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.
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.

- 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.

### Invoices

<table>
<thead>
<tr>
<th>INVOICE NAME</th>
<th>SUPPLIER INVOICE NO.</th>
<th>SUPPLIER NAME</th>
<th>PO NO.</th>
<th>STATUS</th>
<th>INVOICE CREATE DATE</th>
<th>INVOICE DATE</th>
<th>INVOICE TYPE</th>
<th>INVOICE TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>V16499500</td>
<td>30988160252024</td>
<td>Fisher Scientific Co LLC</td>
<td>No POs</td>
<td>Returned</td>
<td>6/2/2022</td>
<td>6/2/2022</td>
<td>Invoice</td>
<td>105.12 USD</td>
</tr>
<tr>
<td>V0846449</td>
<td>27449249</td>
<td>Henry Schein Inc</td>
<td>No POs</td>
<td>Returned</td>
<td>10/28/2022</td>
<td>10/27/2022</td>
<td>Invoice</td>
<td>10,296.48 USD</td>
</tr>
<tr>
<td>2023-03-23 5896830 01</td>
<td>23010459880</td>
<td>OEC Business Interiors Inc</td>
<td>No POs</td>
<td>Draft</td>
<td>3/28/2023</td>
<td>3/29/2023</td>
<td>Invoice</td>
<td>10,296.48 USD</td>
</tr>
</tbody>
</table>

**Additional Assistance**

**Marketplace Help Desk**

**Contact Us**

Phone: (352) 392-1335