



eInvoicing: Issues when orders have been finally closed

eInvoicing should be a seamless process whereby when an order is raised via the Marketplace in iProcurement to an eInvoice supplier, within a couple of days of the goods being despatched, the supplier will electronically submit an e-invoice which interfaces into CUFS and matches to the order. Unfortunately it's not always as seamless as that!

The Issue	The Consequence
Purchase order has been finally closed within a day or so of it being raised.	The einvoice gets stuck in the interface process as the system can't match it to the order as the status of the order is no longer 'Open'.

How to correct the issue

A new purchase order will need to be raised, however, it is vital that:

- the order is raised as a non-catalog and;
- the site address selected is not zmarketplace

This ensures that the duplicate order doesn't transmit to the supplier resulting in the duplication of goods being sent.

Detailed guidance notes on raising a non-catalog requisition can be found from the *CUFS Home Page*, under *Documentation...*, *iProcurement*, [Non-Catalog items](#).

Once you have raised the non-catalog order please contact the Manager of Accounts Payable, Receivable and Cash Management within the Finance Division (01223 766220) to advise of the new purchase order number. The interface will be amended accordingly and the system will pick up the stuck invoice automatically.

How to stop the issue from happening again

- Do not Finally Close an order that relates to an eInvoice supplier if the order was raised in error or the supplier has advised that the goods are no longer available. Advise the supplier as soon as possible so that they don't despatch the goods and issue an eInvoice. Cancel the order/line via the Buyers Work Centre in iProcurement and email a copy of the cancelled order to the supplier as confirmation.
- You can Finally Close an order:
 - If the goods have been received, the eInvoice has been matched to it and it is highly unlikely that there will be no further transactions e.g. credit note, return of item.
 - If the commitment of funds against a grant needs to be removed as there has been a delay in the e-invoice being received and the grant is coming to a close.