

AP - ISTV Vouchers

See "The FIN SOURCE" for Ohio for the most recent version of this process.



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Steps for ISTV Vouchers

ISTV Vouchers Process

Process

When the selling (billing) agency creates a pending item (receivable) using a speedchart and the correct AP origin code a voucher is automatically created and routed to the buying agency for approval. If an incomplete or invalid speedchart is used the voucher will be in recycle status and the voucher processor must access and process the voucher in the same way they process EDI vouchers, through the **Voucher Build Error Detail** page. Voucher Processor must review the **ISTV Viewer Page** to determine if the backup documentation has been attached. If it isn't attached, the documentation will be forwarded through the mail or email.

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Processing ISTV Vouchers

Overview

If an incomplete or invalid speedchart is used by the selling (billing) agency the voucher created will be in recycle status and the voucher processor must access and process the voucher in the same way they process EDI vouchers, through the **Voucher Build Error Detail** page.

- The Voucher Processor must review the **ISTV Viewer Page** to determine if the backup documentation has been attached. If it isn't attached, the documentation will be forwarded to the processor through the mail or email.

Incorrectly Routed Vouchers

If the wrong AP origin code was used to route the voucher, the buying agency will request the Chartfield coding from the correct department within their agency to modify the voucher.

2. [Click here to watch a quick tutorial on processing an ISTV Voucher.](#)

Pre-Steps

Open 2 both of the following pages in separate windows:

- **Main Menu > Accounts Payable > Vouchers > Maintain > Voucher Build Error Detail**
- Click the New Window link at the top, right of screen.
- **Main Menu > Accounts Receivable > AR Custom Batch Processes > ISTV Viewer Page**

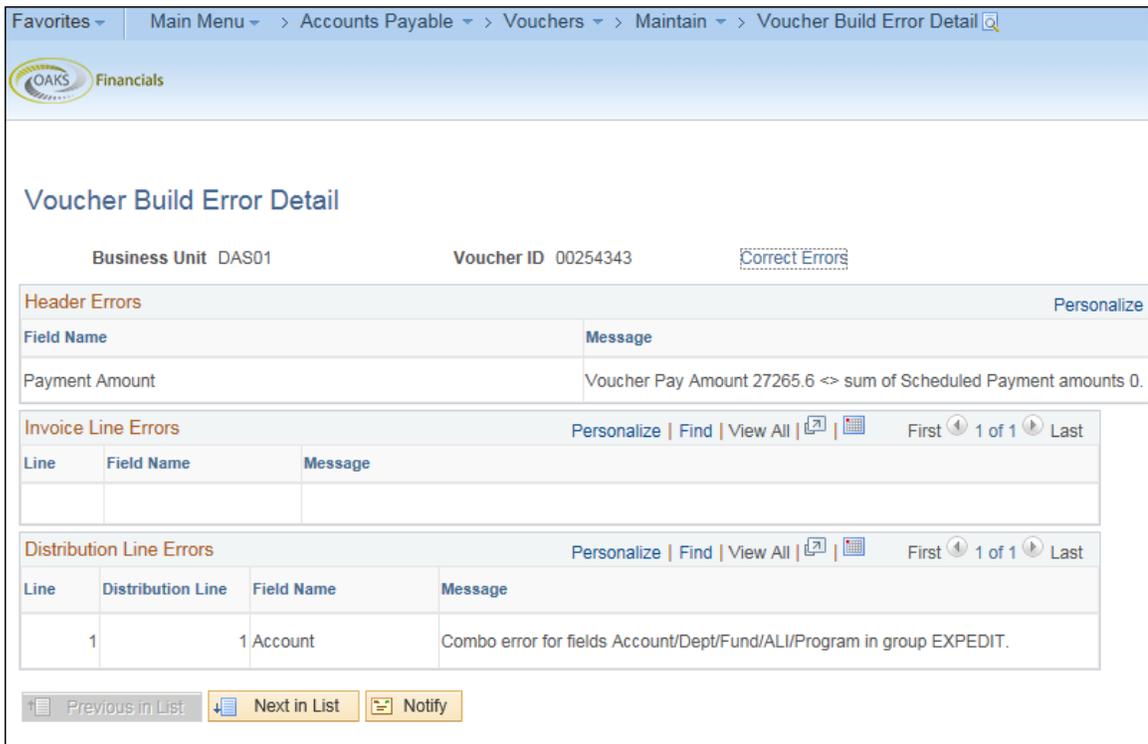
Steps

1. On the **Voucher Build Error Detail** page, enter the Business Unit in the **Business Unit** field.
2. Enter origin code in the **Origin** field.
3. Select "**Custom Interfaces**" under the **Voucher Source**.
4. Click **Search**.

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- After conducting a search, click the **Recent Search Results** icon at the end of the breadcrumb navigation anytime to display the **Recent Search Results** in a pop-up window.
5. Click on a link for the desired voucher in the **Search Results** list.
- The **Voucher Build Error Detail** page displays. Leave this window open to pull information from for later use.



Favorites ▾ | Main Menu ▾ > Accounts Payable ▾ > Vouchers ▾ > Maintain ▾ > Voucher Build Error Detail 🔍

OAKS Financials

Voucher Build Error Detail

Business Unit DAS01 Voucher ID 00254343 [Correct Errors](#)

Header Errors [Personalize](#)

Field Name	Message
Payment Amount	Voucher Pay Amount 27265.6 <-> sum of Scheduled Payment amounts 0.

Invoice Line Errors [Personalize](#) | [Find](#) | [View All](#) | [Print](#) | [Calendar](#) | First 1 of 1 Last

Line	Field Name	Message

Distribution Line Errors [Personalize](#) | [Find](#) | [View All](#) | [Print](#) | [Calendar](#) | First 1 of 1 Last

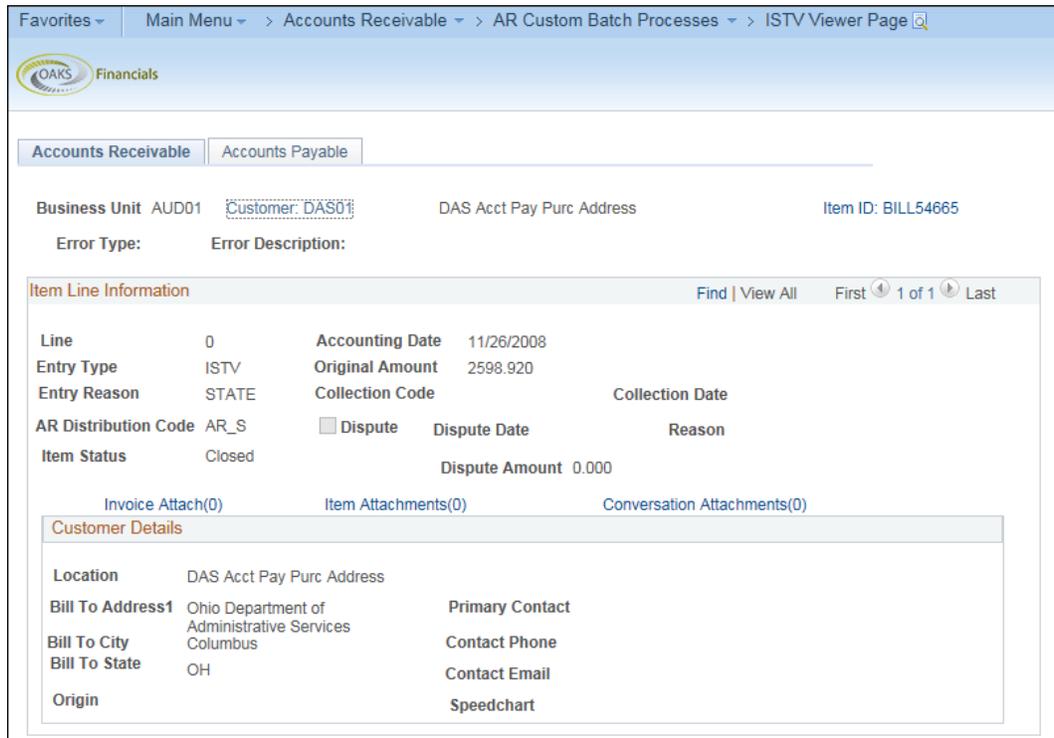
Line	Distribution Line	Field Name	Message
1	1	Account	Combo error for fields Account/Dept/Fund/ALI/Program in group EXPEDIT.

[Previous in List](#)
 [Next in List](#)
 [Notify](#)

6. Copy the **Voucher ID** shown on the **Voucher Build Error Detail** page.
7. Go to the ISTV Viewer Page you opened in your Pre-steps
- Enter the Agency in the **AP Business Unit** field.
 - Enter the **Voucher ID**.
 - Click **Search**.

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d. The **Accounts Receivable** tab will display.



e. Select the **Item Attachments** to view the invoice.

6.

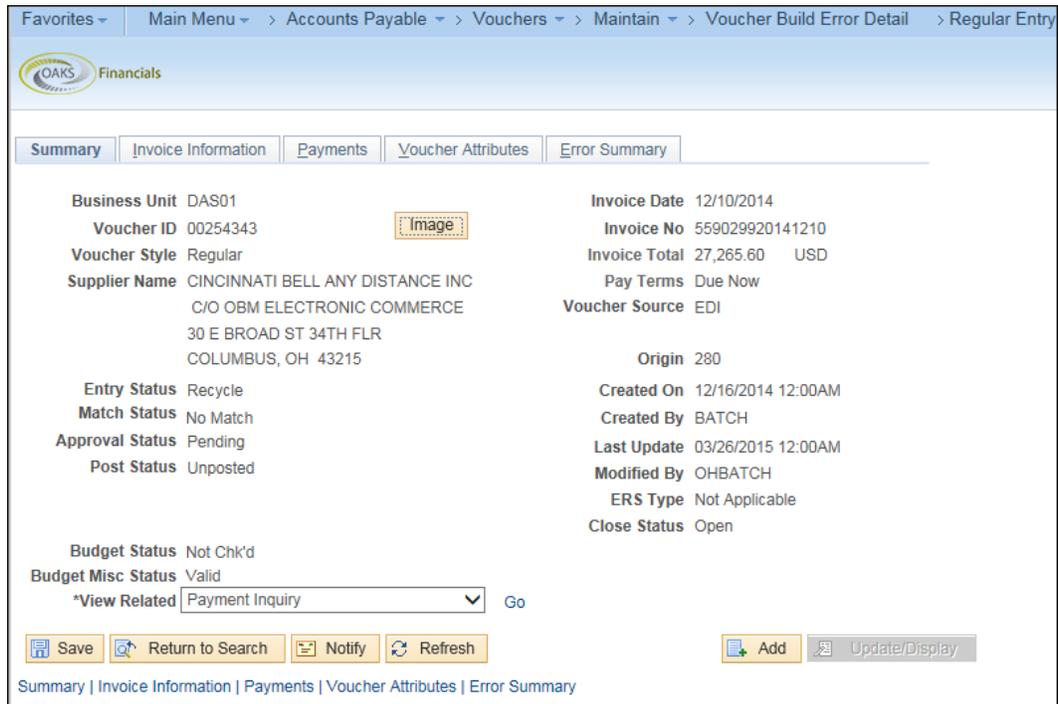
- If the invoice is not attached here contact the selling agency to retrieve the invoice, **if it has been at least one week**. A copy of the invoice and/or backup documentation is needed to move through the process.
- If the invoice is not attached by the selling agency, the buying agency (once the buying agency obtains the invoice) must attach the invoice to the voucher.

7. Return to the **Voucher Build Error Detail** page.

8. Click **Correct Errors**.

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- OAKS FIN will display the voucher.



9. Click on the **Invoice Information** tab.

- The **last receipt date** will need to be updated based on the last date of service.

10. Modify ChartField lines.

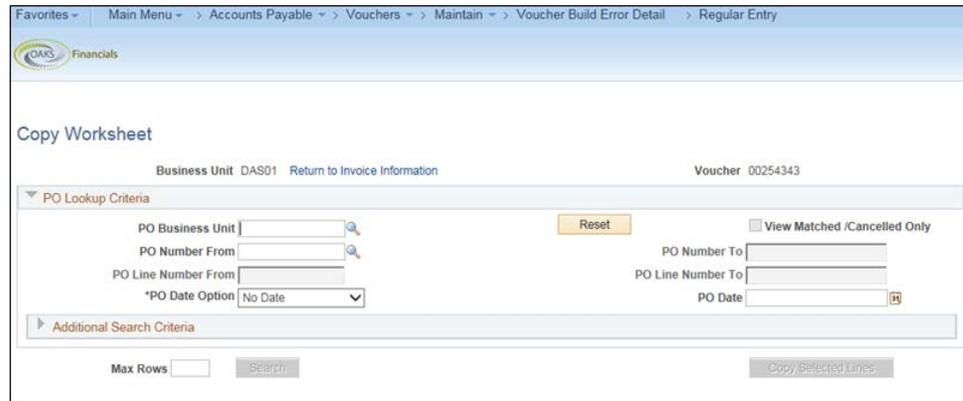
- Non-PO ISTV
 - a. Scroll to the bottom of the page.
 - b. Add/Update the fields on the **Distribution Lines**.
 - a. **Fund.**
 - b. **Account Code.**
 - c. **ALI**
 - d. **Dept**
 - e. **Program Code**
 - f. **ISTV XREF (Selling agency Business Unit – Ex. COM)**
 - DAS and DRC have two (DASA; DASB)
 - Check with the agency office which is correct

10.

a.

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- The agency may require more than the required 6 chart fields to be entered.
 - If additional distribution lines are needed click the + sign to add additional rows.
- PO ISTV
 - a. Delete **line 1** of voucher which contains the default chartfield information.
 - b. Click the **triangle** for copy from source document.
 - c. Click in Copy from drop down and select **Purchase Order Only**.
 - d. Click **Go**.
- 10.
- a.
 - a. The Copy Worksheet page will display.



The screenshot shows the 'Copy Worksheet' interface in the OAKS Financials system. At the top, there is a breadcrumb trail: 'Main Menu > Accounts Payable > Vouchers > Maintain > Voucher Build Error Detail > Regular Entry'. Below this, the 'Copy Worksheet' title is displayed. The page is for Business Unit 'DAS01' and Voucher '00254343'. The 'PO Lookup Criteria' section includes several input fields: 'PO Business Unit' (with a search icon), 'PO Number From' (with a search icon), 'PO Line Number From', '*PO Date Option' (set to 'No Date'), 'PO Number To', 'PO Line Number To', and 'PO Date' (with a calendar icon). There is a 'Reset' button and a 'View Matched /Cancelled Only' checkbox. Below the search criteria is an 'Additional Search Criteria' section. At the bottom, there is a 'Max Rows' input field, a 'Search' button, and a 'Copy Selected Lines' button.

- b. Enter agency Business Unit in the **PO Business Unit** field.
 - c. Enter the **purchase order number** in the PO Number field.
 - d. Select **Search**.
 - e. Click the **Select** check box on the correct line items.
 - f. Select **Copy Selected Lines**.
- 10.
- a.
 - OAKS FIN updates the voucher line and distribution line details on the Invoice Information tab based on the PO Number selected.

11. Verify or edit the **Invoice Total** amount in the Invoice Total.

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-
- The Invoice Total amount is populated based on the total amount of the PO. The amount in the Invoice Total field should equal the invoice amount; update this field if necessary.
12. Select **Calculate** to verify that the Invoice Total in the Header is equal to the Line Total amount (sum of all the invoice lines) in the Header.
- Also verify that the **Invoice Line Amount** and **Distribution Line Amount** on the selected invoice line are equal.
 - Dollar amount updates are driven by changes to the Invoice Line Amount; changing the Quantity or Unit Price, then clicking Calculate, does not update the Invoice Line Amount.
 - If the invoice is a portion of the PO, alter the **Invoice Line Amount**.
13. Update the **Invoice Lines fields** (Quantity, or Unit Price, if it changed, etc.).
14. Click **Calculate**.
- Also verify that the **Invoice Line Amount** and **Distribution Line Amount** on the selected invoice line are equal.
 - The dollar amount is populated based on the total of the PO. The amount entered is the Invoice amount, if it differs from the PO.
 - All **ChartFields** should be populated based on what was pulled over from the PO.
15. Click **Save**.
16. Use the **Comments** link to enter comments.
17. Click the Summary link.
- The Entry Status is now **Postable**. This means that OAKS FIN can continue processing the voucher.

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Reviewing ISTV Viewer Page

- **References**

Overview

There could be situations where a problem arises between the selling agency and the buying agency, such as:

1. The buying agency will deny the voucher (Accounts Payable), when an improper invoice is received.
 2. An incorrect AP origin code was used by the selling agency and the voucher was incorrectly routed.
 3. A payment is delayed or late.
 4. The selling agency will dispute the bill (Accounts Receivable).
- If it is a PO correction and a reversal voucher is needed, OBM will do both the AR and the AP sides.

Denying Improper Invoices

When the buying agency identifies an improper invoice, such as an incorrect amount was charged, the buying agency will deny the voucher. The status of the voucher can be seen by accessing the **Accounts Payable** tab on the **ISTV Viewer Page**.

ISTV Viewer Page

The **ISTV Viewer Page** is used to search for a specific record in OAKS FIN. Search criteria is entered in order to pull up the specific record between the selling agency and the buying agency. Once a specific record is found, the **Account Receivable** tab provides information about the bill or item. The **Accounts Payable** tab provides information about the invoice.

Click the **Accounts Payable** tab to determine the approval status of the invoice.

2. Click here to watch a quick tutorial on the ISTV Viewer page.

Steps

- **OAKS FIN > Accounts Receivable > AR Custom Batch Processes > ISTV Viewer Page**

See "The FIN SOURCE" for Ohio for the most recent version of this process.



[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [AR Custom Batch Processes](#) > [ISTV Viewer Page](#)

[myOhio.gov](#) | [Home](#) | [Add to Favorites](#) | [Sign out](#)



[New Window](#) | [Help](#)

ISTV Viewer Page

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#)

Search Criteria

AR Business Unit: begins with

Item ID: begins with

Item Status: F

Customer ID: begins with

Accounting Date: F

AP Business Unit: begins with

Voucher ID: begins with

Invoice Number: begins with

Entry Status: F

Origin: begins with

Case Sensitive

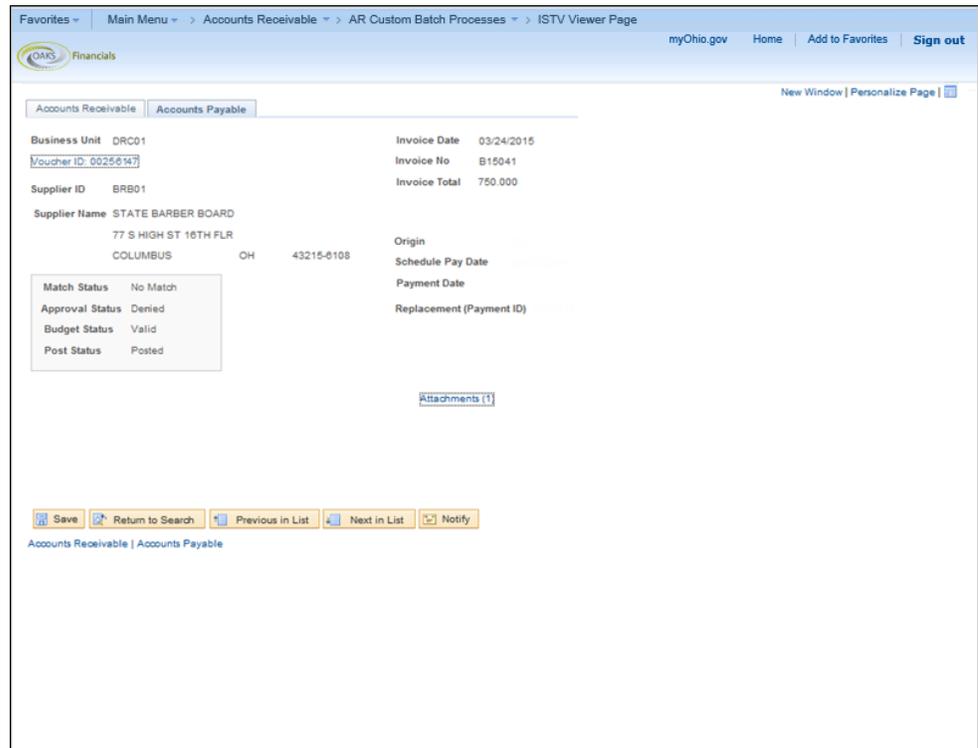
[Basic Search](#)

1. Enter the buying agency's AP business unit the **AP Business Unit** field.
 - Use the Look up AP Business Unit icon to find the business unit of the agency if it is not known.
 2. Enter the voucher id in the **Voucher ID** field.
 3. Click the **Search** button to start the search.
- After conducting a search, click the **Recent Search Results** icon at the end of the breadcrumb navigation anytime to display the **Recent Search Results** in a pop-up window.

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- The specific item's **ISTV Viewer Page** displays.



2. Click on the **Accounts Payable** tab.
3. Review the **Approval Status** field to see the status of the invoice.

Incorrectly Routed Vouchers

If the wrong AP origin code was used to route the voucher for approval, the buying agency will seek authorization to approve within their agency. They will not deny the voucher. See Processing ISTV Vouchers for more information.

Late or Past Due Payments

Both the selling and buying agencies should view the payment status of bills and track if a payment is getting close to being past due. A few proactive steps can be taken by the agencies to help:

1. Before filing disputes, buying and selling agencies should communicate with one another and review the status of vouchers on the ISTV Viewer Page.
2. Selling agencies should review age receivables reports regularly to confirm payment within the 30 day payment window.

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If the payment is past due, then the selling agency should contact the buying agency and communicate the issue; it could be resolved quickly and no additional steps are required.

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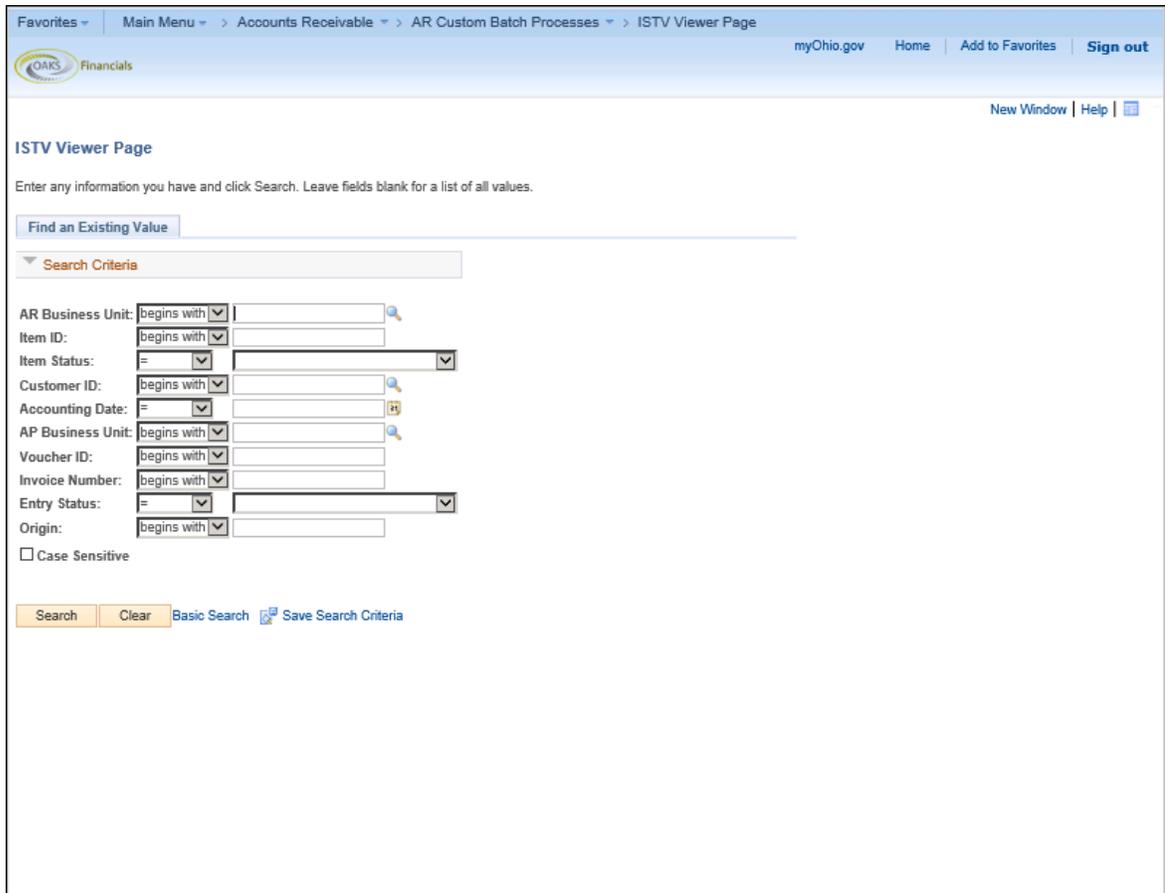
Resolving ISTV in Dispute

Overview

The selling agency may put an invoice in Dispute to request OBM act as the collector for the invoice if payment is not made within 30 days. The selling agency is required to contact the buying agency prior to disputing an invoice. The **ISTV Viewer Page** is key to determining the status of an invoice/voucher and see if an item has been "flagged" as disputed. If the buying agency is unaware of the details that led to the dispute they should contact the selling agency for clarification.

Steps

- **OAKS FIN > Main Menu > Accounts Receivable > AR Custom Batch Processes > ISTV Viewer Page**



myOhio.gov Home Add to Favorites Sign out

New Window Help

ISTV Viewer Page

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

AR Business Unit: begins with []

Item ID: begins with []

Item Status: = []

Customer ID: begins with []

Accounting Date: = []

AP Business Unit: begins with []

Voucher ID: begins with []

Invoice Number: begins with []

Entry Status: = []

Origin: begins with []

Case Sensitive

Search Clear Basic Search Save Search Criteria

See "The FIN SOURCE" for Ohio for the most recent version of this process.



1. Enter the selling agency's (AR) business unit the **AR Business Unit** field.
 - Use the Look up AR Business Unit icon to find the business unit of the agency if it is not known.

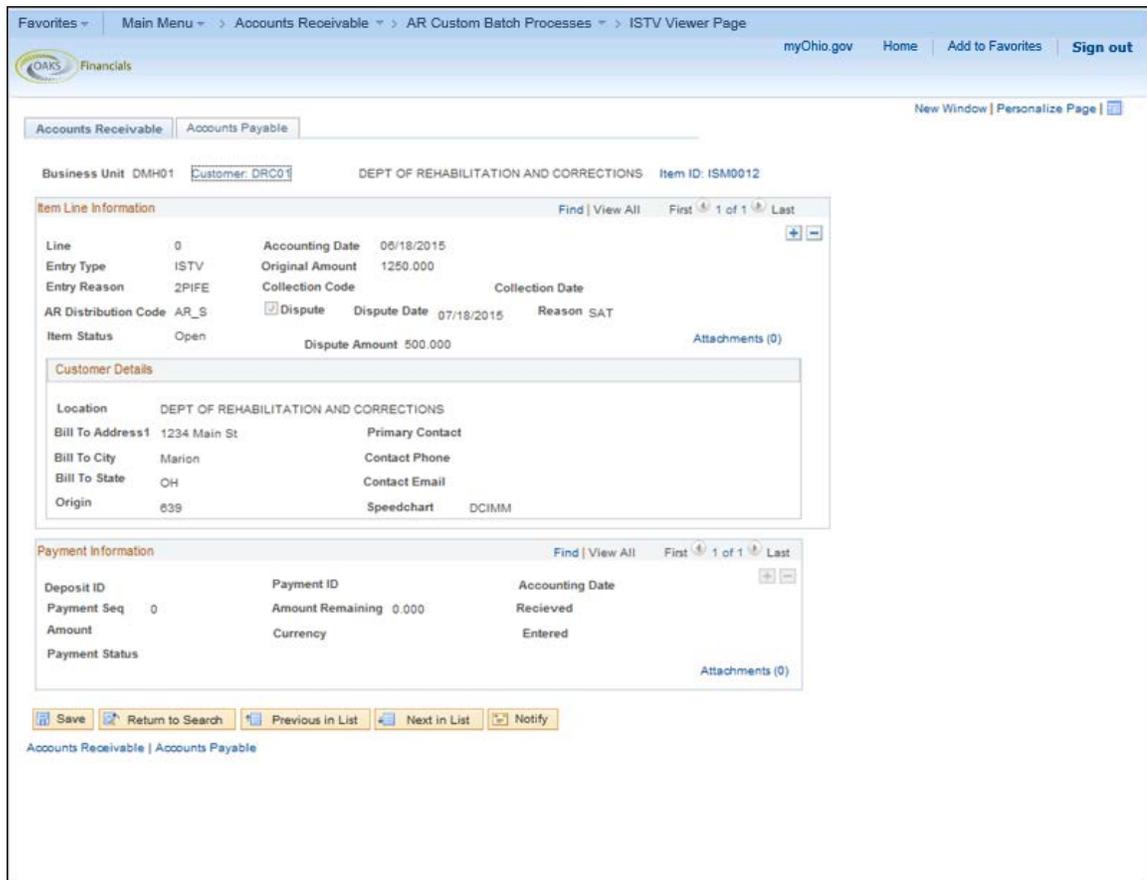
2. Enter the item ID in the **Item ID** field.
 - If **Item ID** is not known, select "Open" from the **Item Status** to see all ISTVs billed from the selling agency to the buying agency that have not been closed.

3. Click the **Search** button to start the search.
 - After conducting a search, click the **Recent Search Results** icon at the end of the breadcrumb navigation anytime to display the **Recent Search Results** in a pop-up window.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



- The specific item's ISTV Viewer Page displays.



The screenshot displays the ISTV Viewer Page for a specific item. The page is titled "ISTV Viewer Page" and includes a navigation menu with "Accounts Receivable" and "Accounts Payable" tabs. The main content area is divided into three sections:

- Item Line Information:** This section shows details for a single item line. The "Dispute" checkbox is checked. Other fields include Line 0, Accounting Date 08/18/2015, Original Amount 1250.000, Entry Reason 2PIFE, AR Distribution Code AR_S, Dispute Date 07/18/2015, Reason SAT, and Dispute Amount 500.000.
- Customer Details:** This section provides information about the customer, including Location (DEPT OF REHABILITATION AND CORRECTIONS), Bill To Address (1234 Main St), Bill To City (Marion), Bill To State (OH), and Origin (639).
- Payment Information:** This section shows payment details, including Deposit ID, Payment Seq 0, Amount Remaining 0.000, and Payment Status.

At the bottom of the page, there are navigation buttons: Save, Return to Search, Previous in List, Next in List, and Notify. The page also includes a "Sign out" button in the top right corner and a "myOhio.gov" link.

4. Review the Item Line Information section to see if the **Dispute** check box is checked.

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Approving an ISTV Voucher

Overview

When the selling (billing) agency creates a pending item (receivable) using a speedchart and the correct AP origin code a voucher is automatically created and routed to the buying agency for approval.

Incorrectly Routed Vouchers

Vouchers sent to the appropriate Business Unit cannot be built using an origin that does not belong to the same Business Unit. If the wrong AP origin code was used to route the voucher for approval, the buying agency will seek authorization from the approver with the authority to approve the voucher. They should not deny the voucher. The buying agency will need to obtain an email from the appropriate approver stating the okay to pay. This email will need to be attached via the Attachments link on the Approval page. The buying agency should reach out to the selling agency to ensure the records are updated to reflect the correct origin code for all future vouchers.

Viewing the Worklist

- **OAKS FIN > Worklist**

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Worklist

Worklist for OHFAC001: OHFAC001

Detail View Worklist Filters Feed

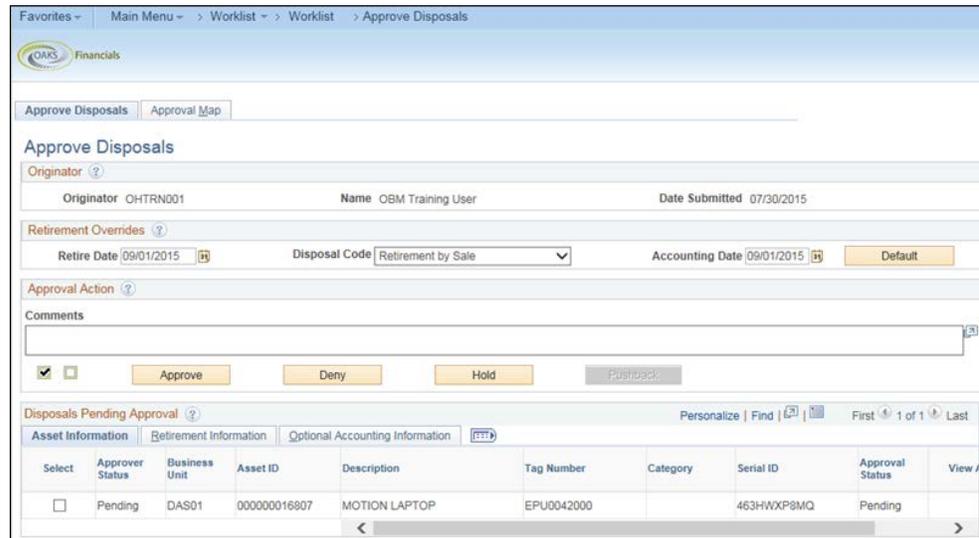
From	Date From	Work Item	Worked By Activity	Priority	Link		
OBM Training User	07/30/2015	Approval Routing	Approval Workflow	<input type="text"/>	AMDisposal_221_OAKS Asset Disposal_19020101.N.0 DATE SUBMITTED:2015-07-30 DTIM STAMP:2015-07-30 16:19:03.000000 ORIGINATOR_ID:OHTRN001 BDCRATA	Mark Worked	Reassign
OBM Training User	08/10/2015	Approval Routing	Approval Workflow	<input type="text"/>	AMDisposal_231_OAKS Asset Disposal_19020101.N.0 DATE SUBMITTED:2015-08-10 DTIM STAMP:2015-08-10 15:42:00.000000 ORIGINATOR_ID:OHTRN001 BDCRATA	Mark Worked	Reassign
OBM Training User	08/12/2015	Approval Routing	Approval Workflow	<input type="text"/>	Requestion_4430532_STATE5_1903-01-01.N.0 BUSINESS_UNIT_DAS01 REQ_ID:0000016850	Mark Worked	Reassign
OBM Training User	08/12/2015	Approval Routing	Approval Workflow	<input type="text"/>	Requestion_4430543_STATE5_1903-01-01.N.0 BUSINESS_UNIT_DAS01 REQ_ID:0000016851	Mark Worked	Reassign
OBM Training User	08/12/2015	Approval Routing	Approval Workflow	<input type="text"/>	Requestion_4430534_STATE5_1903-01-01.N.0 BUSINESS_UNIT_DAS01 REQ_ID:0000016854	Mark Worked	Reassign
OBM Training User	08/12/2015	Approval Routing	Approval Workflow	<input type="text"/>	Requestion_4430547_STATE5_1903-01-01.N.0 BUSINESS_UNIT_DAS01 REQ_ID:0000016855	Mark Worked	Reassign
OBM Training User	08/12/2015	Approval Routing	Approval Workflow	<input type="text"/>	Requestion_4430535_STATE5_1903-01-01.N.0 BUSINESS_UNIT_DAS01 REQ_ID:0000016856	Mark Worked	Reassign
OBM Training User	08/12/2015	Approval Routing	Approval Workflow	<input type="text"/>	Requestion_4430548_STATE5_1903-01-01.N.0 BUSINESS_UNIT_DAS01 REQ_ID:0000016857	Mark Worked	Reassign
OBM Training User	08/12/2015	Approval Routing	Approval Workflow	<input type="text"/>	Requestion_4430536_STATE5_1903-01-01.N.0 BUSINESS_UNIT_DAS01 REQ_ID:0000016858	Mark Worked	Reassign

- OAKS FIN automatically displays all the transactions that require approval on the Worklist page based on your origin code.
 - The Worklist link structure is as follows: Voucher Origin, Business Unit, Voucher ID, Supplier Name, Invoice Number, Voucher Gross Amount, and Worklist Sequence Number.
3. Click the **Voucher** link.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

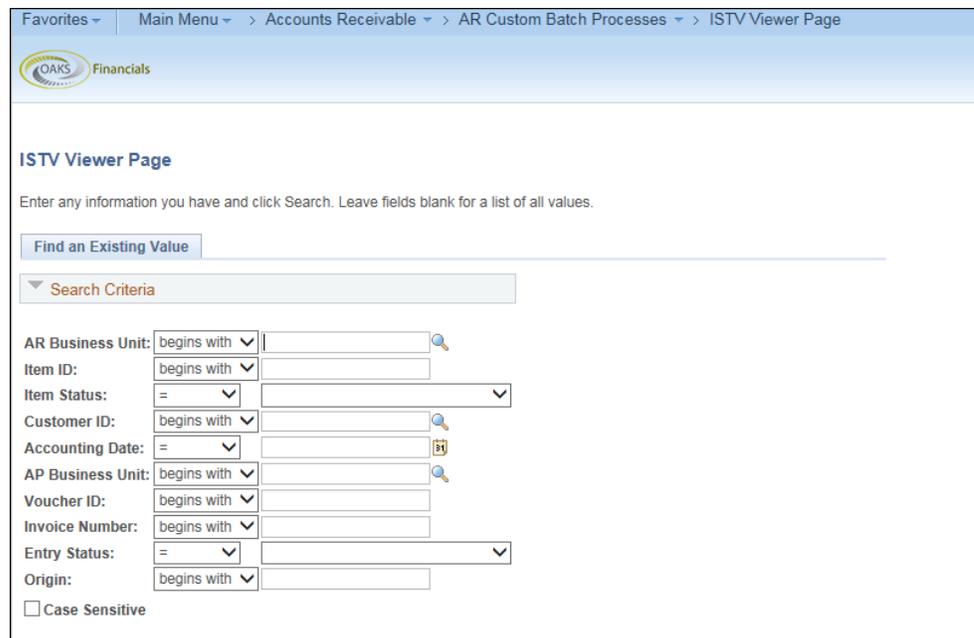


- The Voucher Review Page displays.



Select	Approver Status	Business Unit	Asset ID	Description	Tag Number	Category	Serial ID	Approval Status	View
<input type="checkbox"/>	Pending	DAS01	00000016807	MOTION LAPTOP	EPU0042000		463HWXP8MQ	Pending	

4. Click **New Window**.
 - **OAKS FIN > Accounts Receivable > AR Custom Batch Processes > ISTV Viewer Page**



Find an Existing Value

Search Criteria

AR Business Unit: begins with []

Item ID: begins with []

Item Status: = []

Customer ID: begins with []

Accounting Date: = []

AP Business Unit: begins with []

Voucher ID: begins with []

Invoice Number: begins with []

Entry Status: = []

Origin: begins with []

Case Sensitive

5. Enter agency business unit in the **AP Business Unit** field.
6. Enter voucher id in the **Voucher ID** field.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

7. Click **Search**.

- This AR tab for the ISTV will display.

Accounts Receivable		Accounts Payable	
Business Unit	DAS01	Customer: DMH01	Department Of Mental Health
			Item ID: 125C20M55006
Error Type:	Error Description:		
Item Line Information Find View All First 1 of 1 Last			
Line	1	Accounting Date	07/26/2012
Entry Type	ISTV	Original Amount	4320.000
Entry Reason	MARCS	Collection Code	Collection Date
AR Distribution Code	AR_S	<input checked="" type="checkbox"/> Dispute	Dispute Date 09/05/2012 Reason Dispute billed amount
Item Status	Open	Dispute Amount	4320.000
Invoice Attach(0)		Item Attachments(0) Conversation Attachments(0)	
Customer Details			
Location	Department Of Mental Health		
Bill To Address1	Pharmacy Service Center	Primary Contact	Betty M. Taylor
Bill To City	Columbus	Contact Phone	
Bill To State	OH	Contact Email	betty.taylor@OAKSUPG.SY.COM
Origin	Speedchart		
Payment Information Find View All First 1 of 1 Last			
Deposit ID	Payment ID	Accounting Date	<input type="button" value="+"/> <input type="button" value="-"/>
Payment Seq 0	Amount Remaining 0.000	Recieved	
Amount	Currency	Entered	
Payment Status	Payment Attachments(0)		

8. Select the **Item Attachments** link to view the invoice.

9. Click **New Window**.

- **OAKS FIN FIN>Accounts Payable>Vouchers>Add/Update>Regular Entry**

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Favorites > Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry

OAKS Financials

Voucher

Find an Existing Value | Keyword Search | Add a New Value

Business Unit:

Voucher ID:

Voucher Style:

Supplier Name:

Short Supplier Name:

Supplier ID:

Supplier Location:

Address Sequence Number:

Invoice Number:

Invoice Date:

Gross Invoice Amount:

Freight Amount:

Misc Charge Amount:

PO Business Unit:

PO Number:

Estimated No. of Invoice Lines:

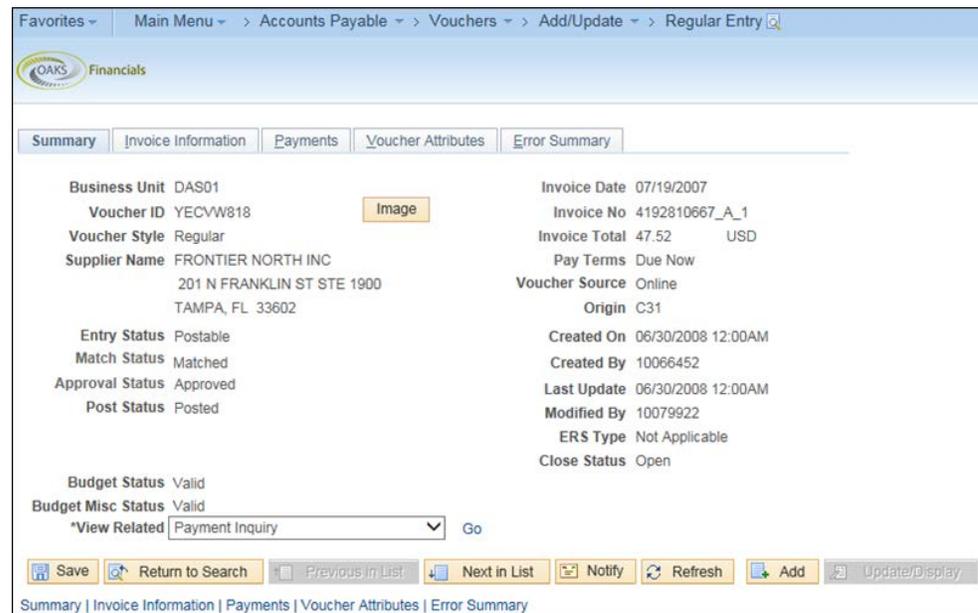
Add

10. Select the **Find an Existing Value** Tab.
11. Enter the **Invoice Number**.
12. Click **Search**.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



- The Voucher displays.



13. Select the **Invoice Information** tab.

- Review **Last Receipt Date**, **Pay Terms** (Due Now), and Invoice **Total** to ensure accuracy.
- Review **Chartfields** on distribution lines and/or PO's to ensure accuracy.
- If Invoice was not attached on the ISTV Viewer Page, click the **Attachments** link on the Regular Entry page to view invoice.
- Review **Comments** link to verify if any comments were entered.

14. Return to the Approval Worklist screen.

15. Select **Approve or Deny**.

- Denying a voucher requires a reason to be entered into the **Add Comments** field located directly below the Approval Information field area.
- The Agency Voucher Processor will click on the **Approval History** to review denied comments and save the comments to perform the corrective action.
- Approving a voucher does not require a comment.

See "The FIN SOURCE" for Ohio for the most recent version of this process.