How to Handle FYA PIPs in Your Inbox

In order to improve communication between Accounts Payable and your department/unit, the following process for handling Purchase Invoice Problems (PIPs) has been developed. If there is a serious problem with your document, then an FYA notification of that Purchase Invoice Problem (PIP) arrives in the inboxes of everyone on the departmental Creator Desk. FYA PIPs have to be routed and approved before the Accounts Payable auditor can process the document for payment. There are mainly three (3) situations when a department will receive an FYA PIP:

1. Account or support account change.
2. Amount increase.
3. Cancellation of invoice header, due to no response to FYA and FYI PIPs.

Never discard or reject a FYA PIP, since this action does not provide the approval required for payment.

How to Handle a FYA PIP

1. Select the PIP from your inbox. Press F6. Read the FYA PIP. A FYA PIP is really one copy that will go to everyone on your department's Creator Desk. Do not discard. If you discard the PIP and do not fix the problem, it will disappear out of everyone's inbox as well.

2. Research/handle the problem. Do not recall the document. The auditors can make the changes required for payment.

3. Type **NOT** in the action line on the Invoice Problem Cover Sheet. <enter>.

4. Type your response and action in the PIP note section. <enter>. Your note will capitalize. F4 brings you back to the Invoice Problem Cover Sheet screen.

5. Type **APP** in the action line on the Invoice Problem Cover Sheet to re-route for approval. <enter>. FYA PIPs have to be routed and approved before payment can be made. Notes have to be added to the PIP document and routed to your approver/signers.

6. NEVER discard or reject the PIP.

7. Only discard the PIP from your inbox when the status is final.

Please contact the auditor that sent the PIP if you have any questions or need further assistance.