1. Introduction and Terminology

Kent State University uses Chrome River’s Invoice module as its ePayables system. The ePayables system is the electronic workflow through which invoices are routed for approval and submitted to Accounts Payable for processing.

The ePayables system is accessed via a link found in the Employee Workflows section in Flashline:
The following table provides definitions of terms used in this user guide.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>The university’s central hub for non-payroll payment processing, including direct payments to vendors, employee reimbursements, and purchasing card administration. These services are provided in compliance with the university’s administrative policies and external regulations.</td>
</tr>
<tr>
<td>Allocation</td>
<td>The accounting string that a payable should be charged against.</td>
</tr>
<tr>
<td>Approve</td>
<td>Indication that a payment request has been reviewed and is ready for processing.</td>
</tr>
<tr>
<td>Approver</td>
<td>An employee tasked with reviewing and authorizing a payment request.</td>
</tr>
<tr>
<td>Business Purpose</td>
<td>A statement that explains the purpose of the purchase of the goods or services associated with a payment request.</td>
</tr>
<tr>
<td>Chrome River Invoice</td>
<td>An electronic payment request.</td>
</tr>
<tr>
<td>Commodity</td>
<td>The general classification or categorization of a product or service. A commodity code details or describes what was purchased in a common category or group. Kent State University uses a modified UNSPSC (the United Nations Standard Products and Services Code) commodity code list to categorize items or services.</td>
</tr>
<tr>
<td>Creator</td>
<td>An individual who initiates the payment request process by completing the fields on a Chrome River Invoice.</td>
</tr>
<tr>
<td>Credit memo</td>
<td>A vendor supplied billing document detailing a reduction of outstanding payables.</td>
</tr>
<tr>
<td>FOP</td>
<td>A fund-org-program accounting string that is usually represented by an index.</td>
</tr>
<tr>
<td>Fund</td>
<td>A 6-digit number identifying what type of funding is being charged (e.g. educational and general, designated, auxiliary etc.).</td>
</tr>
<tr>
<td>Grants Accounting</td>
<td>Grants Accounting supports the administration of restricted funds by promoting accountability, compliance, and timely dissemination of accurate information.</td>
</tr>
<tr>
<td>Index</td>
<td>A 6-digit number that represents a fund-org-program accounting string.</td>
</tr>
<tr>
<td>Initiator</td>
<td>An individual who is responsible for submitting a payment request; a creator or requester.</td>
</tr>
<tr>
<td>Non-Vendor Payees</td>
<td>Individuals and entities that are exempt from onboarding in the vendor portal.</td>
</tr>
<tr>
<td>Org</td>
<td>A 6-digit number identifying the financial activities by functional reporting units.</td>
</tr>
<tr>
<td>Program</td>
<td>A 4-digit number identifying how the money is reported.</td>
</tr>
<tr>
<td>Purchase Order</td>
<td>After a requisition is approved by Procurement, it will carry through its approval hierarchy, finalizing the document as a purchase order. When accepted by the seller, it becomes a contract binding on both parties.</td>
</tr>
<tr>
<td>Requester</td>
<td>An individual in addition to a creator, who is jointly responsible for the initiation of a payment request.</td>
</tr>
<tr>
<td>Return</td>
<td>The act of routing an invoice to a creator or requester.</td>
</tr>
<tr>
<td>Vendor Invoice</td>
<td>A vendor-supplied billing document that details a purchase to be paid.</td>
</tr>
</tbody>
</table>
## 2. Roles and Expectations

The following table lists the roles and expectations of users within the invoice payment process.

<table>
<thead>
<tr>
<th>Role</th>
<th>Expectation</th>
</tr>
</thead>
</table>
| **Creator**                          | • Fully creates invoice, including entering correct vendor name, remittance address, invoice number, invoice date, and amount.  
                                         | • Attaches correct PO when applicable.                                     |
|                                       | • Completes accounting allocation section, providing correct values for the account, commodity, and index/fund fields.            |
|                                       | • Attaches all necessary documentation.                                    |
| **Principal Investigator**            | • Confirms that goods/services have been received.                         |
| **Level 1 through 3 approvers**       | • Confirms that expenditure has a business purpose that is consistent with federal, state, granting agency, and university policies and regulations. |
| **Executive level approvers**         | • Reviews initiator-entered information for correctness.                   |
| **Senior VP for Finance and Administration** | • Ensures that attached documentation is complete and supports the payment request.                  |
| **Optional:**                        |                                                                            |
| - Requester                          |                                                                            |
| - Reviewer                           |                                                                            |
| **Grants Accounting**                | • Confirms that expense is reasonable in relation to the grant budget and was incurred within the grant period. |
| **Accounts Payable**                 | • Reviews vendor name, remittance address, amount, invoice date, and invoice number for correctness.                  |
|                                       | • Ensures that invoices submitted for non-vendor payees are for qualified exceptions to PaymentWorks onboarding.          |
|                                       | • Confirms that documentation is complete and supports the payment request.                                                |
|                                       | • Processes pickup and special handling requests in accordance with departmental procedures. |
3. Invoice Routing Steps

Both PO and non-PO invoices can be submitted for processing via the e-payables system. Chrome River Invoice accommodates both default and optional routing steps to facilitate invoice processing.

3.1 Default Routing Steps

Default routing steps are hard-coded in to the system to ensure that all invoices pass through them. These routing steps are based on university-wide policies and procedures. The default routing steps for PO invoices and non-PO invoices differ from each other.

By default, PO invoices route directly to Accounts Payable upon approval by their initiators.

By default, non-PO invoices route for approval based on their accounting allocations, upon approval by their initiators.

- Non-PO invoices that are allocated to fund/account accounting strings route to approvers who have been assigned responsibility for the applicable accounts.

- Non-PO invoices that are allocated to index/account accounting strings route according to amount, index type, the org associated with each index, and university policy, before routing to Accounts Payable. These steps are detailed in the table below.

<table>
<thead>
<tr>
<th>Routing Order</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Principal Investigator</td>
</tr>
<tr>
<td>2</td>
<td>Org-based Level 1 Approver</td>
</tr>
<tr>
<td>3</td>
<td>Org-based Level 2 Approver</td>
</tr>
<tr>
<td>4</td>
<td>Org-based Level 3 Approver</td>
</tr>
<tr>
<td>5</td>
<td>Org-based executive-level Approver</td>
</tr>
<tr>
<td>6</td>
<td>Sr. VP of Finance &amp; Administration</td>
</tr>
<tr>
<td>7</td>
<td>Grants Accounting</td>
</tr>
<tr>
<td>8</td>
<td>Accounts Payable</td>
</tr>
</tbody>
</table>
3.2 Optional Routing Steps

Optional routing steps can be inserted by invoice creators and approvers as needed. These steps occur in addition to, not in place of, default routing. The two types of optional routing are returning an invoice to a requester or selecting an additional reviewer.

Requesters

By routing an invoice to a requester, the creator indicates that the requester is jointly responsible for initiating the payment request.

The requester must have access to Chrome River Invoice. They must take action on invoices that are routed to them (e.g., return to creator or approve). Failure to do so will prevent the invoice from being processed.

An invoice that is routed to a requester appears in both the creator's and requester's list of submitted invoices. This allows both the creator and requester to track and recall the invoice when needed.

Reviewers

Selecting an additional reviewer allows a user to insert an additional level of approval between themselves and the next default routing step.

The reviewer must have access to Chrome River Invoice. They must take action on invoices that are routed to them (e.g., return to creator, return to requester, or approve). Failure to do so will prevent the invoice from being processed.
4. Creating and Copying Invoices

4.1 Creating a Non-PO Invoice or Credit Memo (Vendor)

To create a new non-PO invoice or credit memo from scratch:

1. Click the Create button, found on the green Invoices ribbon on your Chrome River dashboard.

2. Upload the supporting documentation by either dragging and dropping it into the Invoice Entry (right side) screen or by scrolling down to the Attachments section and using the Browse File button.

- Supported file types are .png, .jpeg, .jpg, and .pdf
- Payment requests must be supported by an invoice or contract. Consult Appendix A – Payment Request Documentation Guidelines to determine if the payment requires additional documentation.

OR
3. Complete the following required **Invoice Header** fields:

a. **Vendor Name** – Begin typing to search by the vendor’s name or ID. All vendors approved by our vendor desk are in the system. If your vendor does not appear in the search results, you must initiate onboarding via PaymentWorks.

b. **Vendor Address** – Choose the address that matches the remittance address shown on the invoice. If the remittance address is not available in the dropdown, your vendor must register that address via PaymentWorks.

c. **Invoice Number** – To prevent duplicate payments, invoice numbers provided by vendors must be used when available.
   - This field accepts letters, numbers, spaces, and hyphens. Other special characters should be omitted.
   - Consult Appendix B – Invoice Numbering Guidelines to determine how to format invoice numbers when vendor invoice numbers are not available.

d. **Invoice Date** – Enter the date shown on the vendor invoice or contract.

e. **Invoice Amount** – Enter the amount shown on the vendor invoice.
   - Invoices cannot be short-paid.
   - Obtain a new (modified) invoice from the vendor if your invoice does not display the correct amount to be paid.
   - Credit memos must be entered as negative amounts.
4. Complete the following **Invoice Detail** fields:

   a. *Business Purpose* – This field is required. Explain why the purchase is being made.

   b. *Requester* – This field is optional. See section 3.2 for more information about optional reviewers.

   c. *Pickup Request* – This field is optional.
      - Payments are issued directly to payees, in accordance with the payment preferences they indicate on their vendor registration.
      - Exceptions to this rule are payments initiated all or in part by the Office of General Counsel and payments related to payroll withholding.

---

*Clicking Save at any point after completing the required fields found in the Invoice Header and Invoice Detail sections will save the invoice to creator’s Drafts list.*
5. Complete the following **Special Handling** fields as needed:

   a. **Handling Options**
      - **Rush** – The rush indicator should be used sparingly, for emergency and time-sensitive payments. Complete and correct rush requests that are received by Accounts Payable by noon on Tuesday will be included in the weekly Wednesday check run.
      - **Future Pay** – Use when scheduling a payment in advance (e.g., monthly rent). The future date of the payment must be entered in the Special Handling Instructions field.
      - **International Wire** – Use for payments being made in foreign currency or to a non-US bank account.
      - **Vendor Copy** – Use when requesting that documentation (e.g., an invoice stub) be mailed along with a check.
      - **Separate Check** – Use to ensure that multiple payments to one vendor result in separate checks.

   b. **Special Handling Instructions** – Enter any future pay date here, as well as other special handling requests not listed above.

6. Entering a comment in the **Comments** section is optional.
7. Enter the commodity and accounting allocation for the payment in the Accounting section.

Note that, before an allocation is added, the TOTAL will be $0.00 and REMAINING will equal the Amount entered in the Invoice Header section.

a. Click the blue +Add Expense button and then select the Invoice Item tile

b. Complete the Amount, Account Code, Commodity Code, and Allocation fields.

- The Amount is the amount that you are allocating to the specific accounting string.
- The Account Code, Commodity Code, and Allocation fields can be searched by number or description.
  - You may need to pause as the system searches.
  - Accounts that begin with 1, 2, and 9 must only be used when allocating to a fund.
  - When searching for an index, the Allocation result will display with the full fund-org-program string, followed by the index.
  - When searching for a fund, it is recommended that you enter the word fund in addition to the fund number (e.g., fund 360001)
- Click Save when the fields are complete.
c. When you enter new **Invoice Items**, the **TOTAL** updates to show the total amount allocated and the **REMAINING** amount shows the amount yet to be allocated.

![Image 1](image1.png)

d. To enter an additional allocation, repeat steps 7.a. and 7.b. These steps should be repeated until the **REMAINING** amount is $0.00.

![Image 2](image2.png)

8. When all required fields have been completed, the correct documentation has been attached, and the amount is fully allocated, the invoice can be submitted. Submission instructions are found in the **5. Submitting Invoices** section of this guide.
4.2 Creating a Non-PO Invoice or Credit Memo (Non-Vendor Payee)

To create a new non-PO invoice or credit memo for a Non-Vendor Payee (NVP) from scratch:

1. Click the Create button, found on the green Invoices ribbon on your Chrome River dashboard.

2. Upload the supporting documentation by either dragging and dropping it into the Invoice Entry (right side) screen or by scrolling down to the Attachments section and using the Browse File button.

- Supported file types are .png, .jpeg, .jpg, and .pdf
- NVP payment requests must be supported by an invoice, contract, or itemized receipts.

OR
3. Complete the following required **Invoice Header** fields:

   a. **Vendor Name** – Select Create Non-Vendor Payee, enter the name of the NVP in the dialog box, and click Create.

   ![Create Non-Vendor Payee](image)

   b. **Invoice Number** – An invoice number provided by the NVP vendors must be used when available.
      - This field accepts letters, numbers, spaces, and hyphens. Other special characters should be omitted.
      - If an NVP invoice number is not available, format the invoice number according to the Invoice Number Guidelines chart (###).

   c. **Invoice Date** – Enter the invoice or contract date or the date when the expense that is being reimbursed was incurred.

   d. **Invoice Amount** – Enter the amount shown on the NVP invoice.
      - Invoices cannot be short-paid.
      - Obtain a new (modified) invoice from the NVP if your invoice does not display the correct amount to be paid.
      - Credit memos must be entered as negative amounts.
4. Complete the following **Invoice Detail** fields:

   a. **Business Purpose** – This field is required. Explain why the purchase is being made.

   b. **Requester** – This field is optional. See section 3.2 for more information about optional reviewers.

   c. **Non-Vendor Payee Address** – All address fields other than NVP Address Line 2 are required.

   d. **Pickup Request** – This field is optional.
      - Payments are issued directly to payees, in accordance with the payment preferences they indicate on their vendor registration.
      - Exceptions to this rule are payments initiated all or in part by the Office of General Counsel and payments related to payroll withholding.

---

*Clicking Save at any point after completing the required fields found in the Invoice Header and Invoice Detail sections will save the invoice to creator’s Drafts list.*
5. Complete the following **Special Handling** fields as needed:

   a. **Handling Options**
      - **Rush** – The rush indicator should be used sparingly, for emergency and time-sensitive payments. Complete and correct rush requests that are received by Accounts Payable by noon on Tuesday will be included in the weekly Wednesday check run.
      - **Future Pay** – Use when scheduling a payment in advance (e.g., monthly rent). The future date of the payment must be entered in the Special Handling Instructions field.
      - **International Wire** – This option cannot be used for NVP payments.
      - **Vendor Copy** – Use when requesting that documentation (e.g., an invoice stub) be mailed along with a check.
      - **Separate Check** – Use to ensure that multiple payments to one vendor result in separate checks.

   b. **Special Handling Instructions** – Enter any future pay date here, as well as other special handling requests not listed above.

6. Entering a comment in the **Comments** section is optional.
7. Enter the commodity and accounting allocation for the payment in the Accounting section.

Note that, before an allocation is added, the TOTAL will be $0.00 and REMAINING will equal the Amount entered in the Invoice Header section.

a. Click the blue +Add Expense button and then select the Invoice Item tile

b. Complete the Amount, Account Code, Commodity Code, and Allocation fields.

- The Amount is the amount that you are allocating to the specific accounting string.
- The Account Code, Commodity Code, and Allocation fields can be searched by number or description.
  - You may need to pause as the system searches.
  - Accounts that begin with 1, 2, and 9 must only be used when allocating to a fund.
  - When searching for an index, the Allocation result will display with the full fund-org-program string, followed by the index.
  - When searching for a fund, it is recommended that you enter the word fund in addition to the fund number (e.g., fund 360001)
- Click Save when the fields are complete.
c. When you enter new **Invoice Items**, the **TOTAL** updates to show the total amount allocated and the **REMAINING** amount shows the amount yet to be allocated.

![Image showing invoice items with total and remaining amounts]

d. To enter an additional allocation, repeat steps 7.a. and 7.b. These steps should be repeated until the **REMAINING** amount is $0.00.

![Image showing invoice items with updated total and remaining amounts]

8. When all required fields have been completed, the correct documentation has been attached, and the amount is fully allocated, the invoice can be submitted. Submission instructions are found in the **5. Submitting Invoices** section of this guide.
4.3 Creating a PO Invoice

To create a PO invoice or credit memo:

1. Click the Create button, found on the green Invoices ribbon on your Chrome River dashboard.

2. Upload the supporting documentation by either dragging and dropping it into the Invoice Entry (right side) screen or by scrolling down to the Attachments section and using the Browse File button.

   - Supported file types are .png, .jpeg, .jpg, and .pdf
   - Payment requests must be supported by an invoice or contract. Consult Appendix A – Payment Request Documentation Guidelines to determine if the payment requires additional documentation.

OR

Drag image here to upload  Browse File
3. In the **Invoice Header** section, select the blue **PO Number Search** link to open the **PO Advanced Search** page.

![PO Advanced Search](image)

4. Enter your PO number in the search criteria and click **Apply**.

---

**PO Search Tip**

*When searching for a PO, enter only the PO number (not a vendor name or address), be sure that your PO number is formatted as **P0012345** (P+two zeroes+five other numbers), and widen the date range if your PO is older than 90 days.*
5. The resulting list will show each matching PO's number, opening and current balance, and the name of the person who initiated its creation in Flashcart.

6. Select the appropriate PO and then click **Copy to Invoice**.
Chart 1: PO Line Items

Each individual accounting sequence on a PO is considered a separate PO line item for payment purposes.

<table>
<thead>
<tr>
<th>PO Scenario</th>
<th>As Displayed in Flashcart</th>
<th>As Displayed in INVOICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PO has one item/commodity line that is allocated to one accounting string</td>
<td>Item 1 - $100 allocated to 100304 72015</td>
</tr>
</tbody>
</table>
| 2 | PO has two item/commodity lines, each allocated to one accounting string | Item 1 - $100 allocated to 100304 72015  
Item 2 - $100 allocated to 100306 72017 | PO Line #1 @ $100 (100304 72015)  
PO Line #2 @ $100 (100306 72017) |
| 3 | PO has one item/commodity line that is allocated to two accounting strings | Item 1 - $100 total  
- $25 allocated to 100304 72015  
- $75 allocated to 100304 72014 | PO Line #1 @ $25 (100304 72015)  
PO Line #2 @ $75 (100304 72014) |
| 4 | PO has two item/commodity lines, each allocated to two accounting strings | Item 1 - $100 total  
- $25 allocated to 100304 72015  
- $75 allocated to 100304 72014  
Item 2 - $150 total  
- $50 allocated to 100306 72015  
- $100 allocated to 100306 72017 | PO Line #1 $25 (100304 72015)  
PO Line #2 $75 (100304 72014)  
PO Line #3 $50 (100306 72015)  
PO Line #4 $100 (100306 72017) |
7. In the **Confirmation** box, enter the **Invoice Date** and **Invoice Amount**. Optionally, check the “**Allocate this amount across invoice line items**” box. Then click **Copy**.

- Checking the “**Allocate this amount across Invoice line items**” box will result in the accounting allocation being distributed across all lines of the PO. You may need to edit the amounts on the accounting line(s) if the PO has been used for previous payments.

- Leaving the “**Allocate this amount across Invoice line items**” box blank will add all open PO lines to the invoice. You will then need to edit the amounts on each line so that the total matches the amount of the invoice.
8. Review and complete the following required **Invoice Header** fields:

   a. **Vendor Name** – Confirm that the vendor name that was imported from the PO matches the vendor name on the invoice or contract.

   b. **Vendor Address** – Choose the address that matches the remittance address shown on the invoice. If the remittance address is not available in the dropdown, your vendor must register that address via PaymentWorks.

   c. **Invoice Number** – To prevent duplicate payments, invoice numbers provided by vendors must be used when available.
      - This field accepts letters, numbers, spaces, and hyphens. Other special characters should be omitted.
      - Consult Appendix B – Invoice Numbering Guidelines to determine how to format invoice numbers when vendor invoice numbers are not available.

   d. **Invoice Date** – Confirm that the date in this field matches the date shown on the vendor invoice or contract.

   e. **Invoice Amount** – Confirm that the amount in this field matches the amount shown on the vendor invoice.
      - Invoices cannot be short-paid.
      - Obtain a new (modified) invoice from the vendor if your invoice does not display the correct amount to be paid.
      - Credit memos must be entered as negative amounts.
9. Review and complete the following **Invoice Detail** fields:

a. **Business Purpose** – This field is required. Explain why the purchase is being made.

b. **Requester** – This field will be pre-populated with the name of the person who initiated the PO in Flashcart. The name may be left as is or can be changed to a different requester.

c. **Pickup Request** – This field is optional.
   - Payments are issued directly to payees, in accordance with the payment preferences they indicate on their vendor registration.
   - Exceptions to this rule are payments initiated all or in part by the Office of General Counsel and payments related to payroll withholding.
10. Complete the following **Special Handling** fields as needed:

a. **Handling Options**
   - **Rush** – The rush indicator should be used sparingly, for emergency and time-sensitive payments. Complete and correct rush requests that are received by Accounts Payable by noon on Tuesday will be included in the weekly Wednesday check run.
   - **Future Pay** – Use when scheduling a payment in advance (e.g., monthly rent). The future date of the payment must be entered in the Special Handling Instructions field.
   - **International Wire** – Use for payments being made in foreign currency or to a non-US bank account.
   - **Vendor Copy** – Use when requesting that documentation (e.g., an invoice stub) be mailed along with a check.
   - **Separate Check** – Use to ensure that multiple payments to one vendor result in separate checks.

b. **Special Handling Instructions** – Enter any future pay date here, as well as other special handling requests not listed above.

11. Entering a comment in the **Comments** section is optional.
12. In the **Accounting** section:

   a. Review and, if necessary, edit the amounts listed for the **PO Items**. To edit an item:
      
      - Click the three dots found to the right of the amount.

      ![Click three dots to edit](image1)

      - Select **Edit**

      ![Edit button](image2)

      - Correct the amount as needed

      ![Correct amount](image3)
b. Click the Final Payment line box to indicate that the invoice being submitted is the final payment being made against that line of the PO. By checking the box:

- If the PO has only one line or if it is a multi-line PO and all other lines have been closed, the PO will be closed.
- If the PO has multiple lines and you only check Final Payment on one line, only the line with the checkmark will be closed.

c. Click Save.

d. Confirm that the invoice has been fully allocated by verifying that the REMAINING amount is $0.00.

13. When all required fields have been completed, the correct documentation has been attached, and the amount is fully allocated, the invoice can be submitted. Submission instructions are found in the 5. Submitting Invoices section of this guide.
4.4 Copying a Prior Non-PO Invoice or Credit Memo

Follow these steps to copy over a previously-submitted non-PO invoice as a template for a new invoice.

1. Click the Create button, found on the green Invoices ribbon on your Chrome River dashboard.

2. Upload the supporting documentation by either dragging and dropping it into the Invoice Entry (right side) screen or by scrolling down to the Attachments section and using the Browse File button.

- Supported file types are .png, .jpeg, .jpg, and .pdf
- Payment requests must be supported by an invoice or contract. Consult Appendix A – Payment Request Documentation Guidelines to determine if the payment requires additional documentation.

OR
3. Click the three dots, located to the right of the green Submit button, and select Prior Invoices.

4. Enter your search criteria and click Search. This function searches invoices that were previously submitted within the system by all users.
5. The search result will include all matching invoices, regardless of user.
   - To view an invoice, select it and click Image or PDF.
   - When you have identified the invoice that you want to copy, select it and click the blue Copy button.

6. In the Confirmation box, enter the new invoice’s date and amount and click Copy.
7. Review and complete the following required **Invoice Header** fields:
   
   a. **Vendor Name** – Confirm that the vendor name that was imported from the previously-submitted invoice matches the vendor name on the new vendor invoice or contract.
   
   b. **Vendor Address** – Confirm that the imported address that matches the remittance address shown on the vendor invoice. If the remittance address is not available in the dropdown, your vendor must register that address via PaymentWorks.
   
   c. **Invoice Number** – To prevent duplicate payments, invoice numbers provided by vendors must be used when available.
      - This field accepts letters, numbers, spaces, and hyphens. Other special characters should be omitted.
      - Consult [Appendix B – Invoice Numbering Guidelines](#) to determine how to format invoice numbers when vendor invoice numbers are not available.
   
   d. **Invoice Date** – Confirm that the date in this field matches the date shown on the vendor invoice or contract.
   
   e. **Invoice Amount** – Confirm that the amount in this field matches the amount shown on the vendor invoice.
      - Invoices cannot be short-paid.
      - Obtain a new (modified) invoice from the vendor if your invoice does not display the correct amount to be paid.
      - Credit memos must be entered as negative amounts.
8. Review, complete, and edit the following **Invoice Detail** fields as necessary:

a. **Business Purpose** – This field is required and will be imported from the copied invoice. It should explain why the purchase was being made.

b. **Requester** – This field is optional and will be imported from the copied invoice. See section 3.2 for more information about optional reviewers.

c. **Pickup Request** – This field is optional and will be imported from the copied invoice.
   - Payments are issued directly to payees, in accordance with the payment preferences they indicate on their vendor registration.
   - Exceptions to this rule are payments initiated all or in part by the Office of General Counsel and payments related to payroll withholding.

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*Clicking *Save* at any point after completing the required fields found in the Invoice Header and Invoice Detail sections will save the invoice to creator's Drafts list.*
9. Complete the following **Special Handling** fields as needed. These fields will not be imported from the copied invoice:

   **Handling Options**
   - **Rush** – The rush indicator should be used sparingly, for emergency and time-sensitive payments. Complete and correct rush requests that are received by Accounts Payable by noon on Tuesday will be included in the weekly Wednesday check run.
   - **Future Pay** – Use when scheduling a payment in advance (e.g., monthly rent). The future date of the payment must be entered in the Special Handling Instructions field.
   - **International Wire** – Use for payments being made in foreign currency or to a non-US bank account.
   - **Vendor Copy** – Use when requesting that documentation (e.g., an invoice stub) be mailed along with a check.
   - **Separate Check** – Use to ensure that multiple payments to one vendor result in separate checks.

   **b. Special Handling Instructions** – Enter any future pay date here, as well as other special handling requests not listed above.

10. Entering a comment in the **Comments** section is optional.
11. The **Accounting** section will reflect the commodity and accounting information that was imported from the copied invoice.

   a. Review and, if necessary, edit the amounts listed for the **Invoice Items**. To edit an item:

   - Click the three dots found to the right of the amount.

   - Select **Edit**

   - Correct the **Amount, Account Code, Commodity Code**, or **Allocation**, and then click **Save**.

   b. Confirm that the invoice has been fully allocated by verifying that the REMAINING amount is $0.00.

12. When all required fields have been completed, the correct documentation has been attached, and the amount is fully allocated, the invoice can be submitted. Submission instructions are found in the **5. Submitting Invoices** section of this guide.
5. Submitting Invoices

Creators, Requesters, and Approvers use the Submit button to both return and approve invoices.

5.1 Approving an Invoice

To approve an invoice and allow it to route to the next default routing step:

1. Select Submit > Approve

2. Click the Approve button.
5.2 Approving an Invoice and Adding an Additional Reviewer

To approve an invoice and then insert an additional reviewer before the next default routing step:

1. Select Submit > Approve

2. Enter the name of the reviewer in the Select Additional Reviewer field, and select the name from the search results.

3. Enter a message in the comment field and click Approve.
5.3 Returning an Invoice to a Creator

To return an invoice to its creator:

1. Select Submit > Return

2. Choose the creator’s name from the Return invoice to dropdown field.

3. Enter a message in the comment field and click Return.
5.4 Returning an Invoice to a Requester

To return an invoice to its requester:

1. Select Submit > Return

2. Choose the requester's name from the Return invoice to dropdown field.

3. Enter a message in the comment field and click Return.
6. Managing Invoices – Initiators

6.1 Draft Invoices

Selecting the Drafts link on the Invoices ribbon will open your Drafts list.

The list can be sorted by clicking on the sort icon (three parallel lines) that is found to the left of the plus sign.
6.11 Viewing a Draft Invoice

To view an invoice, select it from your Drafts list. It will then open in a panel on the right side of the screen.

Click the Images button to open the attached documentation in a panel on the left side of the screen.

Use the controls at the top of the Image panel to zoom in or out, rotate the image, or open it in a new browser tab. WARNING: The trash can image is a delete button.
6.12 Editing the Invoice Header, Invoice Detail, and Special Handling Fields

To edit the Invoice Header, Invoice Detail, or Special Handling sections, select the blue **Edit** button that is in the upper right corner. This will open all fields for editing.

Select Cancel to exit without changing information or Save to save your changes.
6.13 Editing the Accounting Information

Entries in the **Accounting** section can be edited, duplicated, or deleted.

1. **To edit**, click the three dots to the right of the amount and choose Edit. This will display the Invoice Item allocation, where you can make changes before clicking the Save button.

2. **To duplicate**, click the three dots to the right of the amount and choose Duplicate. This will open an Invoice Item identical to the one that is being duplicated. Make any desired changes to its information and then click Save.
3. **To delete**, click the three dots to the right of the amount and choose Delete. This will open an Invoice Item identical the the one that is being duplicated. Make any desire changes to its information and then click Save.
6.2 Submitted Invoices

Selecting the Submitted link on the Invoices ribbon will open a list of all invoices that you have submitted in Chrome River Invoice.

The list can be sorted by clicking on the sort icon (three parallel lines) found to the left of the plus sign.

Invoices that have a Pending tag have not yet been fully approved.

Invoices that have an Approved tag have been fully approved and exported to Banner, to await the next available check run. Their Banner invoice numbers are listed in their Comments sections.
6.21 Tracking an Invoice

Use the Tracking feature to see where your invoice is in the routing process.

1. Select a pending invoice on your Submitted list on the left and then click the Tracking button on the right.

2. The Routing Steps will display, showing you whose queue the invoice is currently sitting in. Click the Show Projected button to see where the invoice will route after the current approver approves it.

3. Future routing steps display with greyed-out circles.
   - **APInvReview** = Accounts Payable review
   - **Auto Bot** = automated review that occurs before invoices are exported to Banner

4. To close out of Tracking, select the X found in the upper right corner, under your name.
6.22 Recalling an Invoice

Use the Recall function to pull an invoice back from its approval routing steps. This can only be done with pending invoices.

1. Select the pending invoice from your Submitted list on the left and then click the Recall button on the right.

2. Note that the message that appears states that the invoice will be moved to your Invoice Approvals Needed list. Click Recall.
6.3 Recalled Invoices

Recalled invoices can be found in your **Invoices Approvals Needed** list, which is accessed by selecting the Invoices link under the gold Approvals ribbon on your Chrome River dashboard.

Your **Invoice Approvals Needed** list can be sorted by clicking the sort icon (three parallel lines) that is located to the left of the plus sign.
7. Managing Invoices – Approvers

7.1 Approvals Ribbon

When an invoice is awaiting your approval, the Invoice indicator will appear under the gold Approvals ribbon on your Chrome River dashboard.

![Approvals Ribbon Screenshot]

7.2 Approvals Needed List

Selecting the Invoices link on the Approvals ribbon will open the **Approvals Needed** list. The list can be sorted by clicking the sort icon (three parallel lines) that is found to the left of the plus sign.

![Approvals Needed List Screenshot]
7.21 Viewing an Invoice

To view an invoice, select it in your Approvals Needed list. This will open it in a panel on the right side of the screen.

Click the Images button to open the attached documentation in a panel on the left side of the screen.

Use the controls at the top of the Image panel to zoom in or out, rotate the image, or open it in a new browser tab. WARNING: The trash can image is a delete button.
7.22 Editing the Invoice Header, Invoice Detail, and Special Handling Fields

To edit the Invoice Header, Invoice Detail, or Special Handling sections, select the blue **Edit** button that is in the upper right corner. This will open all fields for editing.

Select Cancel to exit without changing information or Save to save your changes.
7.23 Editing the Accounting Information

Entries in the Allocation section can be edited, duplicated, or deleted.

1. **To edit**, click the three dots to the right of the amount and choose Edit. This will display the Invoice Item allocation, where you can make changes to any of the fields before clicking the Save button.

   **NOTE**: *If you change the entry in the Allocation field, the invoice will re-route to the correct accounting-based approver when you approve the invoice.*
2. **To duplicate**, click the three dots to the right of the amount and choose Duplicate. This will open an Invoice Item identical to the one that is being duplicated. Make any desired changes to its information and then click Save.

4. **To delete**, click the three dots to the right of the amount and choose Delete. This will open an Invoice Item identical to the one that is being duplicated. Make any desired changes to its information and then click Save.
7.3 Viewing Approved Invoices

To view invoices that you have approved:

1. Open the “hamburger” menu (three horizontal lines) to the right of the emburse Chrome River logo in the upper left corner of your screen.

2. Scroll to and select Inquiry

3. Select Invoice
4. Select **My Invoice Approvals**

5. Click on the Invoice Date dropdown and then select a timeframe from the list and click Apply.

Appendix A – Payment Request Documentation Guidelines

Most payment requests must be supported by an itemized invoice or contract. Certain expense categories require additional documentation. These guidelines state the required documentation needed for common expense categories, as well as suggested account numbers and relevant policies.

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Requirements</th>
<th>Policy/Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awards to KSU students</td>
<td>Do not submit payment request.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Coordinate with Student Financial Aid to issue funding through the student's account.</td>
<td></td>
</tr>
<tr>
<td>Business meals and hospitality</td>
<td><strong>Documentation:</strong></td>
<td>7 - 02.5 Administrative policy regarding business meals and hospitality expenses payable or reimbursable from university funds</td>
</tr>
<tr>
<td></td>
<td>• Itemized Invoice</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Executive Approval Form or equivalent</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• List of attendees</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Suggested Account:</strong> 71202</td>
<td></td>
</tr>
<tr>
<td>Special notes:</td>
<td><strong>University funds may not be used to pay for alcohol. Alcoholic beverages provided as part of a business meal or hospitality event must be paid via the KSU Foundation.</strong></td>
<td></td>
</tr>
<tr>
<td>Contributions (donations, financial assistance, equipment, or supplies made to charitable or non-profit organizations or university foundation accounts using university funds)</td>
<td>Not Allowable</td>
<td>7 - 02.13 Administrative policy regarding contributions and gifts Section (B)(1)(a)</td>
</tr>
<tr>
<td></td>
<td>Do not submit payment request.</td>
<td></td>
</tr>
<tr>
<td>Gifts (flowers, greeting cards, holiday decorations, radios, televisions, and parties where the beneficiaries are university employees or employees' dependents)</td>
<td>Not Allowable</td>
<td>7 - 02.13 Administrative policy regarding contributions and gifts Section (B)(2)(a)(ii)</td>
</tr>
<tr>
<td></td>
<td>Do not submit payment request.</td>
<td></td>
</tr>
<tr>
<td>Gifts (must have an essential business purpose, includes plaques and other similar recognition awards, and customary gifts to international guests of the university)</td>
<td><strong>Documentation</strong></td>
<td>7 - 02.13 Administrative policy regarding contributions and gifts Section (B)(2)(a)(i)</td>
</tr>
<tr>
<td></td>
<td>• Itemized Invoice</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Executive Approval Form or equivalent</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Suggested Account:</strong> varies according to type of gift</td>
<td></td>
</tr>
<tr>
<td>Expense Type</td>
<td>Requirements</td>
<td>Policy/Procedure</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Gift cards (cash advances for the purchase of gift cards unrelated to research) | **Documentation:**  
- Executive Approval Form or equivalent | 6 – 04.3  
Administrative policy regarding independent contractors  
HR Independent Contractor website [https://www.kent.edu/hr/independent-contractor](https://www.kent.edu/hr/independent-contractor) |
| Independent Contractor (ICs)  
(payments for services performed by individuals, sole proprietors and single member LLCs, including honoraria) | **Documentation:**  
- Fully executed contract (or invoice for subsequent payments)  
- HR independent contractor approval email  
- PEDACKN (for the first payment under each contract)  
- Executive Approval Form or equivalent (when HR approval has been denied)  
**Suggested Account:** dependent on purpose of services performed  
**Special notes:**  
- Contracts must be signed by an executive officer or individual who has a Letter of Delegation on file with the Office of General Counsel |  |
| Memberships or certifications                     | **Documentation:**  
- Itemized Invoice or membership registration/renewal form  
- Executive Approval Form or equivalent (only for individual memberships)  
**Suggested Account:** 73405 | See: 7 - 02.12  
Administrative policy regarding memberships and certifications |
<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Requirements</th>
<th>Policy/Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Refunds</strong></td>
<td><strong>Documentation:</strong>&lt;br&gt;• Document showing original receipt and deposit of funds being returned&lt;br&gt;<strong>Suggested Account:</strong> account into which funds were original deposited</td>
<td></td>
</tr>
<tr>
<td><strong>Reimbursements</strong>&lt;br&gt;(independent contractor)</td>
<td><strong>Documentation:</strong>&lt;br&gt;• Itemized receipts&lt;br&gt;• Fully executed contract (or invoice for subsequent payments)&lt;br&gt;• HR independent contractor approval email&lt;br&gt;• PEDACKN (for the first payment under each contract)&lt;br&gt;• Executive Approval Form or equivalent (when HR approval has been denied)&lt;br&gt;<strong>Suggested Account:</strong> dependent on expenses incurred&lt;br&gt;<strong>Special notes:</strong>&lt;br&gt;• Contracts must be signed by an executive officer or individual who has a Letter of Delegation on file with the Office of General Counsel</td>
<td>6 – 04.3&lt;br&gt;Administrative policy regarding independent contractors&lt;br&gt;&lt;br&gt;HR Independent Contractor website: <a href="https://www.kent.edu/hr/independent-contractor">https://www.kent.edu/hr/independent-contractor</a></td>
</tr>
<tr>
<td><strong>Reimbursements</strong>&lt;br&gt;(student employee)</td>
<td><strong>Documentation:</strong>&lt;br&gt;• Itemized receipts&lt;br&gt;• Email confirming that Student Financial Aid determined that it is a business expense reimbursement&lt;br&gt;<strong>Suggested Account:</strong> dependent on expenses incurred</td>
<td></td>
</tr>
<tr>
<td><strong>Reimbursements</strong>&lt;br&gt;(travel expenses for prospective employee or student)</td>
<td><strong>Documentation:</strong>&lt;br&gt;• Itemized receipts&lt;br&gt;<strong>Suggested Account:</strong> 7 1022</td>
<td></td>
</tr>
</tbody>
</table>
Appendix B – Invoice Numbering Guidelines

Invoice numbers are required for all payment requests. When available, vendor invoices must be used. When a vendor invoice number is not available, invoice numbers must be formatted according to these guidelines.

NOTE: Invoice numbers can only consist of letters of the alphabet, numbers, hyphens, and spaces. If a vendor invoice number includes any other type of character, leave it out. For example, a vendor invoice that is 123!5 should be entered as 1235.

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Details</th>
<th>Invoice Number Format</th>
<th>Example (example date is 5/15/24)</th>
</tr>
</thead>
</table>
| Other                         | Anything not fitting into the categories on this list | 1) 1<sup>st</sup> pmt = INV+date on invoice  
2) Subsequent pmts add -# of pmt | 1) INV051524  
2) INV051524-2 |
| Commissions (UCS only)        | Commissions for sales at UCS dining areas          | COMM+MMDDYY                                                                           | COMM051524                        |
| Construction (OUA only)       | Pmt to fulfill construction contracts             | Project Number+Record Number                                                          | 24L009PAY0002                     |
| Cooperating teacher stipends  | Pmt to school districts who host student teachers  | 1) Semester (FA, SP, or SU)+YYYY  
2) Regionals add campus name                                                      | 1) FA2024  
2) FA2024-STARK                       |
| Events                        | Includes catering and venue rentals                | 1) 1<sup>st</sup> pmt = EVENT+contract # or first day of event  
2) Subsequent pmts add -# of pmt                                                  | 1) EVENT051524  
2) EVENT051524-2                     |
| Gift cards                    | Cash advance to purchase gift cards                | GCARDS+date on IRB form                                                               | GCARDS051524                      |
| Hotel                         | Group and student group travel only               | Use (in order of preference) folio or confirmation #                                  | Varies by vendor                   |
| Independent contractors       |                                                   | SERV+first date of service listed on invoice                                          | SERV051524                        |
| Leases                        | 1) Short-term  
2) Long-term                                    | 1) Room or street#+RENT+MMYY  
2) RENT+date of invoice                                                              | 1) RENT1230524  
2) RENT051524                           |
| Memberships                   | 1) Institutional  
2) Individual                                      | 1) MEMB+first year  
2) MEMB+last name+first year                                                        | 1) MEMB24  
2) MEMBHERMON24                       |
<p>| Petty cash                    | Replenishing a petty cash change fund              | PCASH+date of first expense                                                          | PCASH051524                        |</p>
<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Details</th>
<th>Invoice Number Format</th>
<th>Example (example date is 5/15/24)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refund</td>
<td>1) Returning funds (e.g., room deposits)</td>
<td>1) REFUND+date revenue received</td>
<td>1) REFUND051524</td>
</tr>
<tr>
<td>Registration fees</td>
<td>1) College fairs 2) Conferences</td>
<td>1) FAIR+first day of fair 2) Last name+first day of event</td>
<td>1) FAIR051524 2) HERMON051524</td>
</tr>
<tr>
<td>Reimbursement</td>
<td>1) Student employee (reviewed by SFA) 2) Prospective employees or students</td>
<td>1) REIM+date of first expense 2) REIM+first day of visit</td>
<td>REIM051524</td>
</tr>
<tr>
<td>Research subject pmts</td>
<td></td>
<td>RS+date request is being submitted</td>
<td>RS051524</td>
</tr>
<tr>
<td>Royalty</td>
<td>1) Regular 2) Location-specific</td>
<td>1) ROY+first date of time period  2) ROY+MMDDYY+Location #</td>
<td>1) ROY051524 2) ROY051524-52323</td>
</tr>
<tr>
<td>Stipend</td>
<td>Pmt to to researcher or student for job training (reviewed by SFA)</td>
<td>1) STIP+month and year 2) STIP+date assignment completed</td>
<td>1) STIP0524 2) STIP051524</td>
</tr>
<tr>
<td>US Dept of Homeland Security</td>
<td>Visa fees</td>
<td>1) Last name+H1B+YY 2) Last name+FRAUD+YY 3) Last Name+PREM+YY</td>
<td>1) HERMONH1B24 2) HERMONFRAUD24 3) HERMONPREM24</td>
</tr>
<tr>
<td>Utilities</td>
<td>Utilities that bill under account numbers</td>
<td>Varies by vendor; check FAIVNDH for history</td>
<td></td>
</tr>
</tbody>
</table>

**Vendor Specific:**

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Details</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fred Albrecht</td>
<td>Must provide statement that lists 15-digit invoice# along with receipt</td>
<td>022005407123456 026240700800440</td>
</tr>
<tr>
<td>Hungry Howie’s (HHP Holding Company)</td>
<td>Phone number of person placing order-date of order</td>
<td>3306722607-051524</td>
</tr>
</tbody>
</table>