RPA Invoice Processing

QRG – Approvers

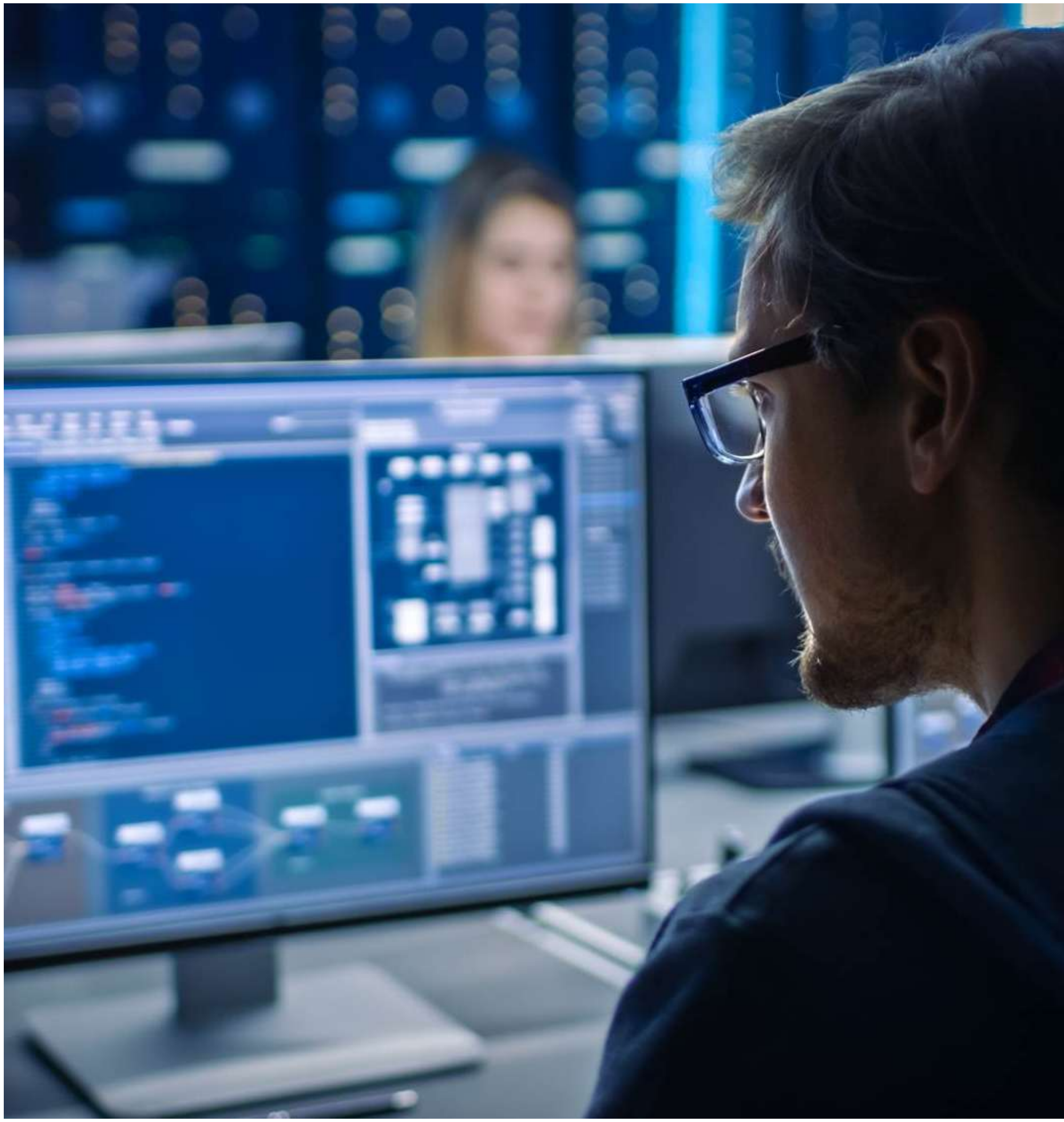
Coding Form Access

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.

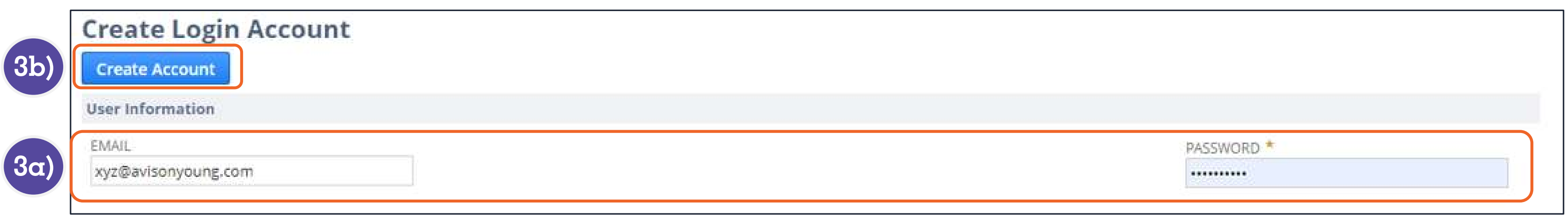
1. **Access Link:** https://3857081.extforms.netsuite.com/app/site/hosting/scriptlet.nl?script=2254&deploy=1&compid=3857081&ns-at=AAEJ7tMQq547ZptL6oRmh9Q7TNzyaUAhM_WevU14xGmLM8TGpvY

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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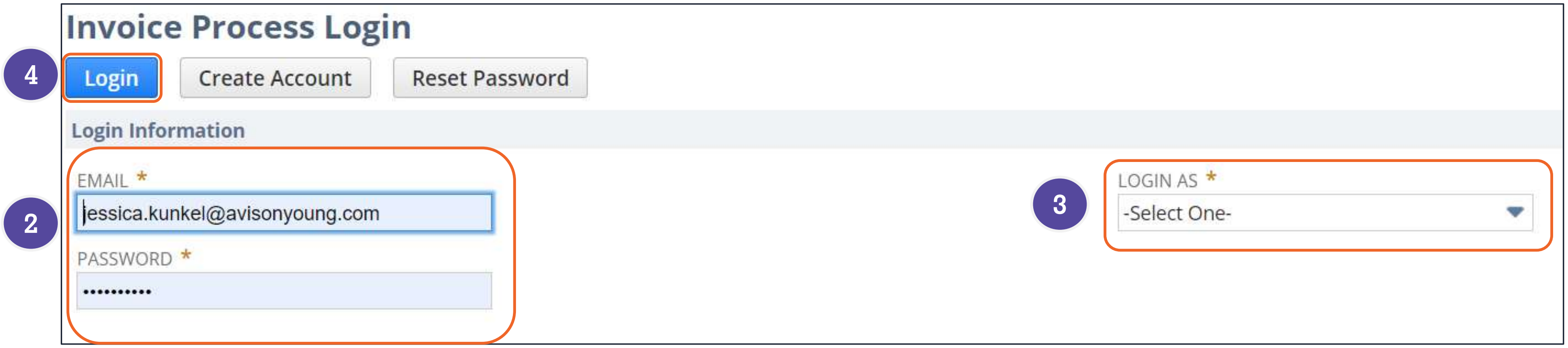
Logging in – Approvers

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 Approver
4. **Login:** Click *Login*



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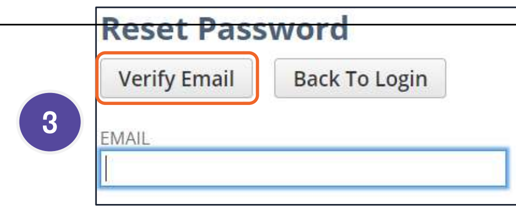
Reset Password

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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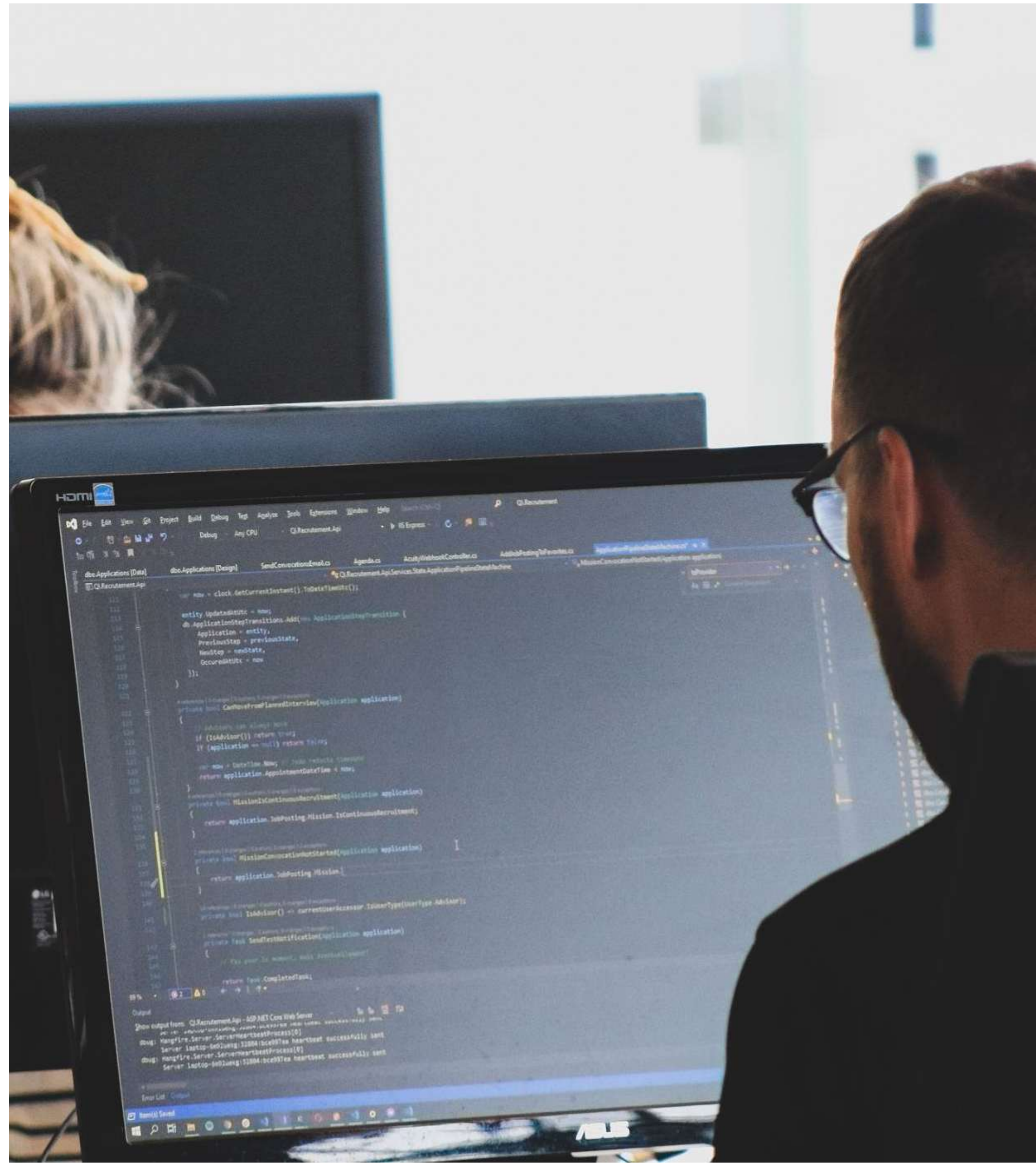
Approver Dashboard

The Approver dashboard provides a list of coding forms assigned to the approver for processing. Once forms are approved, they will clear from the dashboard.

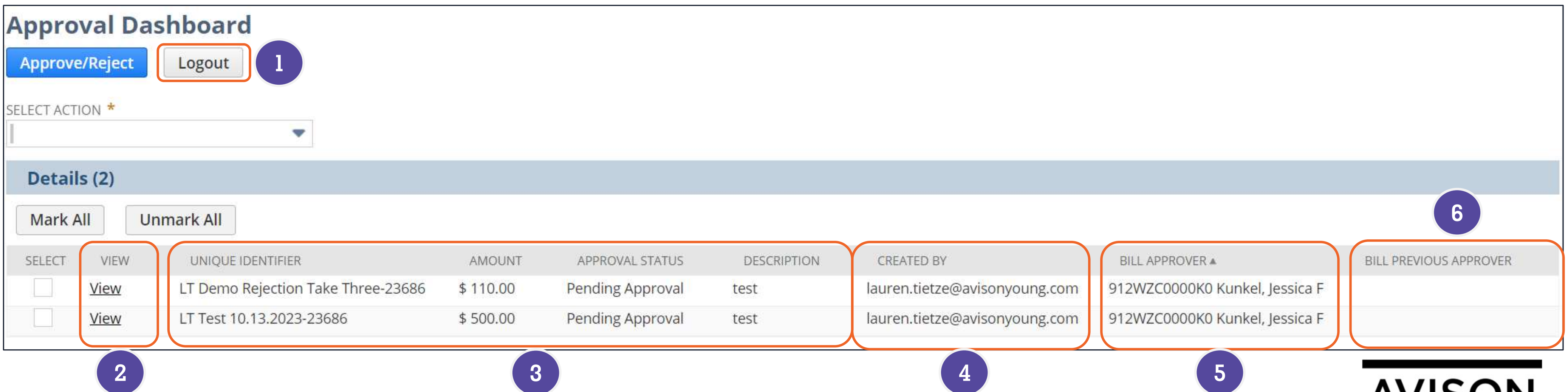
1. Reviewing Submissions
2. Approving Coding Forms
   - Assigning a second approver
3. Rejecting Coding Forms
4. Approval/Rejection from Dashboard
5. Reminder Emails
6. Invoice Processing Exceptions



Approver Dashboard – Reviewing Submissions

All invoices pending approval will appear on the dashboard. Once they are approved, the dashboard will be cleared.

1. **Logout:** Clicking *Logout* logs the user out of the coding forms.
2. **View:** Click on *View* to open the submitted coding form for review.
3. **Form Details:** Displays details submitted on the form, including Unique Identifier, Bill Amount, Approval Status (Pending Approval), Description.
4. **Created By:** Displays the email of the Coder that created the form.
5. **Bill Approver:** Displays the name of the current approver assigned to the form.
6. **Bill Previous Approver:** If the form has previously been approved by a different approver, their name will appear in this field.



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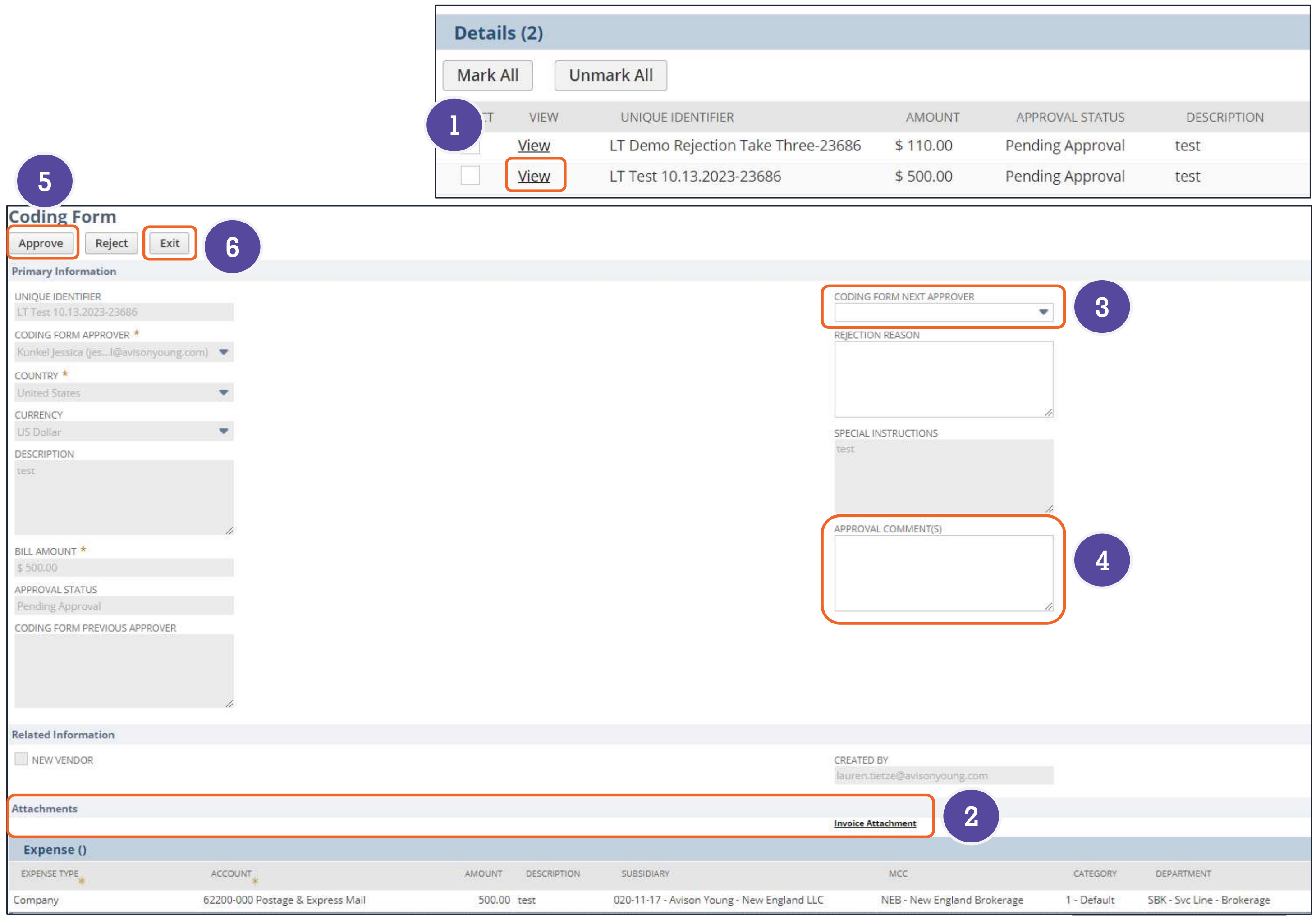
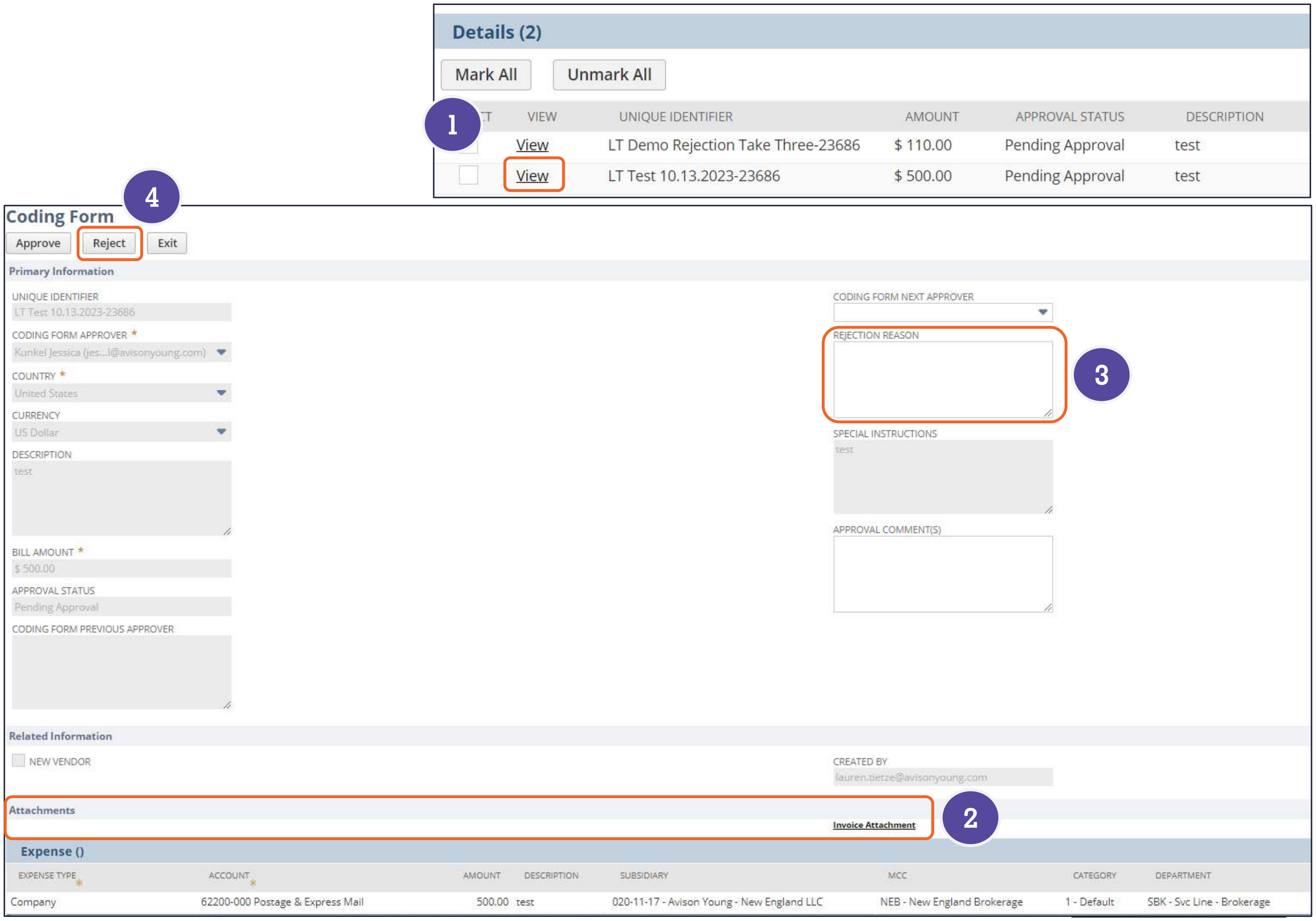
Approver Dashboard – Approving Coding Forms

1. **View:** On the dashboard, click *View* to open the submitted coding form for review. Most fields are not editable for approvers.
2. **Attachments:** Click on the link to view the Invoice and W9 attachments
3. **Coding Form Next Approver:** *<u>If the coding form should also be reviewed/approved by another approver</u>*, select the next Approver from the dropdown prior to proceeding. The coding form will remain in *Pending Approval* status until the final approver has reviewed/approved.
4. **Approval Comments:** An optional free-form text field used to capture any approval comments for the coder or next approver. Coders have access to view these comments and the next approver has access to update or remove the comments.
5. **Approve:** Once form is ready for approval, click the *Approve* button. A message will display, and you will be directed back to the dashboard.
6. **Exit:** Used to exit the form without making any status changes.



Approver Dashboard – Rejecting Coding Forms

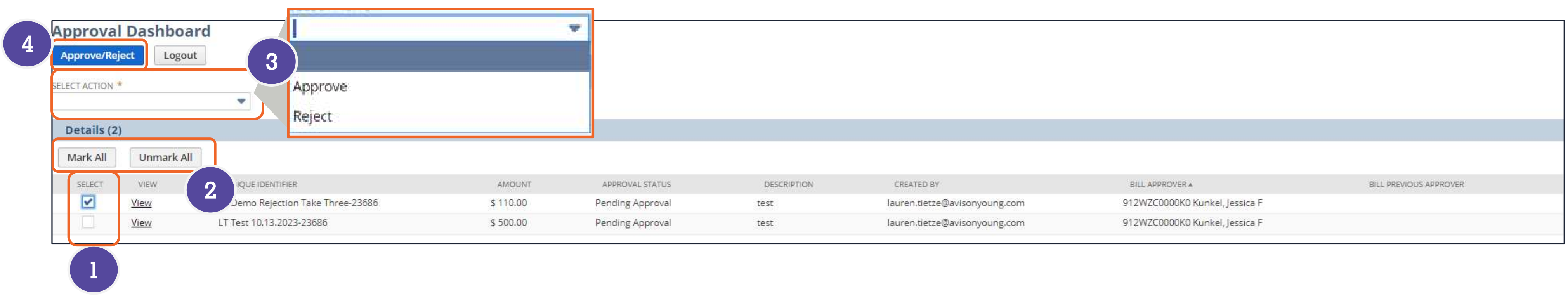
1. **View:** On the dashboard, click *View* to open the submitted coding form for review. Most fields are not editable for approvers.
2. **Attachments:** Click on the link to view the Invoice and W9 attachments
3. **Rejection Reason:** *Field is required for rejections.* A free-form text field used to capture the reason for rejection. Coders have access to view this field. *(See Appendix for field character restrictions)*
4. **Reject:** Click *Reject* to reject the form. The coder will receive an email informing them of the rejection which includes the rejection reason. They will have access to edit the form and resubmit, if applicable.



Approver Dashboard – Approval/Rejection from Dashboard

Approvals and Rejections can also be performed from the Dashboard. Review may be completed individually, and forms can be approved/rejected in bulk.

1. **Select:** Check the items that should be processed. Only one action may be performed at a time (either Approve or Reject), select all the items that apply to that action.
2. **Selection Buttons:** *Mark All* or *Unmark All* buttons can also be used to either select all or deselect all the items displayed below.
3. **Select Action:** Click on the action dropdown and select whether to *Approve* or *Reject* the selected items. *When rejecting items from the dashboard, **the rejection reason is not captured.***
4. **Approve/Reject:** Once the action has been selected, click the *Approve/Reject* button. The system will process the change to the form status for all selected items, which will display on the coder's dashboard.



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Approver Dashboard – Reminder Emails

The system sends out reminder emails twice per day (at 10 AM and 3 PM CT) outlining the total number of invoices pending approval.

The email will be received from financeadmin@avisonyoung.com and will be marked by Outlook as an External Sender.

- ***Please note – this email is safe to open.***

Please use the link to access your dashboard to process the requests.

From Finance Admin (financeadmin@avisonyoung.com) <system@sent-via.netsuite.com>
Sent: Tuesday, April 9, 2024 4:00 PM
To:
Subject: Vendor Bill Coding Form Pending Approval

CAUTION: External Sender

Hi,

Vendor bill coding form(s) have been created which are pending your approval. Please access the dashboard to process these forms:

Dashboard Link	Bill Approver	Count of Unique Identifier
Link	NTDFGWXHO Kunkel, Jessica	2
	Total	**2**

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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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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

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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