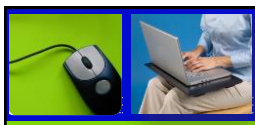
WELCOME

EPIC – After the Order

AURORA Finance



Agenda

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

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

Approval Review

- **Required Approvals on EPIC transactions**
  - Financial 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

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

Approval Review

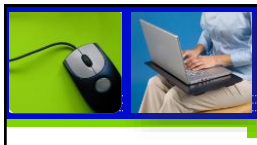
Setting your **Email Notification preferences**

- 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
  - Financial authority in EPIC for **all** FOPs you can approve



Approval Review

- If you delegate your authority & log in you would see

Active Delegation of Authority

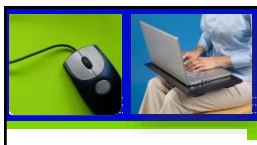
You have logged in while a delegation on your behalf is still in effect. You can continue or cancel the delegation.

Natasha Ann Martin has delegated your authority to **Krista Detillieux,** from 2/21/2020 12:00 AM to 2/22/2020 11:59 PM.

What would you like to do?

Continue using the delegation of authority

Stop using the delegation of authority



Approval Review

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

Act as User

You have the permission to act as the users listed below. You can log in as yourself or as the other user.

Log in as:

Natasha Ann Martin - 5 requests require action

Krista Detillieux - 60 requests require action

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

Acting as: Krista Detillieux Stop

Approval Review

Exercise 1 & 2

Email Notification Preferences & Delegating your Authority

Approval Review

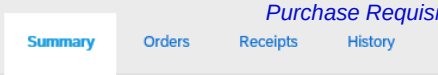
Hints & Tips

- 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 financial authority rights
- Remember to delegate your authority to someone if you will be away for a long time to manage orders and contracts.

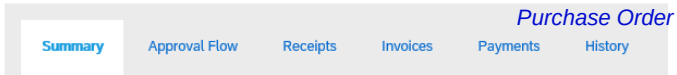
EPIC Document Types

- 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**

Purchase Requisition



Purchase Order



- 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

EPIC Document Statuses

- **Purchase Order** statuses include:
  - Ordering/Ordered
  - Receiving/Received
  - Canceling/Cancelled
- **Invoice** statuses include:
  - Reconciling
  - Reconciled
  - Paying
  - Paid

EPIC Document Statuses

Exercise 3

Viewing Statuses

(with a new type of Search)

EPIC Document Statuses

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

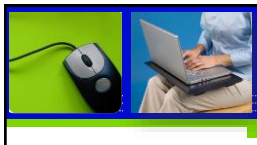
Change Orders, Cancellations & Returns

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

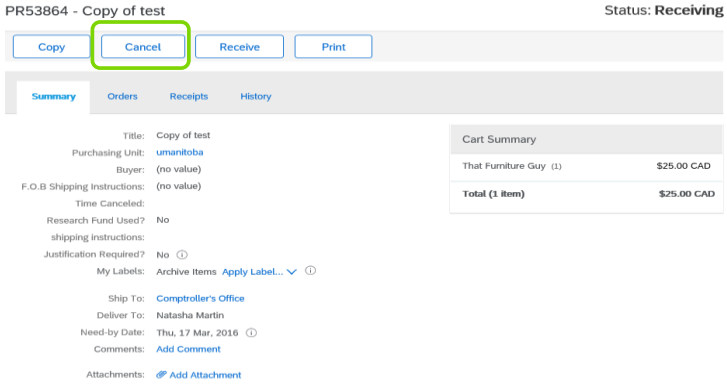
Change Orders, Cancellations & Returns

- 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

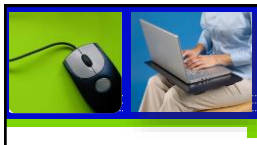


Change Orders, Cancellations & Returns

- Cancellations are processed from the **Requisition**



  - The Cancel button will be available at the top of the request form



Change Orders, Cancellations & Returns

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.

Receiving

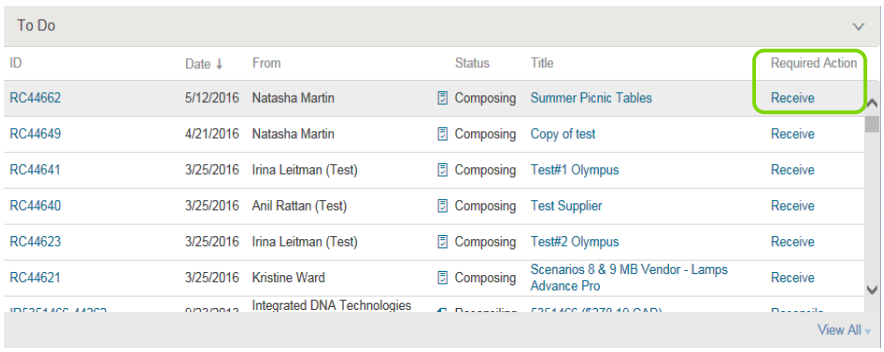
- Why do I have to enter receiving on some items & not others in EPIC?
  - EPIC will auto receive low dollar items
  - You will be required to enter receiving when:
    - the item is **$2,500** or more

      OR

    - the entire order is **$25,000** or over
  - The individual listed in the **"On behalf of"** field will be responsible for entering receiving

Receiving

- How do I enter receiving?
  - Select the required action **Receive**



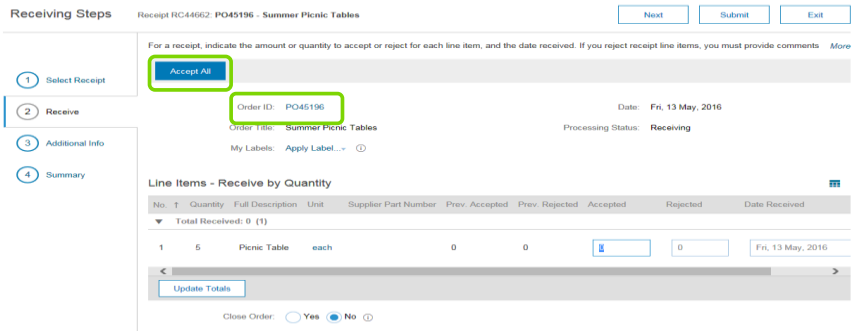
To Do

ID	Date ↓	From	Status	Title	Required Action
RC44662	5/12/2016	Natasha Martin	Composing	Summer Picnic Tables	Receive
RC44649	4/21/2016	Natasha Martin	Composing	Copy of test	Receive
RC44641	3/25/2016	Irina Leitman (Test)	Composing	Test#1 Olympus	Receive
RC44640	3/25/2016	Anil Rattan (Test)	Composing	Test Supplier	Receive
RC44623	3/25/2016	Irina Leitman (Test)	Composing	Test#2 Olympus	Receive
RC44621	3/25/2016	Kristine Ward	Composing	Scenarios 8 & 9 MB Vendor - Lamps Advance Pro	Receive
[illegible]	[illegible]	Integrated DNA Technologies	[illegible]	[illegible]	[illegible]

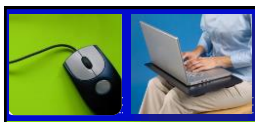
View All

Receiving

- The receiving document (RC) is opened
- The related PO is listed in the Order ID field

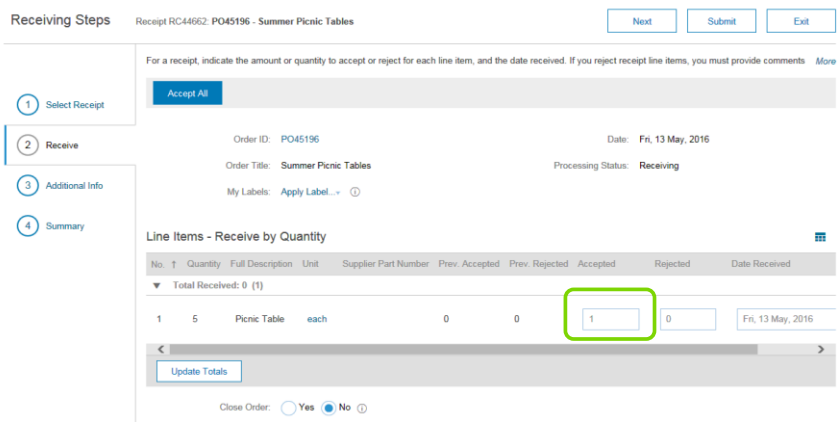


- You can **Accept All** if **everything** on the PO is ok to receive



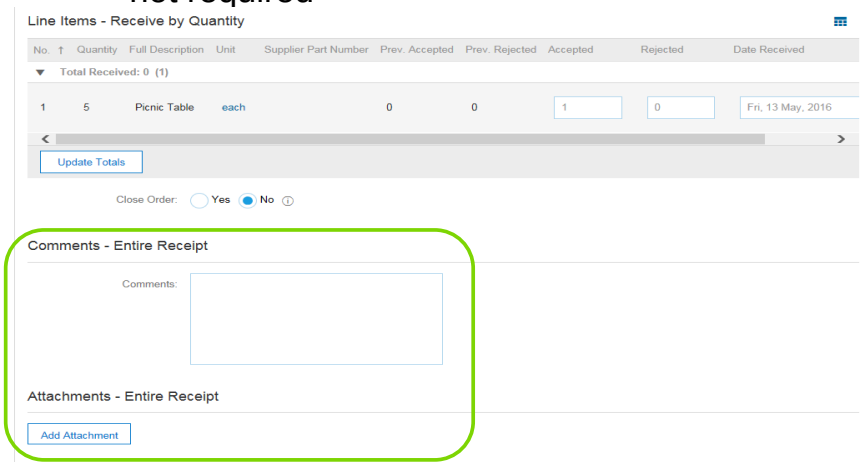
Receiving

- You can enter partial receiving or individual items on the lines in the *Accepted field*



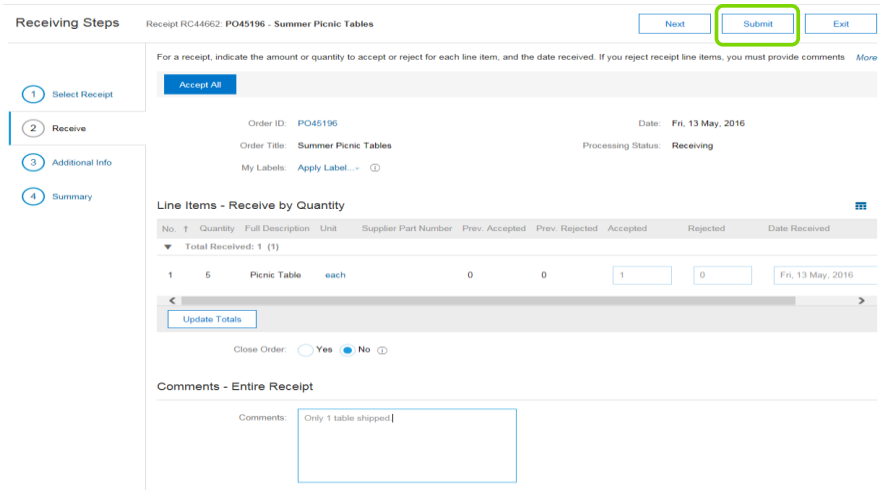
Receiving

- Comments & attachments can be added.
  ***not required



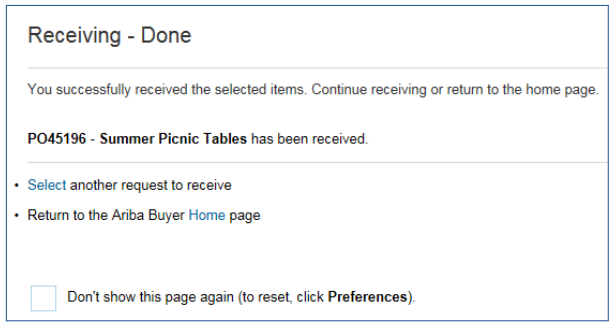
Receiving

- **Submit** when you have completed your entry



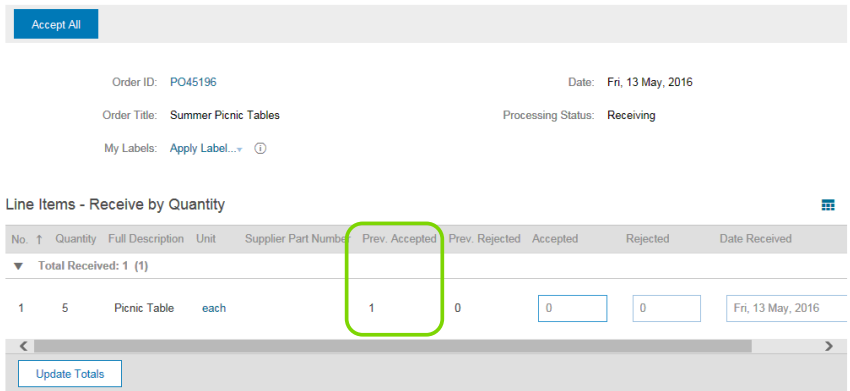
Receiving

- A confirmation screen that your changes have been submitted will be shown



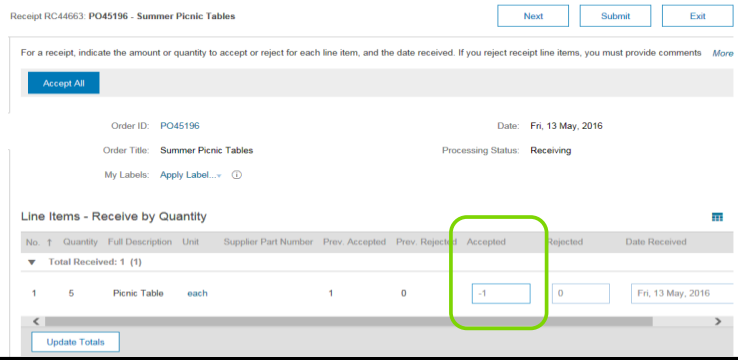
Receiving

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



Receiving

- How do I remove receiving?
  - Access the receiving document
  - Enter a **negative** amount in the *Accepted field*
  - This will remove the received amount indicated



Receiving

Receiving

Receiving

- 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

Receiving

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

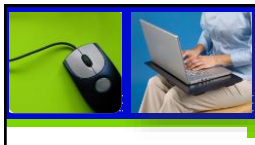
Invoice Reconciliation & Exceptions

- 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

Invoice Reconciliation & Exceptions

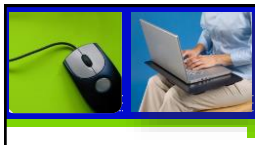
When could you be required to manage an exception?

- 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 financial authority for additional costs



Invoice Reconciliation & Exceptions

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

To Do

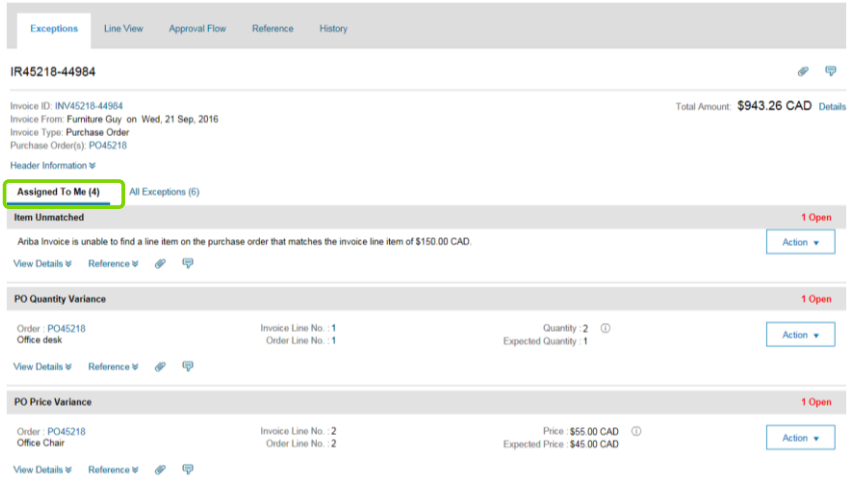
ID	Date ↓	From	Status	Title	Required Action
IR02242020-45578	2/24/2020	That Furniture Guy	Reconciling	02242020 ($4,816.00 CAD)	Reconcile
IR852258-45552	1/13/2020	That Furniture Guy	Paying	852258 ($16,576.00 CAD)	Match
NSR1	11/27/2019	Renita Peters	Denied	Supplier Request Form Document	Approve
IR32222222222-45508	9/23/2019	That Furniture Guy	Reconciling	32222222222 ($16.80 CAD)	Reconcile
IR471471-45356	9/25/2018	That Furniture Guy	Reconciling	471471 ($8,757.50 CAD)	Reconcile
IR951159-45328	9/25/2018	That Furniture Guy	Reconciling	951159 ($9,984.68 CAD)	Reconcile

View All

- To Review the variance, select **Reconcile** in the *Required Action* column

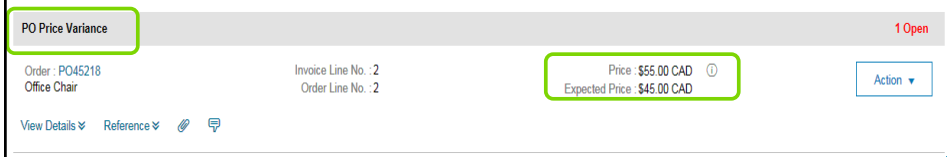
Invoice Reconciliation & Exceptions

- The form will open with the display of *Assigned to Me*



Invoice Reconciliation & Exceptions

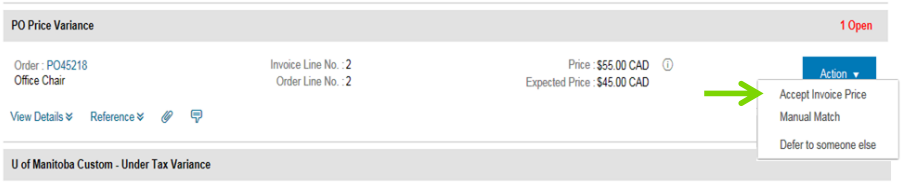
- The exception type and reason is shown at the line item



Invoice Reconciliation & Exceptions

To **Accept** an exception and pay the Supplier the invoiced amount:

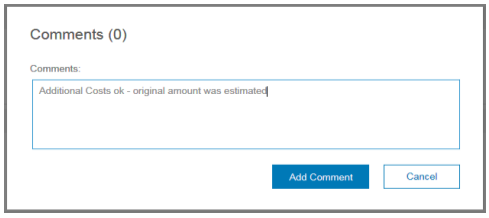
- Select the **Action button**
- Select Accept Invoice Price/Amount/Quantity



Invoice Reconciliation & Exceptions

- Confirmation of Accepted Variance will appear

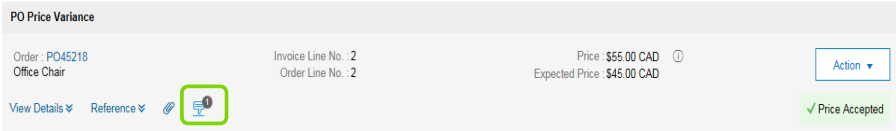
- Add a **Comment** by clicking on the *Comment icon*

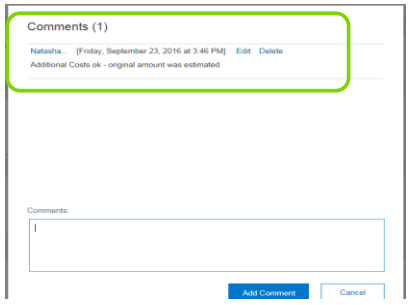


Click **Add Comment**

Invoice Reconciliation & Exceptions

- If your comments were successfully added the icon will show the comment count



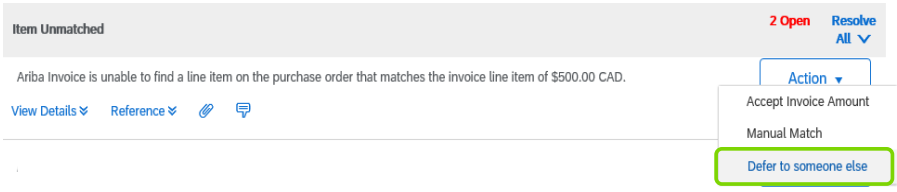


You can view your comments by selecting the icon.

Click **Cancel** to exit the comments view

Invoice Reconciliation & Exceptions

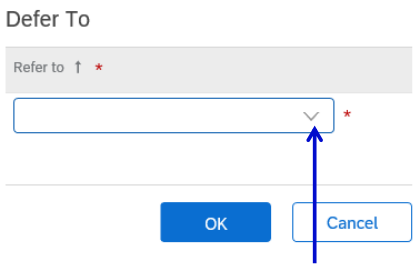
- Defer to someone else



- This may be required in some situations
- There are limitations on who you can send the IR to

Invoice Reconciliation & Exceptions

- A new screen is displayed

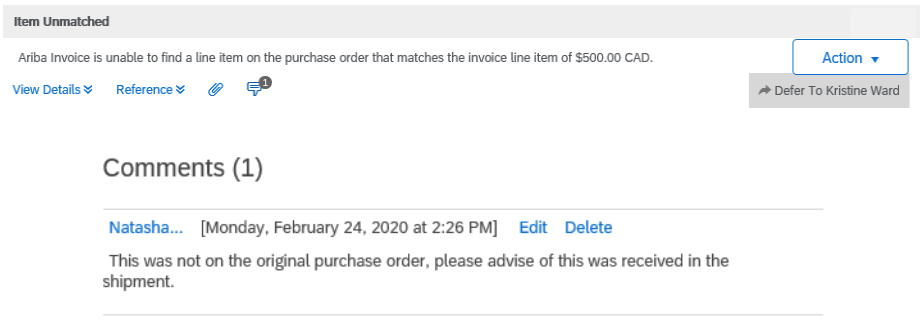


- In the **Refer to** field, use the drop down menu to select the individual whom you wish to send the invoice to
  - **Note:** Only individuals who were included on the original request and Financial Services staff can be selected

Invoice Reconciliation & Exceptions

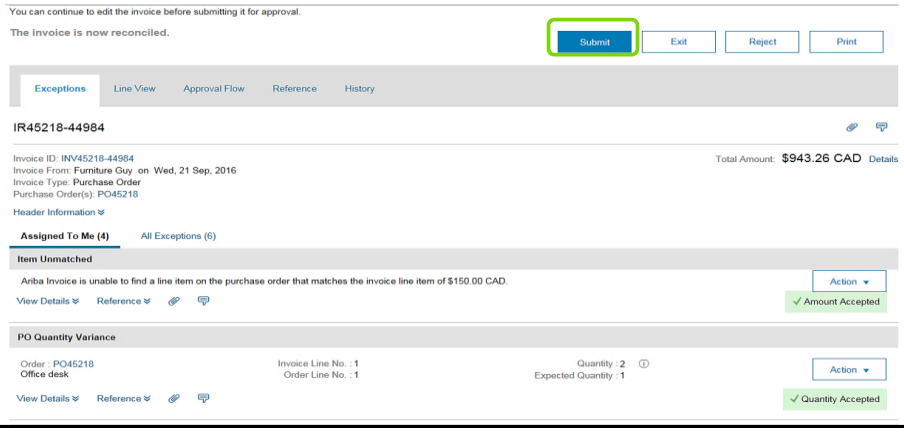
- Explain why they are receiving this request from you by adding a comment

e.g. Footstools were not on original PO, please advise if these were included with shipment



Invoice Reconciliation & Exceptions

- Action is required on every line that has an exception before you Submit
- **All done?** Select Submit at the top of the screen



Invoice Reconciliation & Exceptions

Invoice Reconciliation & Exception Management

Invoice Reconciliation & Exceptions

Hints & Tips

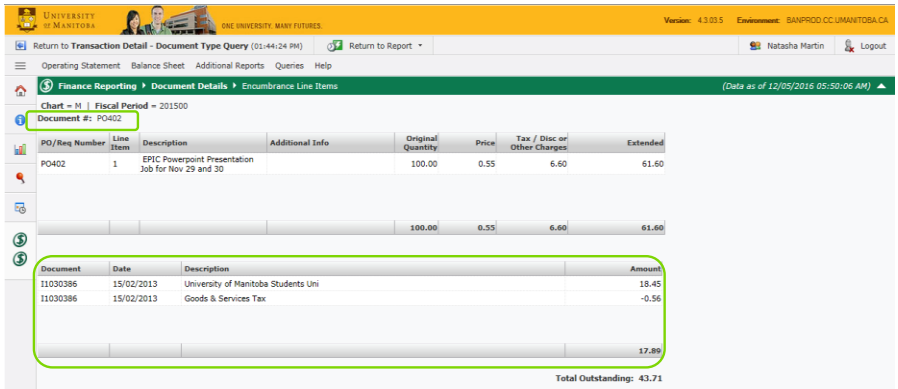
- When the order & invoice do not match exceptions occur on the Invoice Reconciliation (IR)
- IR's will appear in your TO DO box in *Reconciling.*
- Pending IR's will not be paid.
  **Remember to resolve all exceptions!
- If an invoice is wrong contact the Supplier.
- If you cannot resolve the exception,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

EPIC and Financial Systems

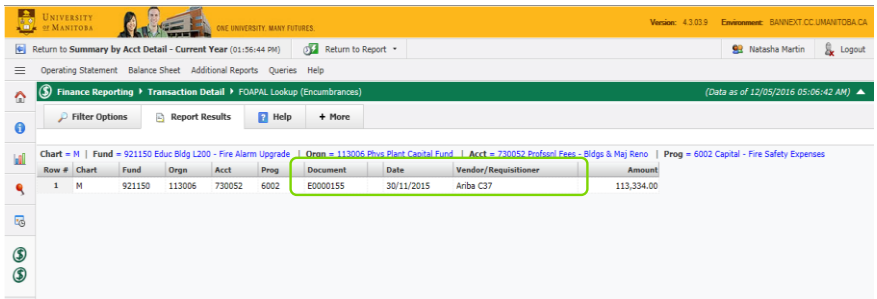
Purchase Orders in FAST will reference the EPIC PO #



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

EPIC and Financial Systems

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 Reporting

- 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**

EPIC Reporting

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 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

How many certificates can you achieve?

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