

Working Returned Invoices

Overview

This guide will show you how to access and edit Returned Invoices.

Navigation

Within myUFL, navigate to:

- ⇒ Nav Bar
- ⇒ Main Menu
- ⇒ My Self Service
- ⇒ myUF Marketplace

Process

Invoices will return to the Invoice Owner if they fail invoice validation due to insufficient budget or an invalid chartfield combination. Returned invoices are sent to the draft invoice folder of the Invoice Owner listed on the invoice. For invoices that have a PO, the default Invoice Owner is the "Prepared by" user that started the requisition. Invoices can also be returned by another user in the invoice workflow. Since returned invoices are considered draft invoices, they are not searchable in the system until they are submitted back into workflow. **It is best practice to make yourself the invoice owner for all invoices you complete; if there is an issue with the invoice, it will return to you as the invoice owner (See last screenshot on page 2 for location to change Invoice Owner).**

Navigate to Returned Invoices:

1. Click on **Accounts Payable icon**.
2. Click **View Draft Invoices**.
 - a. Returned Invoices can also be accessed on the Notifications icon at the far right of myUF Marketplace
3. Any returned invoices will populate in My Drafts with a **Returned** status.
4. Returned invoices can be edited by clicking on the invoice number hyperlink.

INVOICE NAME	SUPPLIER INVOICE NO.	SUPPLIER NAME	PO NO.	STATUS ↓	INVOICE CREATE DATE	INVOICE DATE	INVOICE TYPE	INVOICE TOTAL
V0849563	3089838052022	Fisher Scientific Co LLC	No POs	Returned	6/2/2022	6/2/2022	Invoice	105.12 USD
V0984649	27449249	Henry Schein Inc	No POs	Returned	10/28/2022	10/27/2022	Invoice	1.00 USD
2023-03-29 58989300 01		OEC Business Interiors Inc	2301045880	Draft	3/29/2023	3/29/2023	Invoice	10,298.48 USD

Notifications Icon

The screenshot shows the myUF marketplace interface. On the left is a navigation sidebar with icons for Home, Accounts Payable, and Notifications. The main content area shows the 'Accounts Payable - AP Dashboard' with an 'Approvals' section. A 'Notifications' icon is highlighted in the top right corner, which has opened a 'Action Items' pop-up menu. This menu lists 'Unassigned Approvals' and 'Invoices', with 'My Returned Invoices' highlighted in yellow and showing a count of 2.

Invoice • Fisher Scientific Co LLC • 124823975 Detailed   ...

Entry Summary Matching Supplier Messages Comments Attachments

Invoice Date	<input type="text" value="6/2/2022"/>  <small>mm/dd/yyyy</small>	Remit To 	E
Supplier Name	Fisher Scientific Co LLC \$ ★	P.O. Box 404705 Atlanta, Georgia 30384-4705	
Terms	<input type="text" value="2% 10, Net 30"/> ▾	United States	1
Terms Discount	2.10 USD	Billing address	
Invoice Type	Invoice	PO Box 3357 Scranton, PA 18505 United States	
Payment Record No.	<input type="text"/>	External Attachments Add	
Supplier Invoice No. ★	<input type="text" value="3089838052022"/>	Invoice Owner (Requisitioner) ★ Albert Alligator Select a different user...	
Business Purpose ★	<input type="text" value="for culturing B cells"/>		
Contract No.	Select Contract		

- After a returned invoice has been updated, it can be submitted back into workflow by clicking the **Complete** button.
 - *invoices re-submitted into workflow will go through the same approval process to allow for review on any changes made.*

Complete: By Clicking This Button, You Acknowledge Receipt Of Goods And Services On Behalf Of UF

Where do I go to find out why an invoice was returned?

Navigate to the history tab, located in every invoice. If an invoice has been returned, under the Action column, it will either show "Invoice Returned (via email)" or "Invoice Returned (via system)". Invoices that are returned by the system will also provide a reason; Most reasons are due to an invalid chartfield or budget issue. If an invoice was returned via email, it was returned by a UF employee and should have a comment.

Line No	Date/Time	User	Step(s)	Action	Field Name	From	To	Note
	11/2/2021 7:37:17 AM	Alberta		Modified	Pay Status	In Process		empty
	11/2/2021 7:37:17 AM	Alberta		Invoice Returned (via email)		Alberta	Albert	Please see Chris W about what is needed for this.

- Returned invoices can be canceled from the [View Draft Invoices](#) page.
 - A returned invoices should only be canceled if it was already paid or a new invoice needs to be created.

INVOICE NAME	SUPPLIER INVOICE NO.	SUPPLIER NAME	PO NO.	STATUS	INVOICE CREATE DATE	INVOICE DATE	INVOICE TYPE	INVOICE TOTAL
V0849563	3089838052022	Fisher Scientific Co LLC	No POs	Returned	6/2/2022	6/2/2022	Invoice	105.12 USD
V0984649	27449249	Henry Schein Inc	No POs	Returned	10/28/2022	10/27/2022	Invoice	1,000 USD
2023-03-29 58989300 01		OEC Business Interiors Inc	2301045880	Draft	3/29/2023	3/29/2023	Invoice	10,298.48 USD

Additional Assistance

Marketplace Help Desk

[Contact Us](#)

Phone: (352) 392-1335