In this session we will:

1. EPIC Overview
2. Approval Review – Notifications & Delegation
3. EPIC Documents & Statuses
4. Managing Orders
   - Change Orders, Cancellations & Returns
   - Receiving
   - Invoice Reconciliation
5. Sneak Peek at EPIC Reporting
Expectations

- By the end of today’s session you will have an understanding of how to:
  - Identify the status of your order
  - Perform Receiving
  - Cancel an Order
  - Manage an Invoice Reconciliation

Plus…
Know which reports are available to you in EPIC!

EPIC Overview

- When do I use an EPIC Purchase Requisition?
- When do I use the Non-PO Invoice form?
- When do I use the Contract Request form?
What do I use…?

- **Purchase Requisition**: For goods/services where the pricing & terms are known. Variances to the “scope” are not expected.

- **Non-PO Invoice**: When you have the invoice and the invoice type is on the Non-PO invoice type list.

- **Contract Request**: When processing most Service Agreements, Secondments or Construction projects.
  
  **Discuss all other possible contracts with Purchasing Services first.**

Approval Review

- Required approvals are automated through the system
- Approvals are used to ensure that the proper authorization is obtained on all requests
- Approvals occur based on the FOP(s) used on the request and additional factors

- Who must approve a request?
- What other approvals may occur?
Approval Review

- **Required Approvals on EPIC transactions**
  - Signing Authority Approvers occur on all requisitions, non-PO invoices and contracts

- **Other Approvals that may occur**
  - Commodity Approvers – what is being purchased
  - Purchasing Services – value of requisition or item
  - Supplier Payment Services – for invoice approvals
  - Research Accounting – for CFI funded expenditures
  - **You** – the selected Supplier is not transacting with the University electronically

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Approval Review

**Email Notifications**

- EPIC sends email notifications for **all** requests and required actions
- You are in control of your personal settings to define the emails you receive
- Document types to consider notifications for are:
  - Requisition
  - Receipt
  - Invoice Reconciliation
  - Contract Request
Setting your **Email Notification preferences**

- You are in control of your email notifications
  - Do you want an email for each transaction or action required by you?
  - Would you prefer a summary of transactions once a day?
  - Would you prefer no email notifications at all?

Approval Review

**Delegating Authority**

- You can delegate your authority to another individual for a temporary term (up to 6 months)
  - This includes:
    - Request Management (all types)
    - Purchase Order Management
    - Receiving
    - Invoice Reconciliations
    - Signing authority in EPIC for **all** FOPs you can approve
If you delegate your authority & log in you would see:

- Admission to Approval Review

If you have been delegated the authority of another individual upon next login you will see:

- Access to Approval Review

If you "Log in as" another user, you will also see:

- Permission to act as users listed below.
Exercise 1 & 2
Email Notification Preferences & Delegating your Authority

Hints & Tips

- If you are an approver try the default email notifications first and then adjust to meet your needs after awhile.
- If you delegate your authority you are delegating all your access in EPIC including approvals related to signing authority rights.
- Remember to delegate your authority to someone if you will be away for a long time to manage orders and contracts.
• EPIC uses various document types through the lifecycle of a transaction
• Your original request links to your order to receipts to invoices to the final payments
• Related documents can be viewed by selecting the appropriate tab
• Tabs will vary depending on the Document displayed at the top of your screen

EPIC Document Types

• Different documents with Unique ID’s link each stage
• The document prefix identifies what you are viewing:
  • PR – A Purchase Requisition or request for goods or services
  • PO – A Purchase Order or a document provided to supplier to obtain goods or services
  • RC – A Receiving document – acknowledgement of goods/service
### EPIC Document Types

- **INV** – An Invoice which reduces orders the commitment upon payment.
- **IR** – An Invoice Reconciliation document
  - This is a settlement document that is auto generated for every invoice
  - If variances occur between the order & the invoice they are managed within the IR document
  - Complete documents are fed to BANNER for payment
- **PMT** – A Payment document generated in BANNER

### EPIC Document Statuses

- As a document moves through its lifecycle various statuses occur
- Recognizing different statuses will help you know the available actions you can take
- **Purchase Requisition** statuses include:
  - Composing
  - Submitted
  - Approved or Denied
  - Ordering/Ordered
<table>
<thead>
<tr>
<th>EPIC Document Statuses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Purchase Order</strong> statuses include:</td>
</tr>
<tr>
<td>▪ Ordering/Ordered</td>
</tr>
<tr>
<td>▪ Receiving/Received</td>
</tr>
<tr>
<td>▪ Canceling/Cancelled</td>
</tr>
<tr>
<td><strong>Invoice</strong> statuses include:</td>
</tr>
<tr>
<td>▪ Reconciling</td>
</tr>
<tr>
<td>▪ Reconciled</td>
</tr>
<tr>
<td>▪ Paying</td>
</tr>
<tr>
<td>▪ Paid</td>
</tr>
</tbody>
</table>

Exercise 3
Viewing Statuses
(with a new type of Search)
Hints & Tips

- Remember to verify what type of document you are looking at – this is visible at the top of your screen
- Use the tabs to connect to different document types
- Check the upper right corner when you are in any document to find out the status
  - Refer to your documentation to find out if it is waiting for you to do something!

Managing Orders

- Change Orders, Cancellations & Returns
- Receiving
- Invoice Reconciliations
Change Orders, Cancellations & Returns

- Change orders do not exist in EPIC
- If your request is not fully approved you can **Withdraw** and **Edit** the requisitions to:
  - Change any component of the request
  - Add items
  - Remove items
- Once your request is fully approved, a Purchase Order is generated & changes can no longer occur on the requisition.

Change Orders, Cancellations & Returns

- If you require **additional items**:
  - Create a **new** Requisition
    - Changes to accounting can only be completed before a Purchase Order has been created
- If you need to **remove** or **change items**:
  - **Cancel** the Purchase Order
  - Create a new requisition and order
- If you need to **stop** the order from being processed:
  - **Cancel** the Purchase Order
How to **Cancel** an Order

- **Call the supplier** to confirm that the order has not been shipped or invoiced before cancelling
  - When items are already shipped, received or invoiced, a return will need to be administered with the supplier. **This is done outside of EPIC**
  - The cancellation **cannot** be processed
- Find the Order in EPIC (Title, PO#)
- **Cancel** the order in EPIC and provide a reason for the cancellation

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- Returns are processed outside of EPIC
- Contact the supplier to obtain a return authorization # and arrange for return of item
  - If Purchasing Services was involved in the original negotiations with the supplier please contact them to discuss any required returns.
- If the supplier has invoiced, request a credit be sent to Supplier Payment Services to reverse the charges
- Create a **new** request for any new or substitute items
- Cancellations are processed from the Requisition
  
  ![Image of Requisition form](image)
  
  - The Cancel button will be available at the top of the request form

- **Hints & Tips**
  
  - If you already have a PO and you need to change or cancel any items **call the Supplier first!**
  
  - Returns are processed outside of EPIC
    - Contact the supplier for a return authorization #
  
  - Cancellations are processed from the PR document.
  
  - Is you Cancel button not showing in EPIC?
    - This means receiving has already been applied.
    - No shipment or invoicing? You can remove the receiving to cancel the order.
Why do I have to enter receiving on some items & not others in EPIC?
- EPIC will auto receive low dollar items
- You will be required to enter receiving when:
  - the item is $2,500 or more
  - the entire order is $25,000 or over
- The individual listed in the “On behalf of” field will be responsible for entering receiving

How do I enter receiving?
- Select the required action Receive
- The receiving document (RC) is opened
- The related PO is listed in the Order ID field

You can **Accept All** if everything on the PO is ok to receive

- You can enter partial receiving or individual items on the lines in the **Accepted field**
- Comments & attachments can be added.
  ***not required

Line Items - Receive by Quantity

- Submit when you have completed your entry
- A confirmation screen that your changes have been submitted will be shown

Receiving - Done
You successfully received the selected items. Continue receiving or return to the home page.

PO45196 - Summer Picnic Tables has been received.

- Select another request to receive
- Return to the Arba Buyer Home page

Don’t show this page again (to reset, click Preferences)

- A receiving document that has had partial receiving entered will show the amount received in the *Prev. Accepted* column
How do I remove receiving?

- Access the receiving document
- Enter a **negative** amount in the *Accepted field*
- This will remove the received amount indicated
What if I don’t want to receive the items because they are damaged?
- Don’t enter the receiving – let the receipt document remain in your To Do box and contact the supplier
  - If you have already been invoiced request a replacement or a credit
- EPIC allows you to Reject items through receiving however this is not a recommended function
  - This will not issue any notification to the supplier or Financial Services

Hints & Tips
- Receipt documents have a prefix of RC.
- Receipts that you need to manage will appear in your TO DO box with the status of Receive.
- Only enter the receiving in EPIC once you really have your goods or when the service is complete.
  - It’s OK if it waits in your To Do until the order is complete!
- Use the Accepted field to add and remove receiving
Invoice Reconciliation & Exceptions

- Invoice Reconciliation (IR) documents are generated for every invoice in EPIC
  - This is a settlement document between the order and the invoice
  - The system is checking if various components match
  - Exceptions or variances occur on an IR document when the invoice does not match the order

When could you be required to manage an exception?

- The Quantity invoiced is higher than the order
- The amount invoiced is more than the order
- Receiving has not been entered
- Invoice includes an “Unmatched item” – an item that was not on the order

- The individual listed in the “On behalf of” field will be responsible for managing the invoice exception
Invoice Reconciliation & Exceptions

- IR documents that appear in your To Do box in EPIC require your action
- You can choose to:
  - **Accept Invoice Amount/Price/Quantity**
    - Pay the amount invoiced
  - **Manual Match**
    - Match items to correct lines on the order
      - Used when supplier has invoiced to different lines on your order
  - **Defer to Someone Else**
    - Refer to someone else to manage the exception
      - This can also be used to obtain approval from a signing authority for additional costs

Invoice Reconciliation & Exceptions

- Invoice exceptions requiring your action are in your To Do box

To Review the variance, select **Reconcile** in the Required Action column
The form will open with the display of *Assigned to Me*

- The exception type and reason is shown at the line item.
To **Accept** an exception and pay the Supplier the invoiced amount:

- Select the **Action button**
- Select Accept Invoice Price/Amount/Quantity

**Confirmation of Accepted Variance will appear**

- **Add a Comment** by clicking on the *Comment icon*
  
  Click **Add Comment**
If your comments were successfully added the icon will show the comment count.

You can view your comments by selecting the icon. Click **Cancel** to exit the comments view.

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Defer to someone else

- This may be required in some situations
- There are limitations on who you can send the IR to
A new screen is displayed

In the **Refer to** field, use the drop down menu to select the individual whom you wish to send the invoice to

- **Note:** Only individuals who were included on the original request and Financial Services staff can be selected

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Explain why they are receiving this request from you by adding a comment

*e.g. Footstools were not on original PO, please advise if these were included with shipment*
Action is required on every line that has an exception before you Submit

**All done?** Select Submit at the top of the screen
Hints & Tips

- When the order & invoice do not match exceptions occur on the Invoice Reconciliation (IR)
- IR’s will appear in your TO DO box in Reconciling.
- Pending IR’s will not be paid.
  **Remember to resolve all exceptions!**
- If an invoice is wrong contact the Supplier.
- If you cannot resolve the exception, add comments as to what action is required before referring.

EPIC & Financial Systems

- PO’s created in EPIC are sent to BANNER Finance
  - FAST will show commitments for all PO’s
  - PO # in FAST
- Contracts created in EPIC are loaded to BANNER
  - FAST will show commitments for all contracts as encumbrances
  - E # in FAST vs. a C # in EPIC
- Invoices are processed in EPIC and fed to BANNER to liquidate the PO commitment
  - FAST will show all invoices & payments
  - I # in FAST
Purchase Orders in FAST will reference the EPIC PO #

✓ If invoices and payments applied to the PO are displayed in FAST

Contracts displayed in FAST will refer to the BANNER Encumbrance #, the Contract ID from EPIC

✓ To obtain additional information on the Contract and related invoicing = use a report in EPIC
EPIC has a robust reporting tool
- If it happens in EPIC a report can be generated
- Why use Reports?
  - Provide you with supporting documentation for the reconciliation process.
  - Review transactions from any period quickly and easily.
  - Identify source of outstanding commitments displayed in FAST.
- Reports are accessed through Public Reports

**What Reports available to you?**
- Key reports available to you include:
  - **Requisition and Purchase Order Reports**
    - Review requisitions and orders by your unit or individuals
  - **Contract Reports**
    - Review open requests and Contracts by ID, Supplier, unit or individuals
  - **Financial Reconciliations**
    - Monthly Reconciliation reports
    - Review all Outstanding IR’s for your Faculty
EPIC Reporting

- Reports allow you to review transactions by FOAP
  - Not available in all searches
- Reports can:
  - Be refined to meet your specific requirements
  - Be exported to excel and saved
  - Be saved to your Personal Workspace in EPIC
- Additional information on EPIC reporting can be found at the Aurora Finance website

EPIC Training

- **Introduction to EPIC**
  This 3 hour session introduces you to the basics of requisitions and navigating EPIC. This session is required to obtain access

- **EPIC – After the Order**
  This 2 hour session takes you to the next step and is highly recommended for new clients. We will look at Managing Purchases & Receiving, Invoice Reconciliations and Tracking orders & Reporting

- **Contract Requests**
  This 3 hour session provides hands on practice with the Contract Request process. Learn how to set up contract agreements in EPIC, approve invoices and manage your transactions related to a contract.
Additional Training

- **More Aurora Finance Training Opportunities**
  - **Banner & FAST Training**
    - Introduction to Aurora Finance
    - Aurora For Researchers
    - BANNER Navigation Fundamentals
    - Journal Entries & Interdepartmental Charges (JE’s & IDC’s)
    - Advanced FAST
    - External Invoicing (FAST A/R)
    - Budget Transfers
  - **Concur**
    - Travel and Expense Management

Assistance

- **Need additional support using EPIC?**
  - **Aurora Finance Customer Service Desk** for system support at 204-480-1001 ext. 2 or epic@umanitoba.ca
  - **Guides, Manual & eLearns** available on the Aurora Finance page
    - Visit the Aurora Finance website
    - Select the *Training* link on the left navigation bar & choose EPIC
  - **Purchasing Services** for supplier negotiation or process guidance 204-474-8348 or purchasing@umanitoba.ca
  - **Supplier Payment Services** for inquiries regarding supplier invoices, credits or payments, *(see webpage for contact)*
  - **ASK Aurora! Sessions**
Questions

Thank you!

AURORA Finance