>Entity Type:</b> Corp
<b>Vendor Name 1:</b> OFFICEMAX CONTRACT INC				<b>W-9 Code:</b> 07199
<b>Vendor Name 2:</b>				<b>Offset Status:</b> Closed
<b>Status:</b> Approved		<b>Classification:</b> Supplier		
<b>Persistence:</b> Permanent		<b>HCM Class:</b>		
<input type="checkbox"/> Withholding		<input type="button" value="Expand All"/>		
<input checked="" type="checkbox"/> Open For Ordering		<input type="button" value="Collapse All"/>		

- Click on the Address tab and confirm that the Remitting address that shows on the voucher Payments tab has an 'Active' Status in the Address Detail and that the Effective Date is earlier than the Accounting Date on the voucher. (The Vendor address used must have been 'Active' when that voucher was processed.)

Summary	Identifying Information	<b>Address</b>	Location	Custom
SetID: STATE <a href="#">Vendor Address Search</a>				
Vendor: 0000010135 Short Vendor Name: 820477390F-001 Name: OFFICEMAX CONTRACT INC				
<b>Vendor Address</b> Find   View All First 5 of 7 Last				
Address ID: 5				
Description: PO BOX 360755				
<b>Details</b> Find   View All First 1 of 1 Last				
Effective Date: 02/09/2005				
Status: Active				

- Click on the Location tab and confirm that the Location referenced on the voucher has an 'Active' Status and that the Effective Date is earlier than the Accounting Date on the voucher. (The Location used must also have been 'Active' when that voucher was processed.)

Summary	Identifying Information	Address	<b>Location</b>	Custom
SetID: STATE				
Vendor: 0000010135 Short Vendor Name: 820477390F-001 Name: OFFICEMAX CONTRACT INC				
A vendor location is a default set of rules which define how you conduct business with a vendor.				
<b>Location</b> Find   View All First 1 of 1 Last				
Location: MAIN <input checked="" type="checkbox"/> Default				
Description: ORDER & REMIT-CHECKS <a href="#">RTV Fees</a>				
<b>Details</b> Find   View All First 1 of 1 Last				
Effective Date: 01/01/1900				
Status: Active				

5. If these statuses need to be updated on the vendor, review the vendor conversations area for messages from OSC regarding this vendor. If nothing indicates why the vendor is not approved or why the location or address are inactive, or if the effective date is too new, contact OSC to update the fields and confirm that payments to this vendor should be processed.

6. Another reason for a voucher not getting paid could be that there is an adjustment voucher (credit) to that vendor that is waiting to be applied. If the credit amount is for more than the debit amount on the Regular voucher, it will not "Pay."

7. If a voucher has been created in a Control Group, and the Control Group has not progressed to "Verified" status, the voucher is able to proceed through budget check, but will not be picked up by the Pay Cycle for payment. When troubleshooting a voucher for not paying, check on the Invoice Information page to verify that it is in a Control Group. Then, navigate to Control Groups and check to see that it is not "Verified." Have the Control Group Processor verify and, on the Account page, select "Post Group." This will post all vouchers in that Control Group and the voucher in question should be picked up by the next Pay Cycle.

8. When vouchers are created for withholding vendors, the Withholding link will appear in the center section of the Invoice Information page.

Summary | Identifying Information | Address | **Location** | Custom

**SetID:** STATE  
**Vendor:** 0000011340 **Short Vendor Name:** 045362454S-001 **Name:** ABBOTT A NEWMAN MD

A vendor location is a default set of rules which define how you conduct business with a vendor.

**Location** Find | View All First 1 of 1 Last

**Location:** MAIN  **Default**

**Description:** ORDER & REMIT-CHECKS [RTV Fees](#)

**Details** Find | View All First 1 of 1 Last

**Effective Date:** 01/01/1900

**Status:** Active

**Options:** [Payables](#) [Procurement](#) [Sales/Use Tax](#) [1099](#) Expand All Collapse All

Click on this 1099 link and verify that the appropriate withholding details (type and class) are connected to this expenditure and are defined for this vendor. Incorrect withholding information could result in your voucher not being paid as well as inaccurate Vendor reporting. Consult the Job Aids titled, "Entering 1099 Information" and "Determining Withholding" on the Core-CT Website for detailed instructions.

**Withholding Vendor Information**

**SetID:** STATE **Location:** MAIN  
**Vendor ID:** 0000011340 **Description:** ORDER & REMIT-CHECKS  
**Short Vendor Name:** 045362454S-001  
**Name 1:** ABBOTT A NEWMAN MD

**1099 Options**

**1099 Information** Customize | Find | View All First 1 of 1 Last

Main Information							Overrides	Remit
Entity	Type	Jurisdiction	Default Jurisdiction	Default Class	1099 Status			
IRS	1099	FED	<input checked="" type="checkbox"/>	06	RPT	Reporting Only		

One of the typical reasons that a voucher will sit unpaid in Accounts Payable is that the remit-to address is not valid. A quick way for Approvers to check for this is on the approval page at the bottom in Details. The fields should be filled in. If they aren't, this address needs to be dealt with before the voucher will be paid. You can also see this on the invoice information page of the voucher. See the screenshot below this one.

[Approval](#) | [Line Information](#) | [Charge Information](#)

---

**Unit:** AESM1    **Invoice:** ENTER INVALID REMIT ADD    **Vendor:** HARCOURT INC  
**Voucher:** 00008648    **Date:** 01/08/2007    **ID:** 0000046848

Approval Information	Voucher Details
<input checked="" type="radio"/> Pending <input type="radio"/> Approved <input type="radio"/> Recycled <input type="radio"/> Denied	<b>Total:</b> 10.00 USD Due Immediately - No D <b>Sales Tax:</b> 0.00 <b>Freight:</b> 0.00 <b>Use Tax:</b> 0.00 <b>Entered VAT:</b> 0.00

**Comments**

Details <span style="float: right;">Customize   Find   View All   First 1 of 1 Last</span>			
Remit SetID	Remit Vendor	Name 1	Name 2

The problem here is that the voucher was created when remit-Address 1 was valid on the vendor information. After creation, the address was changed to 'Inactive' status on the vendor. When the Approver attempts to approve the voucher, he sees that the remit vendor details are blank, and should not approve the voucher. He is able to perform the function, but should investigate the error first. Approving the voucher at this point would not allow it to proceed to payment.

**Business Unit:** AESM1  
**Voucher ID:** 00008646  
**Voucher Style:** Regular  
**Vendor:** HARCOURT INC  
 BOOK MARKETING DEPT  
 SAN DIEGO, CA 92101  
**Invoice:** ENTER INVALID REMIT ADD  
**Number:**  
**Invoice Date:** 01/08/2007 <sup>ST</sup> **Receipt Date:** 01/08/2007 <sup>ST</sup>  
**Total:** 10.00  
**\*Pay Terms:** Due Now

Payment Information		Find   View All	First <input style="border: none; padding: 0 5px;" type="button" value="1 of 1"/> Last <input type="button" value=""/>
<b>Scheduled Payment:</b>	1	<input type="button" value="+"/> <input type="button" value="-"/>	
*Remit to:	<input type="text" value="0000046848"/>	Gross Amount:	<input type="text" value="10.00"/> USD
Location:	<input type="text" value="MAIN"/> <input type="button" value="Q"/>	Discount:	<input type="text" value="0.00"/> USD <input type="checkbox"/> Discount Denied
*Address:	<input type="text" value="1"/> <input type="button" value="Q"/>	<a href="#">Late Charge</a>	
	ACADEMIC PRESS BOOK MARKETING DBA HARCOURT BRACE JOVANOVICH BOOK MARKETING DEPT 1250 8TH AVE	Scheduled Due:	<input type="text" value="01/08/2007"/> <sup>ST</sup>
		Net Due:	<input type="text" value="01/08/2007"/>
		Discount Due:	<input type="text"/>
		Accounting:	<input type="text"/>

## Look Up Address

**Remit Vendor:** 0000046848  
**Remitting Address:** =    
   [Basic Lookup](#)

## Search Results

[View All](#)

Remitting Address	Description
2	<a href="#">DBA HARCOURT BRACE JOVANOVICH</a>
3	<a href="#">PO BOX 0841</a>
4	<a href="#">PO BOX 7247-0354</a>

To ensure that your voucher is included in the next Pay Cycle, confirm that the Vendor and voucher are completed to the above specifications. As this investigative process can be confusing, please contact the Help Desk if you cannot resolve these errors on your own.