RPA Invoice Processing

QRG - Coders

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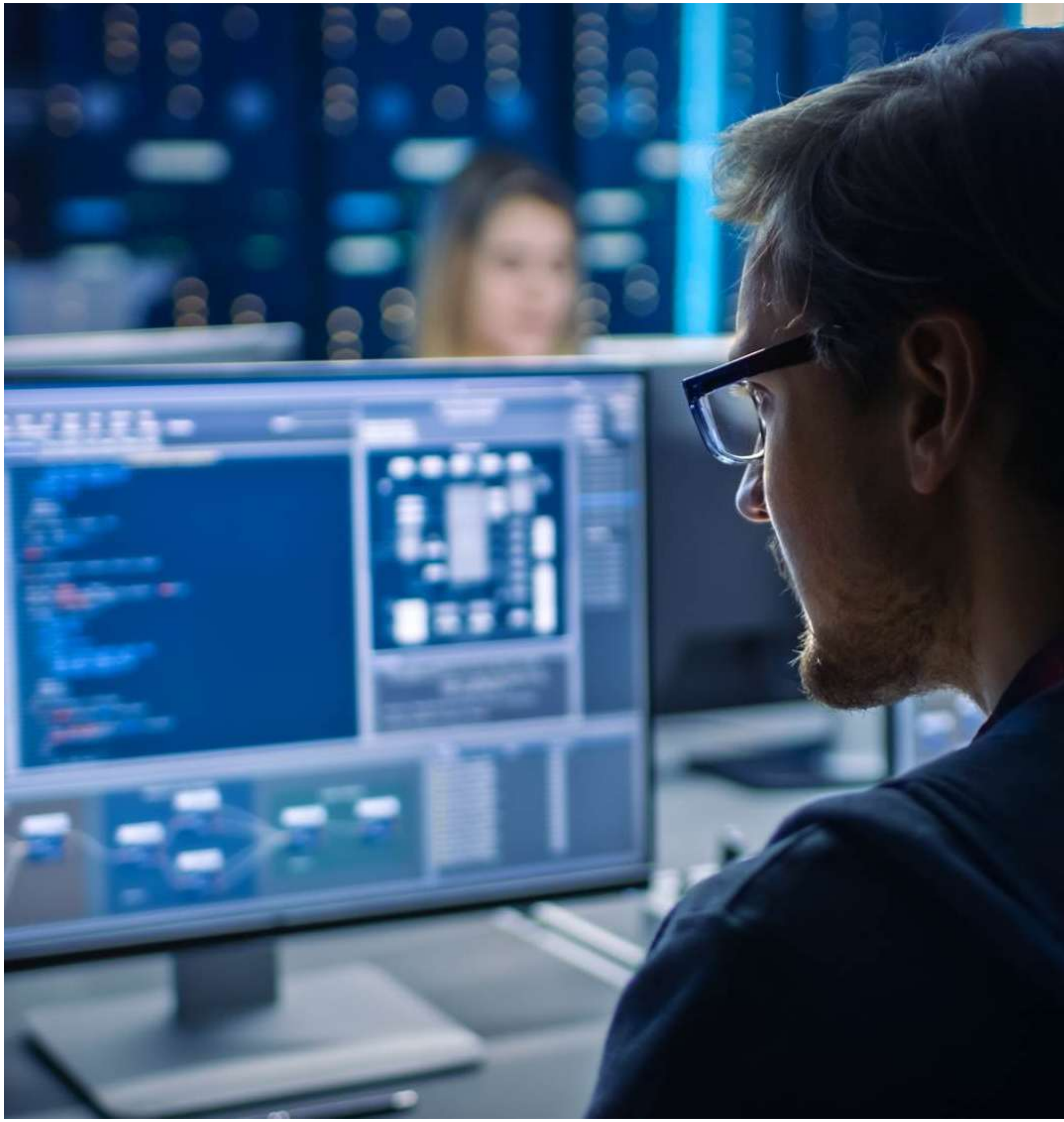
Coding Form Access

Accessing the Coding Form:

1. Create Account
   - Setup Username and Password

2. Logging In

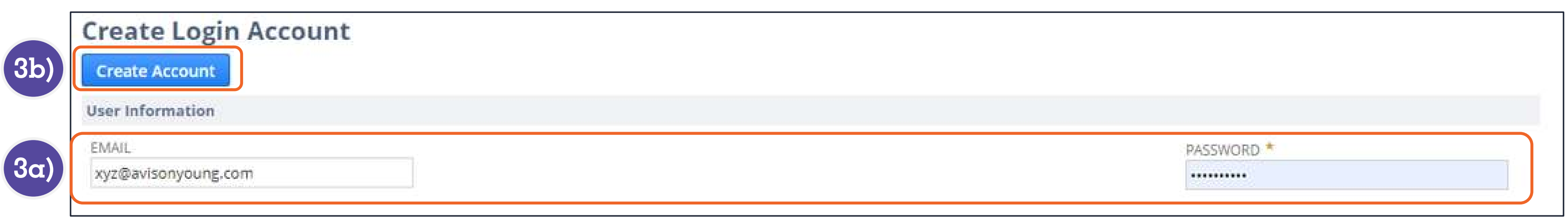
3. Reset Password



Create Account

If the coding forms are being accessed for the first time, follow the below instructions to create a login for the process.

1. **Access Link:** https://3857081.extforms.netsuite.com/app/site/hosting/scriptlet.nl?script=2254&deploy=1&compid=3857081&ns-at=AAEJ7tMQq547ZptL6oRmh9Q7TNzyaUAhM_WevU14xGmLM8TGpvY
2. **Create Account:** Click on the *Create Account* button on the page. A new tab will open.
3. **Enter Details:**
   a) Enter your AY Email address and a password of your choice.
   b) Click on *Create Account.* A message will display, "Account Creation Successful". Click *Back* to close the tab and navigate to the Login page.



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Logging in – Coders

1. **Access Link:** https://3857081.extforms.netsuite.com/app/site/hosting/scriptlet.nl?script=2254&deploy=1&compid=3857081&ns-at=AAEJ7tMQq547ZptL6oRmh9Q7TNzyaUAhM_WevU14xGmLM8TGpvY
2. **Login details:** Enter Email and Password
3. **Login As:** Click on the dropdown and choose Coder
4. **Login:** Click *Login*

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Reset Password

Follow the below instructions for password reset for existing accounts.

1. **Access Link:** https://3857081.extforms.netsuite.com/app/site/hosting/scriptlet.nl?script=2254&deploy=1&compid=3857081&ns-at=AAEJ7tMQq547ZptL6oRmh9Q7TNzyaUAhM_WevU14xGmLM8TGpvY

2. **Reset Password:** Click *Reset Password* button A new tab will open.

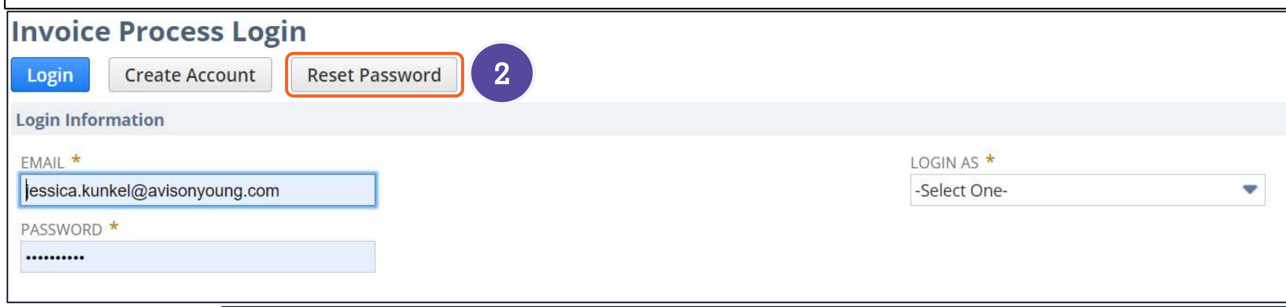
3. **Enter Email:** Enter your AY email address, then click *Verify Email*. System will open a new page and send a verification code to the specified AY email.

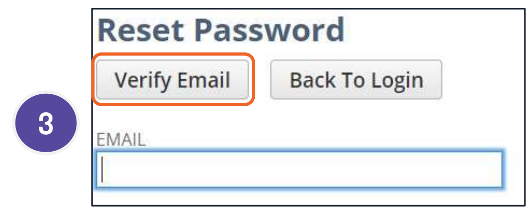
4. **Enter Details:**

   a) Enter the verification code from the email

   b) Enter a new password

   c) Click *Save*





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Coding Form Entry

1. Creating a new Coding Form

2. Primary Information

3. Amount Information
   - New Vendor indication
   - Attach Invoice

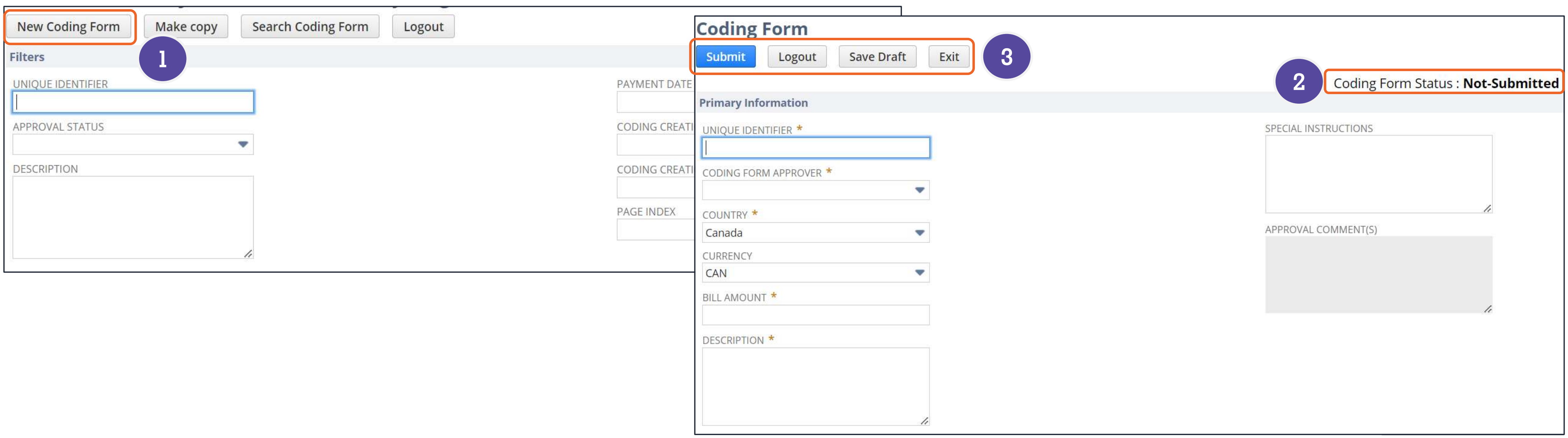
4. Expense Details
   - Enter Coding details

5. Submit for approval
   - Self-Approval
   - Multiple Approvals

6. Invoice Processing Exceptions

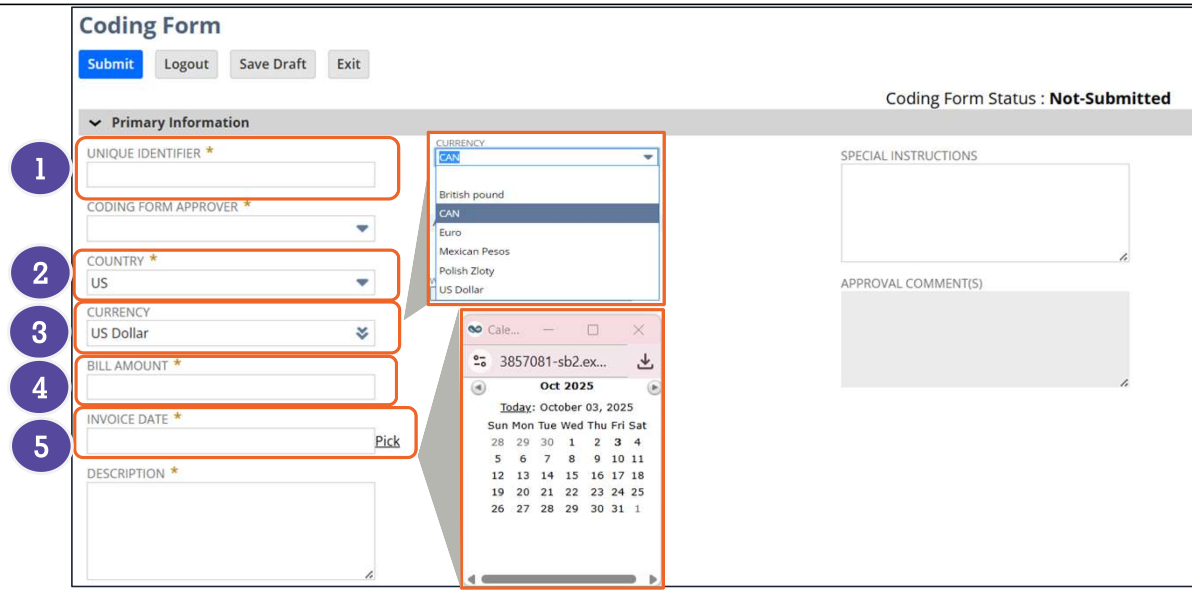
Coding Form Entry - Creating a New form

1. **New Coding Form:** To enter a new coding form, click on *New Coding Form* on the dashboard. Coding form will open in the same tab. Required fields will be indicated with an asterisk.
2. **Coding Form Status:** Displays current form status. As the form is processed through approval and integrations, the updated status will be displayed when the coding form is opened.
3. **Buttons:** Please see the following information for button functionality
   1. *Submit*: After the form has been completed, click Submit to process the form for approval
   2. *Logout*: Logout of the Coding Form system without saving changes made to the existing form.
   3. *Save Draft*: Save the entered information on the coding form in Draft mode. This will save the form for future processing.
   4. *Exit*: Exit out of the current coding form without saving any changes made during the session.



Coding Form Entry - Primary Information

1. **Unique Identifier:** This field is the name of the invoice that is retained throughout the process and is an open text field with a 115 character limitation. The same *Unique Identifier* cannot be used on multiple invoices, the system will validate that this is a unique value. *(See Appendix for field character restrictions)*
   - Recommended Format: Office Abbreviation, Vendor name, month, date or invoice number. (e.g. Rosemont UPS 052123, OSW UPS 061223)
2. **Country:** Defaults to the country per the coder's employee record. Should reflect the country in which the invoice should be paid. By selecting United States, the form will be processed through the US AP department, by selecting Canada, the form will be processed through the Canada AP department.
3. **Currency:** Enter the currency in which the vendor bill is received by choosing among the dropdown options. This will default to the local currency found on the coder's employee record.
4. **Bill Amount:** Enter the total amount due to the vendor. ***For Canada, include tax in this amount.***
5. **Invoice Date:** Click the "Pick" link to open the calendar date picker, a popup will appear. Calendar will default to the current day. Use the left and right arrows to navigate to the correct month and click the desired date. The popup will close, and the date will populate to the field.



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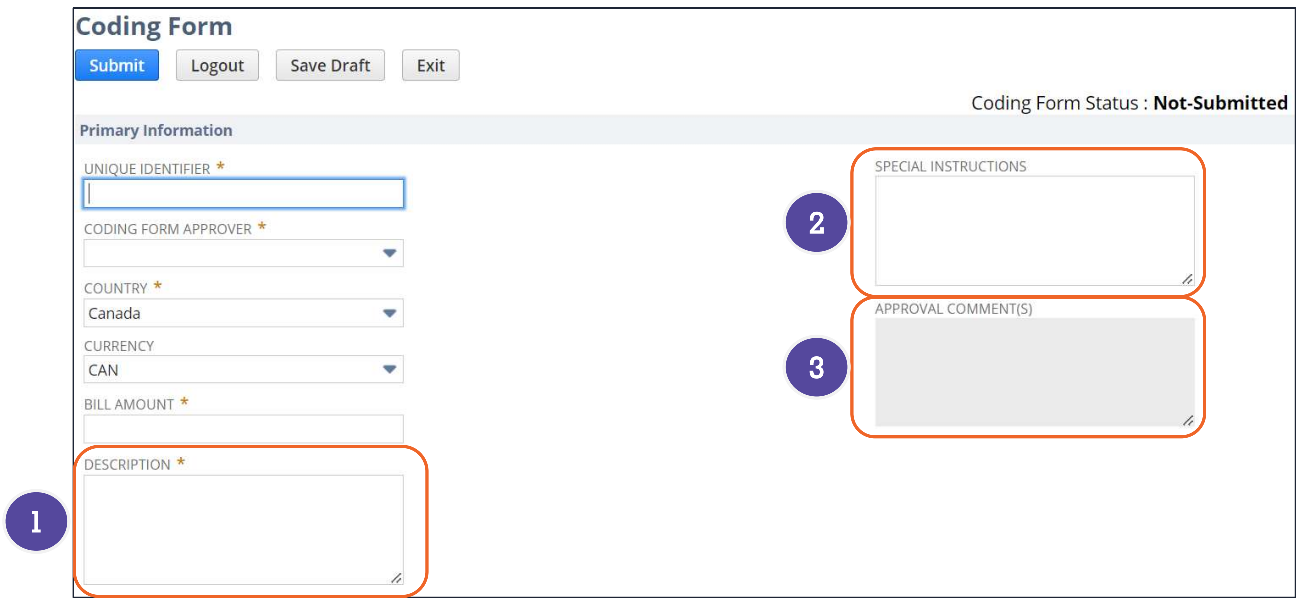
Coding Form Entry – Primary Information (cont'd)

1. **Description:** Free-form text field used to enter the details pertaining to the invoice. Please add the MCC code in the beginning of the description (e.g. CHIB or TORDT). Other important items to include are Account Number, Policy Number, Service Period, and Description of the service or item. This field is limited to under 300 characters.
2. **Special Instructions:** *Optional field* that should only be used to capture notes to the A/P team regarding special handling of this invoice. Once the form is approved, the special instructions will be sent via email to the Accounts Payable team. If there aren't any special instructions, this field may be left blank.
3. **Approval Comment(s):** *Editable by Approvers only.* This is an optional field available to approvers to capture any details that should be communicated to either coders or other approvers through the approval process. Field is display-only for coders.



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Coding Form Entry – Amount Information

1. **New Vendor and W9 Form fields:** *Used for US Forms ONLY.* If the coding form is for a new vendor, click *New Vendor* checkbox and attach the W9 form. All new US vendors require the W9 form to be attached.

2. **Sub Total:** System generated field that populates with the total amount allocated in the line items entered in the fields below. Before submission, this *Sub Total* is required to equal the *Bill Amount*. Field is not editable by the coder.

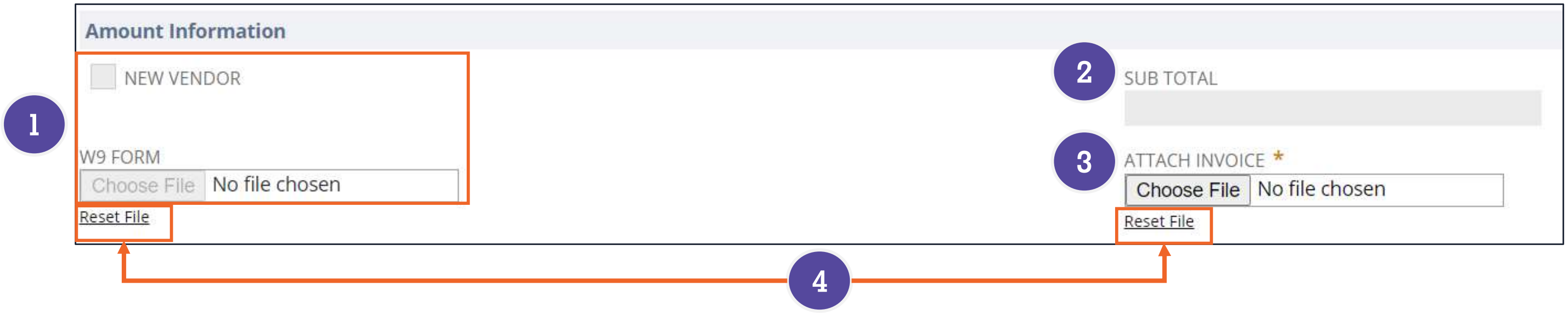
3. **Attach Invoice:** All coding forms must have an invoice attached. The attachment must be legible and can contain multiple pages in one file, but the ***invoice MUST be the first page of the file***. Do not include any handwritten notes, coding stamps or symbols on the invoice.

   - Please use the following naming convention to ensure unique file names are used: Vendor Name_Invoice Number_Invoice date (in MMDDYYYY format). *Example: FedEx_12345_08042025*

4. **Reset File:** Used to remove the attached file and replace with a different file. *This function may only be used if the form has not been previously saved or submitted*. Once the form is saved, the attachments cannot be reset.

   – ***Recommended procedure is to attach files only when the form is ready to be submitted.***

   – *See Appendix for list of acceptable file types for W9 and Invoice attachments*



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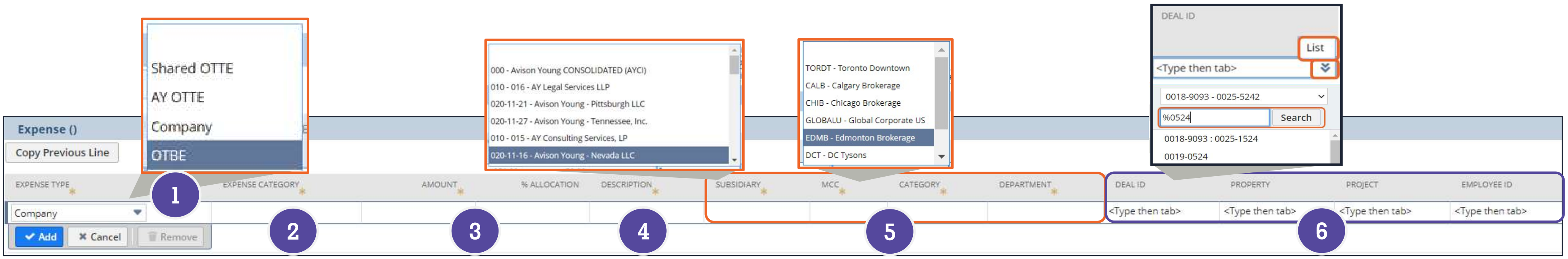
Coding Form Entry – Expense Details

Add Coding Details: Use the dropdown menus to complete the values for each line.

1. **Expense Type** – Choose the expense type for each line, the field will default to Company. Other options include, Shared OTTE, AY OTTE or OTBE.
2. **Expense Category** – choose the correct expense category for the line. ***Tip:*** *Use Control + F to search for values in this dropdown menu.*
3. **Amount and % Allocation** – Enter the Amount or Percentage of allocation to be assigned to the line. If one of these fields are entered, the other will automatically calculate based on the entered value.
4. **Description** - Free-form text field used to enter the details pertaining to the invoice. Will carry over into the accounting system as the description for this line. Please add the MCC code in the beginning of the description (e.g. CHIB or TORDT). Other important items to include are Account Number, Policy Number, Service Period, and Description of the service or item. This field is limited to under 300 characters.
5. **Subsidiary, MCC, Category, Department** – Enter the details required for the line. ***Tip:*** *Use Control + F to search for values in these dropdown menus.*
6. **Deal ID, Property, Project and Employee ID – *Optional fields***, to be used for specific expenses.

   - ***Tip:*** *To search these optional fields, click the double arrow, click "List" and enter search criteria using the % in front of the search terms*



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Coding Form Entry – Expense Details

7. Actions
- *Add* – used to save the line
- *Cancel* – used to cancel the line entry without saving.
- *Remove* - used to delete a saved line.

8. Copy Previous Line – Can only be used if a line is saved above the line being entered. Will copy the previous line, which can then be updated as needed. The Description will not carry over to the new line.

Expense ()

Copy Previous Line

EXPENSE TYPE *	EXPENSE CATEGORY *	AMOUNT *	% ALLOCATION	DESCRIPTION *	SUBSIDIARY *	MCC *	CATEGORY *	DEPARTMENT *	DEAL ID	PROPERTY	PROJECT	EMPLOYEE ID
Company	12703-000 Employee costs recoverable	500.00	100.00	Test Description	010 - 011 - AY Commercial Real Estate Services, LP	TORDT - Toronto Downtown	1 - Default	SBK - Svc Line - Brokerage				

Add | Cancel | Remove

7

Copy Previous Line

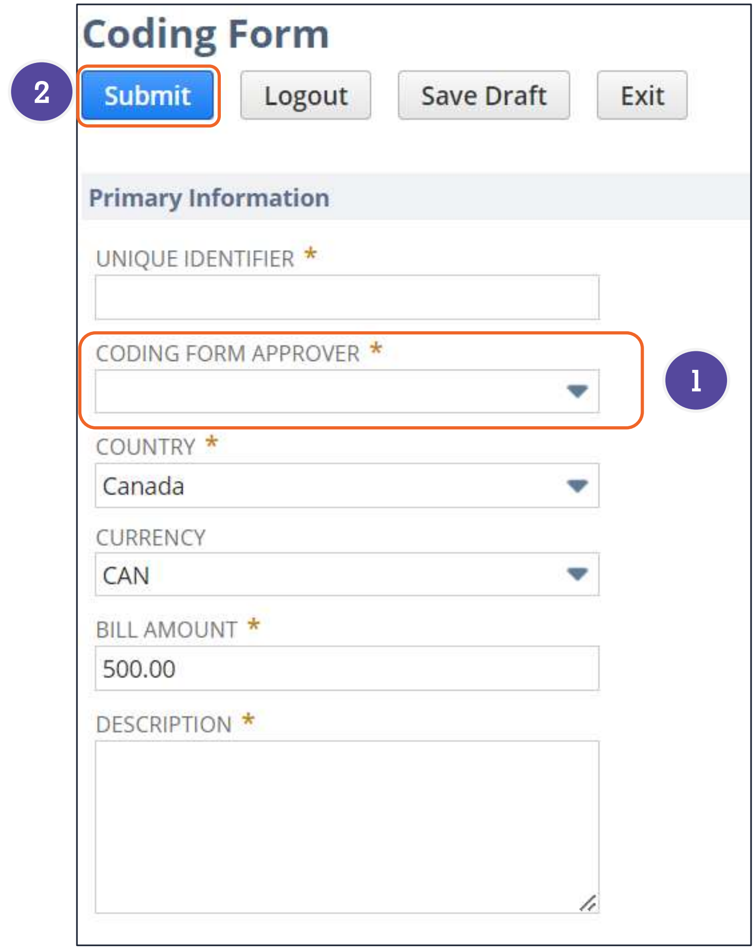
8

EXPENSE TYPE *	EXPENSE CATEGORY *	AMOUNT *	% ALLOCATION	DESCRIPTION *	SUBSIDIARY *	MCC *	CATEGORY *	DEPARTMENT *	DEAL ID	PROPERTY	PROJECT	EMPLOYEE ID
Company	12703-000 Employee costs recoverable	500.00	100.00	Test Description	010 - 011 - AY Commercial Real Estate Services, LP	TORDT - Toronto Downtown	1 - Default	SBK - Svc Line - Brokerage				
Company	12703-000 Employee costs recoverable	500.00	100.00		010 - 011 - AY Commercial Real Estate Services, LP	TORDT - Toronto Downtown	1 - Default	SBK - Svc Line - Brokerage	<Enter first few letters then tab>	<Enter first few letters then tab>	<Enter first few letters then tab>	<Enter first few letters then tab>

Add | Cancel | Remove

Coding Form Entry – Submitting for Approval

1. **Coding Form Approver** – Select the desired Coding form Approver from the dropdown. The system will only allow you to select approvers that have the appropriate approval threshold based on the entered Bill amount. ***Tip:*** *Start typing their last name to find them in the list.*
   - *Self-Approvals* – Select your name in the dropdown list. This can only be done if you are set up as an approver in the system.
   - *Multiple Approvers* – If an invoice requires approvals from more than one approver, the coder selects the first approver from the dropdown list. The chosen approver will then be required to assign the invoice to the next approver. *(More details are provided in Approver training documents)*
2. **Submit** – Once the coding form is complete and an approver is assigned, click *Submit* to submit the form for approval.
   - *If the form is assigned for Self-Approval*, it will update to approved.
   - *If the form has been assigned to an approver*, it will be directed to the Approver's dashboard for processing.



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TL(YU1

Invoice Processing Exceptions

The following items **cannot be processed** through Invoice Processing Coding forms:

- × Co-broker payments
- × Trust Payments
- × Cheque Requests
- × Vendor Credits
- × Invoices with multiple invoice numbers on the same document (e.g. Home Depot)
- × Rent statements

These items will be considered in a future phase.

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TL(YU1 Do we need a slide to show a rejected form, with the Re-Edit button? Additionally, as of this morning, in SB2 the invoice attachment link is highlighted in yellow as it was not obvious that the invoice was still there. Not sure if you want to provide a screen shot of that as well, especially since it moves from the right side in the rejected form, to the left side once the coder re-opens the form. This is a limitation within NS and location can't be changed.
Tietze, Lauren (Avison Young - , 2023-10-16T15:31:58.595

KJ(YC1 0 [@Tietze, Lauren (Avison Young - US)] - I've attached two more slides before this with updating rejected invoices and what to do if the attachment is incorrect. Let me know if you have any other feedback.
Kunkel, Jessica (Avison Young -, 2023-10-16T18:22:30.369

TL(YU1 1 [@Kunkel, Jessica (Avison Young - CA)]These look good! Thanks!
Tietze, Lauren (Avison Young - , 2023-10-16T18:37:18.984

KJ(YC1 2 I've moved them to the dashboard section because we'll cover copying forms first and then processing rejected forms. Just wanted to let you know I've moved them because it seems to make more sense for flow.
Kunkel, Jessica (Avison Young -, 2023-10-16T18:47:45.262

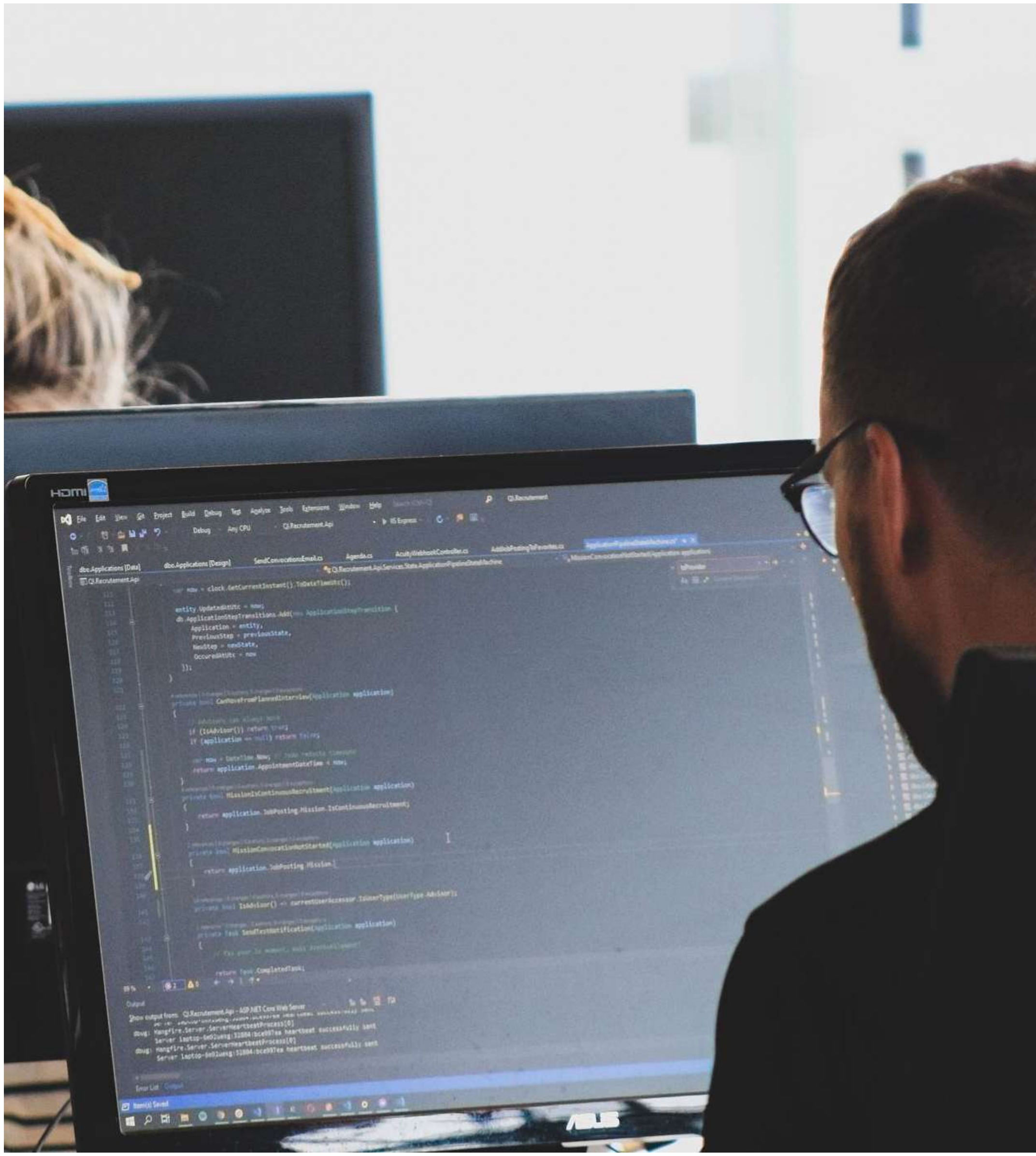
Coding Form Dashboard

The Coding form dashboard provides a list of previously created and/or submitted coding forms.

Please review the following slides for details on navigating the dashboard and accessing previously processed forms.

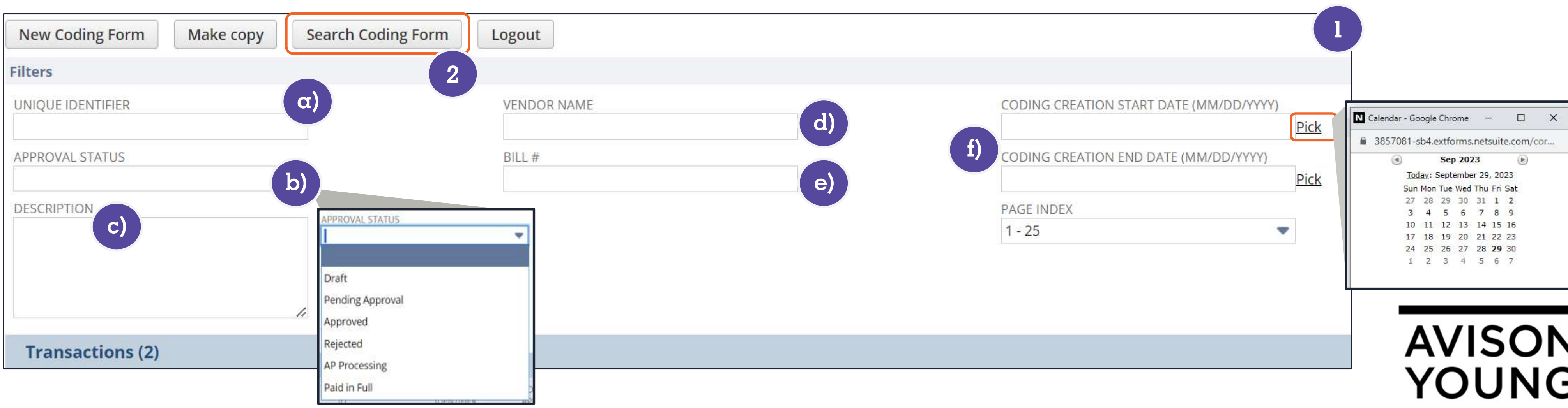
1. Using filters to locate coding forms

2. Reviewing Transaction Details
   - Transaction Details
   - Approval Status Details



Coding Form Dashboard – Using Filters

1. **Filters Section:** The search filters allow you to search for forms based on the following criteria:
   - a) *Unique Identifier* – search full or partial terms to locate forms with a specific Unique Identifier
   - b) *Approval Status* – filter displayed forms by approval status, choose from the dropdown list
   - c) *Description* – search full or partial description to find forms that contain specific descriptions
   - d) *Vendor Name* – search full or partial vendor name to find forms for a specific Vendor
   - e) *Bill Number* – search full or partial bill number to find forms with a specific Bill number
   - f) *Coding Creation Start and End dates* – search forms based on their creation date. The dates may be entered manually or chosen from a calendar by clicking *Pick.* These filters may be used individually for forms created after or up to a specific date, or together to find forms within a range of dates.
2. **Search Coding Form:** Once the desired filter(s) have been entered, click *Search Coding Form* to reduce the transaction list by the chosen parameters.



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Coding Form Dashboard – Viewing Transactions

All previously submitted coding forms that have not been cancelled will appear in the Transactions section of the coding form dashboard. This can be used to confirm approval and processing status and review previously submitted coding forms/invoices.

1. **View:** Click on *View* to review the submitted coding form and its attachments.
2. **Form Details:** Displays details submitted on the form, including Unique Identifier, Coding Form Approver, Description, Total Amount.
3. **Form Status:** Displays Approval Status (see next slide for details), Rejection Reason (if applicable) and the Date the coding form was created.
4. **A/P Details:** If the form has been approved and processed by A/P, Payment details and Vendor Bill details will display for coder reference.

Transac s (2)

SELECT ID	VIEW	UNIQUE IDENTIFIER	CODING FORM APPROVER	DESCRIPTION	TOTAL AMOUNT	APPROVAL STATUS	REJECTION REASON	DATE CREATED (MM/DD/YYYY)	PAYMENT # ▲	PAYMENT DATE	VENDOR NAME	BILL #
	View	CHIPM - Strada Real Estate Services Inv# 3613-21396	CK4K19P7T Burke, Elizabeth	CHIPM: Building Tech for MBX - 2/2023	$ 3,840.00	Paid In Full		4/10/2023 6:36 PM	Vendor Bill Payment #00000930/13	4/21/2023	00003769 Strada Real Estate Services Inc.	3613
	View	MINN - Warehouse Direct Inv# IN480793-21396	CK4K19P7T Burke, Elizabeth	MINN: Acct# 152544-333 - Copier Usage 3/4 - 4/3	$ 151.03	Paid In Full		4/10/2023 6:28 PM	Vendor Bill Payment #714079711	5/3/2023	00001987 WAREHOUSE DIRECT	IN480793
	View	MINN - Office Greens Inv# 7769-21396	CK4K19P7T Burke, Elizabeth	MINN: Office Plant Maintenance Fee 3/2023	$ 187.73	Paid In Full		4/10/2023 6:24 PM	Vendor Bill Payment #714079473	4/20/2023	00041387 Office Greens LLC	7769
	View	MINN - LoopNet Inv# 117444983-1-21396	CK4K19P7T Burke, Elizabeth	MINN: Loopnet Premium Plan 4/2023	$ 1,689.00	Paid In Full		4/10/2023 6:17 PM	Vendor Bill Payment #714079442	4/20/2023	00002142 LoopNet	1174449831
	View	MINN - Kenneth C. Falk RE Broker Inv# 12023-15-21396	CK4K19P7T Burke, Elizabeth	MINN: FMV Report for 7606 E. 36th Street -OTT for Youngquist	$ 500.00	Paid In Full		4/10/2023 6:14 PM	Vendor Bill Payment #714079484	4/20/2023	00045577 Kenneth C Falk Real Estate Broker Inc	1202315
	View	AUS - Balcones Shred Inv# 914174-21396	CK4K19P7T Burke, Elizabeth	AUS: Shredding Service 3/2023	$ 42.00	Paid In Full		4/10/2023 5:41 PM	Vendor Bill Payment #714079268	4/13/2023	00002447 Balcones Shred	914174

Coding Form Dashboard – Approval Status Details

There are 6 statuses that may appear on the dashboard after the form has been created or submitted:

1. **Draft:** Displays when the form has been started, but not yet submitted. Coder has started the form and clicked *Save as Draft*.
2. **Pending Approval:** After submission of the invoice to an approver, but it's not yet approved, the status is updated to *Pending Approval.*
3. **Approved:** Displays once the invoice has been approved by the final approver assigned to the coding form.
4. **Rejected:** Displays if the approver has rejected the entry, check the *Rejection Reason* for more information on reasoning behind the rejection.
5. **AP Processing:** Displays when the invoice has been approved and the Vendor Bill has been created in NetSuite and is under review by the A/P team. *Vendor Name* and *Bill Number* fields will also be completed with Vendor bill details.
6. **Paid in Full:** Displays when the Vendor Bill has been paid in NetSuite by the A/P team. The *Payment #* and *Payment Date* will also be completed with the related payment details.

Transactions (2)

SELECT ID	VIEW	UNIQUE IDENTIFIER	CODING FORM APPROVER	DESCRIPTION	TOTAL AMOUNT	APPROVAL STATUS	REJECTION REASON	DATE CREATED (MM/DD/YYYY)	PAYMENT # ▲	PAYMENT DATE	VENDOR NAME	BILL #
	View	TORDT Amazon CA32F8IOQACII - JK Test-22377	W5LK3NJH8 Tietze, Lauren	Mead Cambridge Wirebound Business Notebook	$ 15.74	Pending Approval		10/16/2023 1:29 PM				
	View	CHI - OSW Refresh Grand Kahn - 9.29.2023-21396	3WWS0I21I Medina, Judith A	OSW - Office Refresh Lighting for OSW	$ 22,700.00	Approved		10/12/2023 2:07 PM				
	Edit	CHI - OSW - ComEd #6049 - 10.3.2023-21396	77R5QZBMJ Peyton, Sarah L	OSW - Acct# 1087036049 ComEd Charges for 8/29 - 9/28	$ 812.88	Draft		10/12/2023 1:47 PM				
	View	UPS - OSW Acct 87153X - 9.23.2023-21396	77R5QZBMJ Peyton, Sarah L	UPS - OSW Acct 87153X - 9.23 Overnight Packages	$ 79.17	AP Processing		10/12/2023 1:39 PM			00002976 UPS	000087153X383
	View	HOUS - MM Inv# 202300001193-21396	CK4K19P7T Burke, Elizabeth	HOUS - Madison Marquette Conference Room	$ 200.00	Paid In Full		9/14/2023 4:48 PM	Vendor Bill Payment #714082372	9/21/2023	00042554 Madison Marquette Realty Group LLC	012312060123
	View	HOUS - Parks Coffee Inv 20067638-21396	CK4K19P7T Burke, Elizabeth	HOUS - Cust# 205982 - Coffee for Office	$ 109.51	Rejected	Probably should be allocated since it is for the full office	9/14/2023 4:33 PM				

Additional Coding Form Functions

1. Editing or Cancelling Forms
2. Copying forms
3. Reprocessing Rejected Forms
   - Editing Rejected Forms
   - Resubmitting with New Attachments

Additional Functions – Edit/Cancel Forms

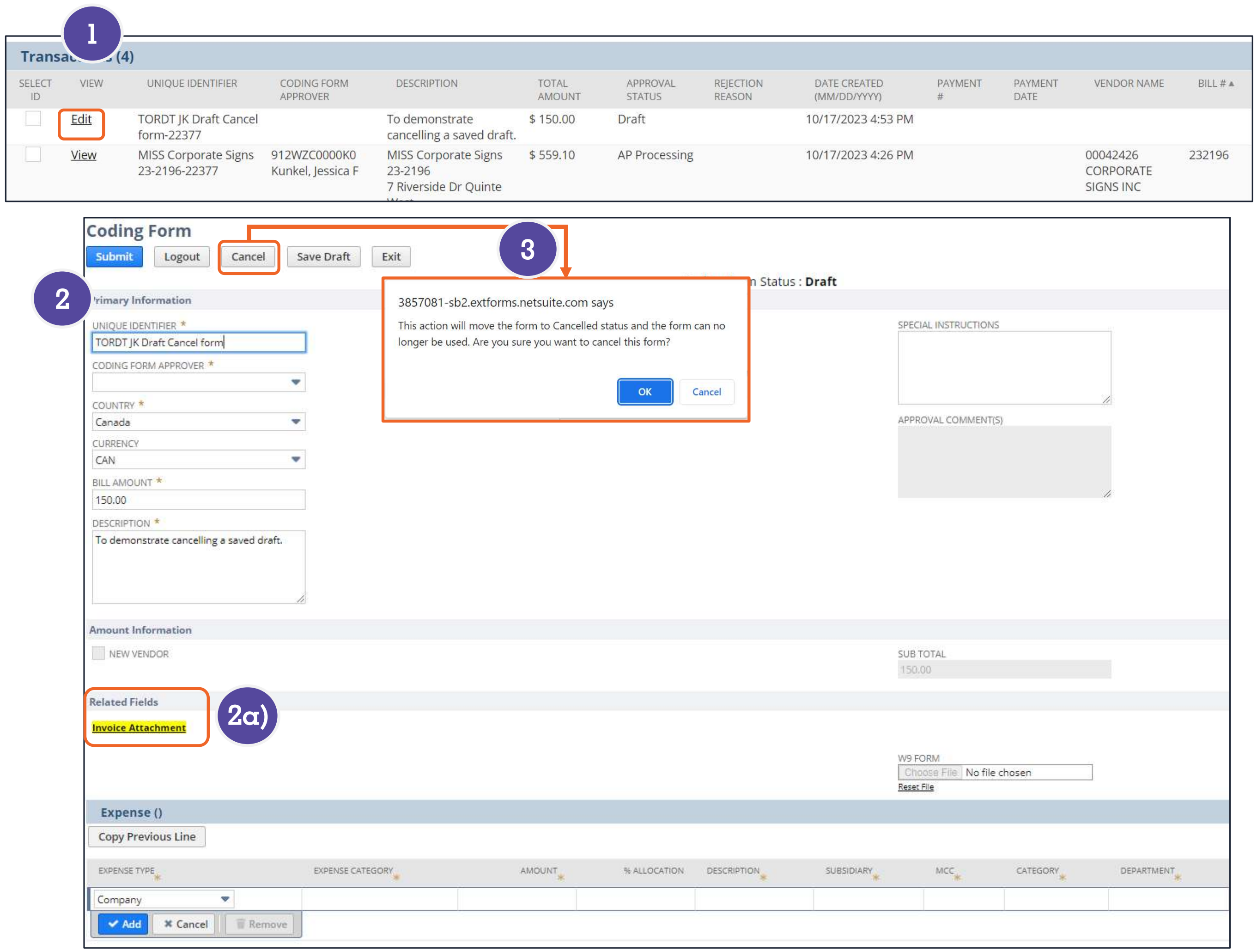
If a form has been previously saved as draft, it can be reopened and completed.

If a form is no longer needed, it may be Cancelled, which will remove it from the dashboard.

1. **Edit:** Open the draft form by clicking the *Edit* button to make changes. The form will open in a new tab.
2. **Update:** Form can now be updated with additional details and Saved as Draft or Submitted for Approval. *All fields <u>except</u> for Invoice and W9 attachments may be updated.*

   a) Invoice Attachment is highlighted in yellow as invoice attachments appear on the left upon re-edit.

3. **Cancel**: *<u>If the form is no longer needed and will not be submitted for approval</u>*, click *Cancel* to change the form status to Cancelled and remove it from the Dashboard.
   - A dialog box will appear, click *OK* to cancel the form and remove it, click *Cancel* to go back to the form and continue editing.



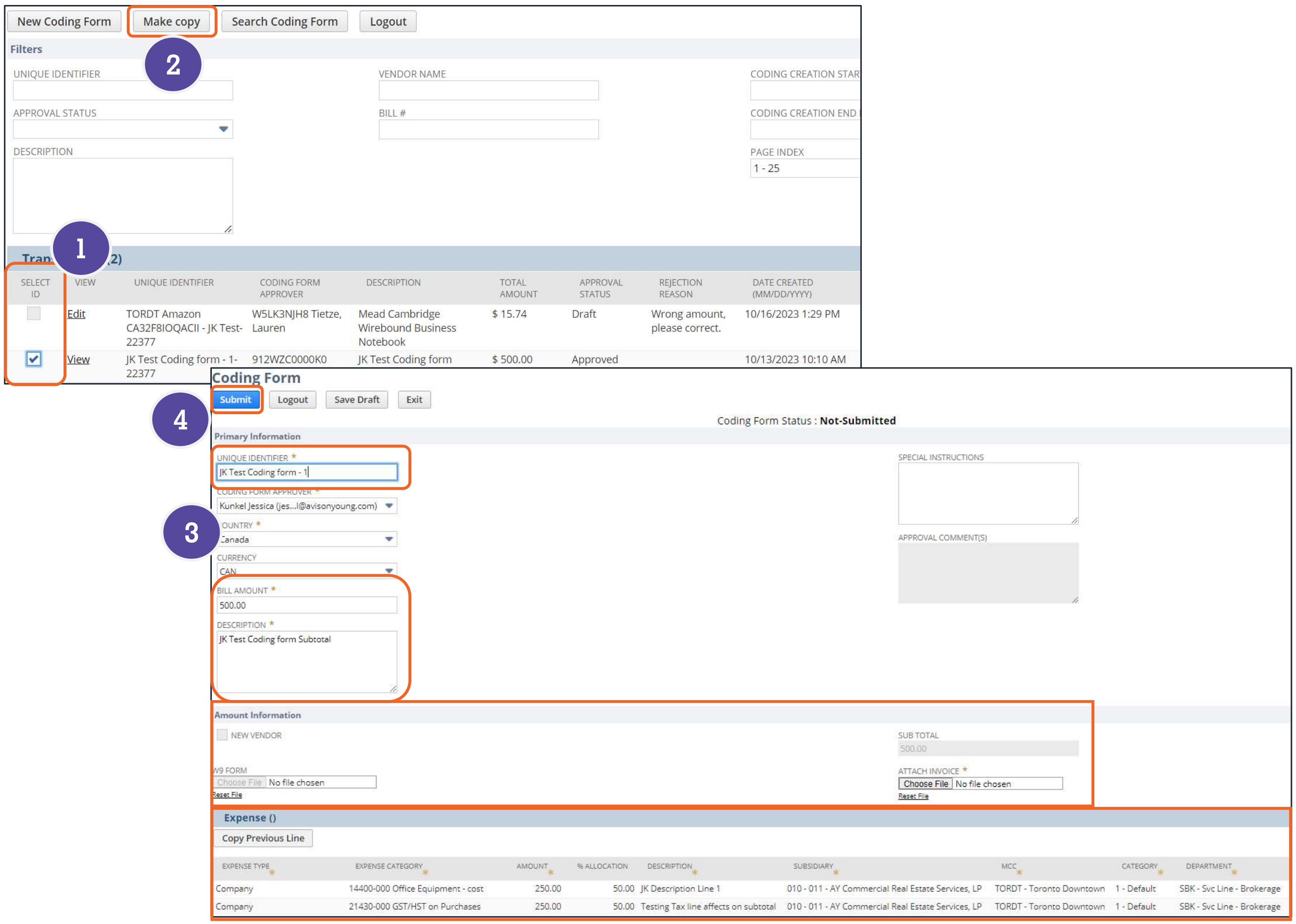
Additional Functions – Copying Forms

In order to reduce manual entry, the Make Copy function allows the coder to copy the details from a previously submitted coding form.

Please note: W9 or Invoice attachments are not copied over.

1. **Select ID:** Click the *Select* checkbox next to the form to be copied.
2. **Make Copy:** Click the *Make* Copy button to generate a copy of the selected form, the form will open in a new tab.
3. **Update Details:** Update the Unique Identifier and other fields that require change. Attach the relevant Invoice and/or W9 document and submit for approval per regular processes.

   Please note: If the bill amount is changed, the expense lines will automatically be updated based on the % allocation assigned to each line.
4. **Submit:** Once all corrections are complete, click *Submit* to submit the new form for approval.



Additional Functions – Editing Rejected Forms

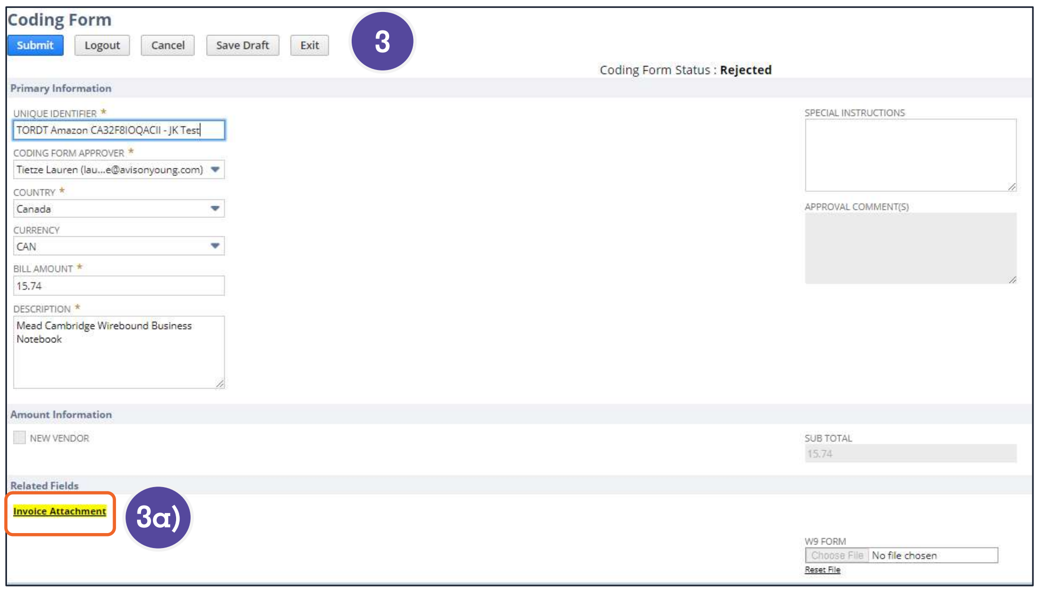
If a form has been rejected by an approver, the coder can re-edit the form for resubmission.

1. **Open the rejected form:** Click *View* to open the rejected form from the dashboard. Form will open in a new tab.
2. **Re-edit** – Click *Re-Edit* to open the form for editing.
3. **Update Entries** – Update the incorrect entries. Unique Identifier does not need to be updated. *All fields <u>except</u> for Invoice and W9 attachments may be updated.*

    a) Invoice Attachment is highlighted in yellow as invoice attachments appear on the left upon re-edit.

    Please note: If the bill amount is changed, the expense lines will automatically be updated based on the % allocation assigned to each line.

4. **Submit** – Once all corrections are complete, click *Submit* to resubmit form for approval.



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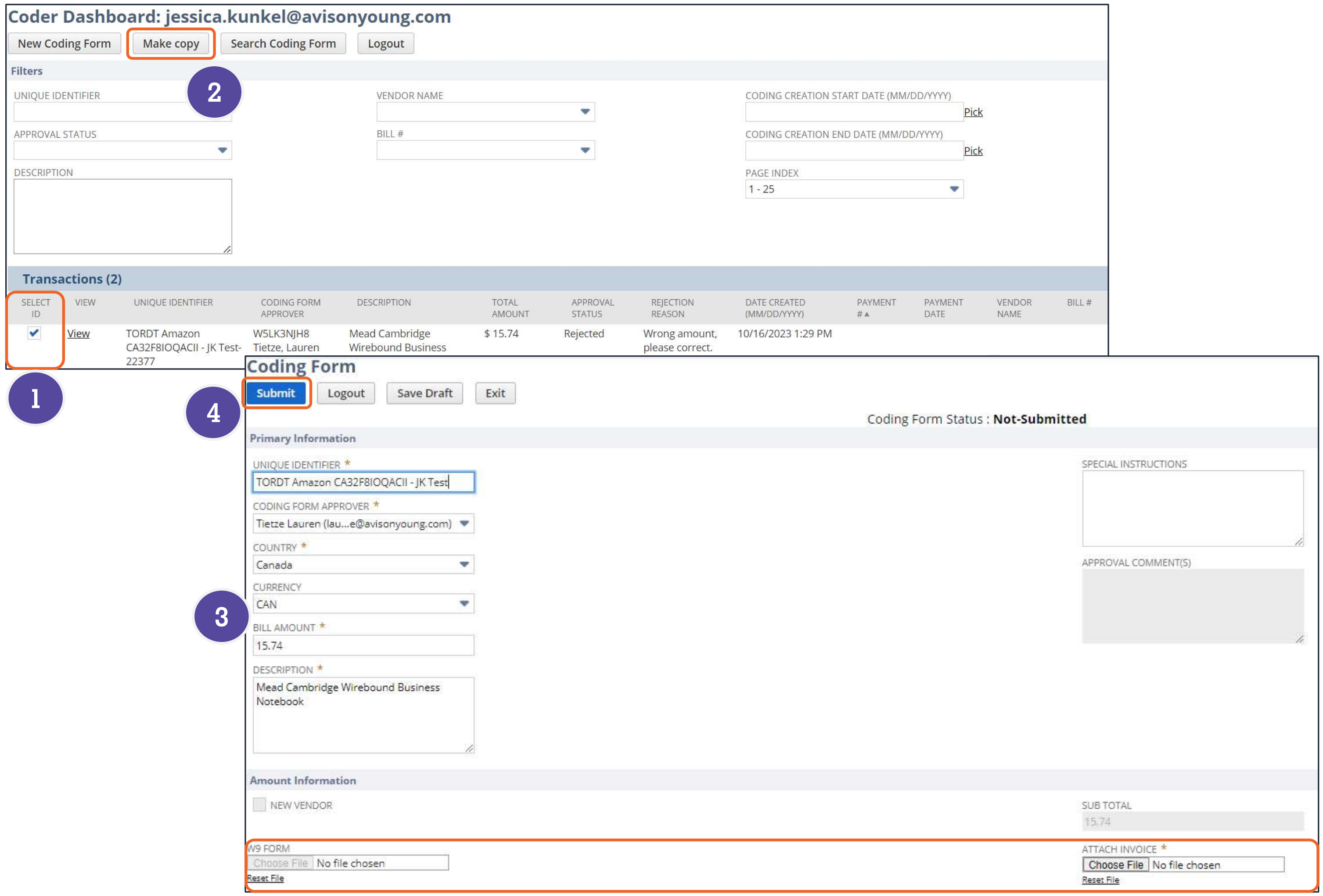
Additional Functions – Resubmitting with New Attachments

If a form has been rejected by an approver due to an incorrect attachment, the form must be resubmitted using the Make Copy feature.

1. **Select the Rejected Form:** Click the *Select* checkbox next to the rejected form
2. **Make Copy** – Click *Make Copy* to make a copy of the rejected form. New form will open.
3. **Update Entries** – Change the Unique Identifier to make it unique and update the necessary fields, including uploading the correct attachments.

   Please note: If the bill amount is changed, the expense lines will automatically be updated based on the % allocation assigned to each line.

4. **Submit** – Once all corrections are complete, click *Submit* to submit the new form with updated attachments for approval.



Support

Support Requests:

financeappsupport@avisonyoung.com

- Login Issues
- Dashboard or Form issues

judy.medina@avisonyoung.com

- Changes to available lists of Subsidiaries, MCCs or Categories
- Functional questions regarding completing and/or submitting coding forms
- Submit feedback or suggestions

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Questions?

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Appendix

Coding Form Field Restrictions

Please note the following permitted character list for the outlined coding form fields. Any characters omitted in the below list may not be added to the coding form.

1. Alphabet – Capital and Lowercase letters
2. Numbers
3. Spaces
4. Special Characters – see the table below for details by field

Unique Identifier	Description	Rejection Reason
( ) - _ % $ # ; . , @ =	( ) + - _ * / : & % $ # ; . , @ = \ “ “	( ) + - _ * / : & % $ # ; . , @ = \ “ “
À Â Ä à â ä Ç ç	À Â Ä à â ä Ç ç	À Â Ä à â ä Ç ç
È É Ê Ë è é ê ë	È É Ê Ë è é ê ë	È É Ê Ë è é ê ë
Î Ï î ï Ô Œ ô œ	Î Ï î ï Ô Œ ô œ	Î Ï î ï Ô Œ ô œ
Ù Û Ü ù û ü Ÿ ÿ	Ù Û Ü ù û ü Ÿ ÿ	Ù Û Ü ù û ü Ÿ ÿ

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Coding Form Attachments – Accepted File Types

W9 or **Invoices** attached to the coding forms must be in one of the following formats:

- **.png**
- **.jpe**
- **.jpg**
- **.jpeg**
- **.tiff**
- **.tif**
- **.pdf**

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