



INVOICE PROCESSING REFERENCE GUIDE

Situation	What to do
I have received an invoice and I am not sure what to do with it?	<p>If the invoice has the following information, it should be emailed to invoices@umassp.edu for processing:</p> <ul style="list-style-type: none">Name of SupplierValid PO numberInvoice DateAmount DueProduct/Services DescriptionRemittance Address
How do I know if a Purchase Order (PO) is needed?	<p>A PO is required for all purchases except for some specific categories i.e. subscriptions, dues, fees, honorariums, etc. Invoices from these specific categories can be processed using the Direct Payment Form in BuyWays by any user that has the Requisitioner role</p> <p>For more information on the types of categories that do not require a PO and how to create a Direct Payment, see below:</p> <p>Direct Payments Guidance Direct Payment Job Aid</p>
I have an invoice that requires a Purchase Order, what do I need to do?	<p>Invoices that require PO numbers (but don't have them) should also be forwarded to the person responsible for entering requisitions for your department</p> <p>The Requisitioner will need to create a requisition in order to receive the proper approvals and payment to the supplier, see the Non-Catalog Job Aid or Video</p>
I have a voucher in BuyWays that is in "Match Exception", what does that mean?	<p>A Match Exception occurs when a voucher does not match the expected values as contained in the Purchase Order. This can occur due to quantity, pricing, or a receipt requirement. When this occurs, a notification is sent to the Department Approver listed on the Match Exception Approval step of the voucher.</p>
I have a voucher in BuyWays that needs a "Receipt", what does that mean?	<p>This means that an online receipt needs to be entered in BuyWays before the invoice can be paid. It is not a physical receipt or packing slip. Please reach out to your department receiver/Receiving Dept if a receipt needs to be created</p>
How do I make a payment via Wire?	<p>Anything that needs to get paid by wire should go to invoices@umassp.edu. If the wire information is not on the invoice, the department will need to confirm the banking information over the phone with the supplier using a phone number that was previously listed on the vendor file.</p>
I need to change my Purchase Order into a Blanket Purchase Order, what should I do?	<p>If all lines of the PO have a quantity of 1 and there are no invoices that have been fully processed on the PO, there might still be time to have it changed. To do so, email POChanges@umassp.edu.</p>

If you need require additional assistance or this information sheet did not answer all of your questions, please reach out to the UPST by emailing us at

upst@umassp.edu or calling 774-545-UPST (8778)