Quote – To – Cash Business Procedure

Check Invoice Payment Status

USPS.04.16.00

Business Process
USPS Supplier Invoicing

Version
1.7

Effective Date
TBD

Document Owner
Andrew O'Sullivan

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Preface

This section provides important background information

Introduction

In COMPASS, there are specific requirements and guidelines that must be followed when processing USPS supplier invoices. USPS covers all business segments serving both US Federal and State & Local governments. Failure to comply with all documented procedures jeopardizes the integrity of HP's reputation as a partner and threatens our ability to pursue new business.

It is the responsibility of support personnel to follow all steps as they are written unless otherwise instructed from management. All managers are to ensure that support staff is fully trained and educated in the processes and tools they use to support HP suppliers.

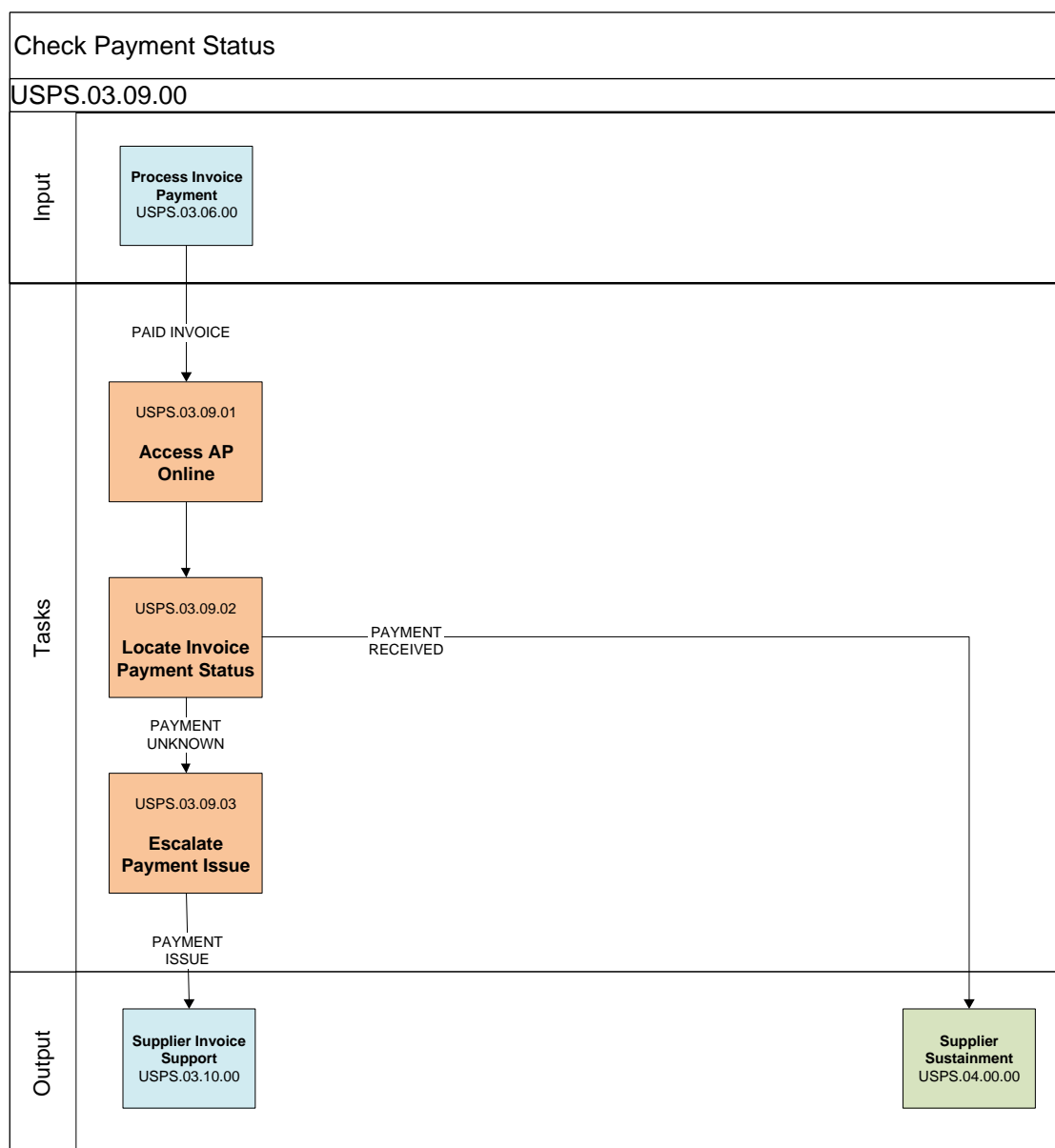| Effective Date: TBD	Hewlett-Packard Confidential – Need to Know	Page 3 of 13
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Purpose

To define the process and requirements all USPS suppliers must follow for checking payment status on all USPS invoices.

Scope

This document is one of several business procedures that make up the Supplier Invoice Process. The workflow below details the specific steps that must be taken to complete this procedure. This procedure takes about **5 – 15** minutes

Check Payment Status

USPS.03.09.00

Input	Process Invoice Payment USPS.03.06.00

PAID INVOICE

USPS.03.09.01

Access AP Online

USPS.03.09.02

Locate Invoice Payment Status

PAYMENT RECEIVED

PAYMENT UNKNOWN

USPS.03.09.03

Escalate Payment Issue

PAYMENT ISSUE

Tasks

Output

Supplier Invoice Support USPS.03.10.00	Supplier Sustainment USPS.04.00.00

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Audience

Primary (individuals or groups responsible for executing this procedure)

Supplier

Employee who needs information or status on an invoice that has been submitted to HP or who needs to escalate an invoice or payment concern

AP Operations

Responsible for providing status on supplier invoices either through AP Online or through the designated USPS contact information

Secondary (individuals or groups impacted by this procedure)

ABM

This group is indirectly impacted as they manage the business and relationship with the supplier and client.

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Process
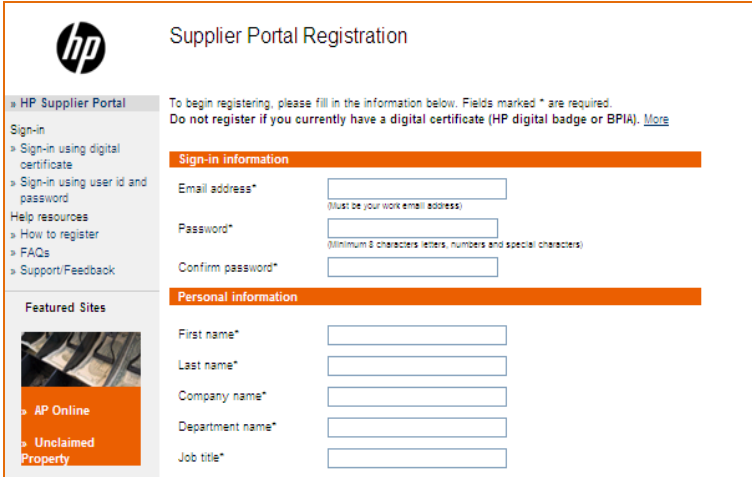
Input

One of the following items is required for this procedure:

- Supplier invoice payment inquiry

Steps

Step	Description	Owner
Triggers	**Invoice status will be available based on one of the following circumstances**	
	1. Invoice payment has been made	
	2. Invoice payment is pending	
	3. Invoice is on hold (blocked) and pending approval	
	4. Invoice was originally entered into the system (Compass) but later rejected (reversed) and returned to the supplier	
	⚠️ **Invoices rejected and returned to the supplier *before* being entered in the system (Compass) will not appear in AP Online**	

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Step	Description	Owner
01	**Access AP Online**	**Supplier**

> ⚠️ **Supplier's first method of checking payment status is through AP Online however…**
>
> Go To Step 02 if the supplier does not have access to AP Online

Navigate to <u>AP Online</u> to either…

- Register for access

- Access the application

Supplier Portal Registration

To begin registering, please fill in the information below. Fields marked * are required.
Do not register if you currently have a digital certificate (HP digital badge or BPIA). More

» HP Supplier Portal
Sign-in
» Sign-in using digital certificate
» Sign-in using user id and password
Help resources
» How to register
» FAQs
» Support/Feedback

Featured Sites
» AP Online
» Unclaimed Property

Sign-in information

Email address* _____ (Must be your work email address)
Password* _____ (Minimum 8 characters letters, numbers and special characters)
Confirm password* _____

Personal information

First name* _____
Last name* _____
Company name* _____
Department name* _____
Job title* _____

> 🛑 **Step 01 Completed**
>
> Continue to Step 02

Step	Description	Owner
02	**Locate Invoice Payment Status** Search for the invoice using one of the following criteria… After the query runs you may view or export the data The following status is provided in the far right column - Paid –invoice has been paid to the supplier - Open – invoice has been received and approved and is awaiting payment - Blocked –invoice is being reviewed for approval - Reveresed –invoice was originally entered into the system (Compass) but later rejected and returned to the supplier **Step 02 Completed** **Go to Step 03 -** if you have an issue or can't see your invoice or have trouble with the AP Online Aplication otherwise the procedure is completed	**Supplier**

Search criteria labels:
- Supplier Number
- Invoice Number
- Invoice Date
- PO Number
- Payment Number
- Payment Date
- Amount
- Status

Company Code	Vendor Number	Invoice Number	Invoice Date	Baseline Date	Invoice Amount	Currency	PO Number	Payment Date	Payment Number	Document Number	Payment Status
USC7	312xxxxx	A-xxxxx5	2/20/2011	2/28/2011	1723.00	USD	89023456	4/28/2011	12345678	58000001	Paid
USC7	312xxxxx	A-xxxxx6	3/15/2011	3/20/2011	156.45	USD	890123456	5/20/2011	12345678	58000002	Paid
USC7	312xxxxx	A-xxxxx7	4/16/2011	4/22/2011	20487.00	USD	890123456	6/22/2011	12345678	58000003	Paid
USC7	312xxxxx	A-xxxxx8	5/14/2011	5/19/2011	1058.00	USD	890123456	7/19/2011		58000004	Open
USC7	312xxxxx	A-xxxxx9	6/14/2011	6/21/2011	587.00	USD	890123456	8/21/2011		58000005	Open

Step	Description	Owner
03	**Escalate Payment Issue**	

> ⚠️ **When Contacting HP…**
>
> Provide as much information on the invoice as possible including; Supplier name, Supplier account number, Contact name, Telephone, E-mail, HP purchase order number, Issue (high level), Issue description Timeframe issue has occurred, HP Document number (provided in AP On-Line), Other pertinent information, PO initiator, if known, Prior contacts (if possible): CRC, Names, Support, etc…

If you have an issue with a **State and Local** invoice…

- Call the Customer Response Center (CRC) at (800) 325 - 5372 and select options 1,1, 0

  or

- Send an email to vendorpayables-useds.crc@hp.com for a migrated Compass PO or vendor-payables-us-support@hp.com for a new Compass PO

  or

- If you still have an issue or you do not know if the invoice is for a migrated or new Compass PO send an email to the State & Local Escalation mailbox at APCOMPASSescalations@hp.com

If you have an issue with a **Federal** invoice…

- Send an email to CRC.USGovt@hp.com

Output

The following outputs and / or deliverables resulting from this business process are listed below:

- Payment status confirmation

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Supporting Documentation

All of the documented procedures associated with this process are as follows:

Type	Title	Number

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Document Governance

This section contains information related to document properties

Document Control

Document Name	Check Payment Status
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Process	USPS Supplier Invoicing
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Current Version	1.7
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Owner	Andrew O'Sullivan
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Reviewers

Reviewer Name	Segment/Function	Item Reviewed	Review Date
Heather Gottlieb	USPS – Supplier Management	ALL	5/29/12
Andrew O'Sullivan	USPS/GP	ALL	5/29/12
Kendall Colley	SME	ALL	5/29/12

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Approvers

Approver Name	Segment/Function	Item Approved	Approval Date

Revision History

Version	Author	Rev.Date	Description of Revision
1.1	Ian Marquise	2/10/12	**Created**
1.3	Ian Marquise	3/15/12	**Revised after review**
1.5	Ian Marquise	5/07/12	**Revised after test**
1.7	Ian Marquise	5/29/12	**Revised after segment review**

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Distribution

Audience	Method	Comment

Glossary of Terms

- All COMPASS terms and acronyms are defined in the COMPASS Glossary of Terms

- All USPS documents & terms - USPS Documentation & Glossary Master

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