State of Kansas
Voucher Will Not Process For Payment
Statewide Management, Accounting and Reporting Tool

Date Created:	02-01-2013
Version:	V.1.2.
Reason:	***A voucher has been entered in to SMART but it has not processed for payment.***
Causes	Possible reasons that vouchers do not process for payment - *information covered in the following order in this document:* A. Voucher Entry Status B. Close Status C. Budget Status D. Match Status E. Approval Status F. Control Groups G. Scheduled Due Date H. Vendor Status: Address/Location I. Hold Payment J. Credit Balance

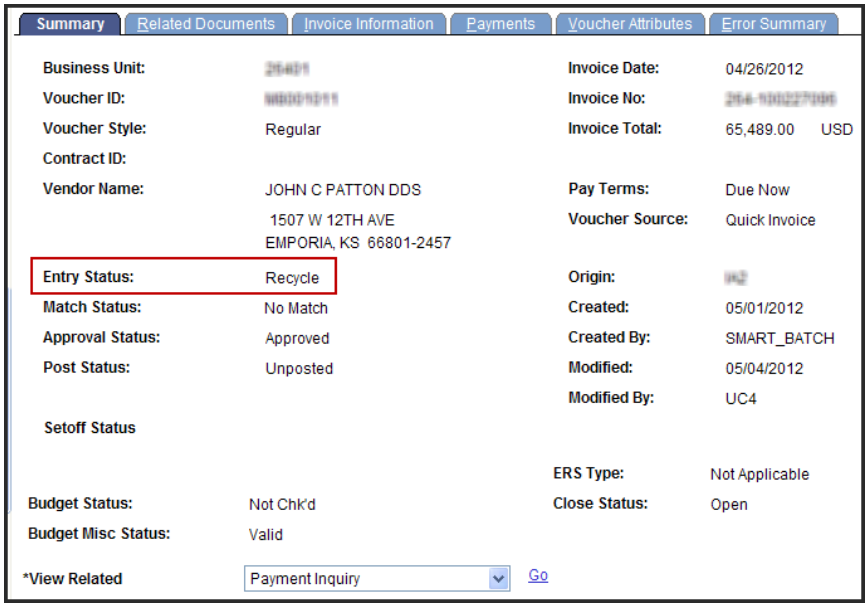
A. Voucher Entry Status (Step 1 - Continued on Page 2)

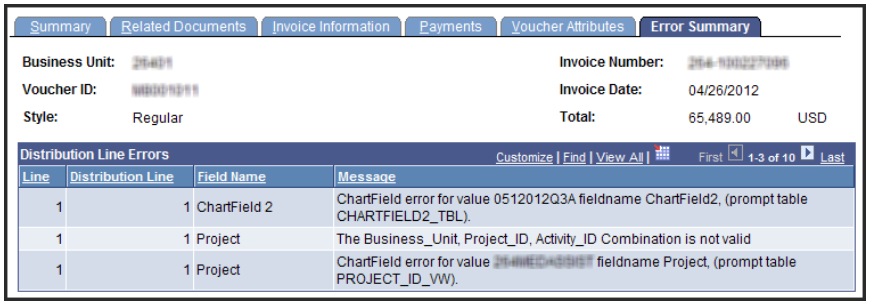
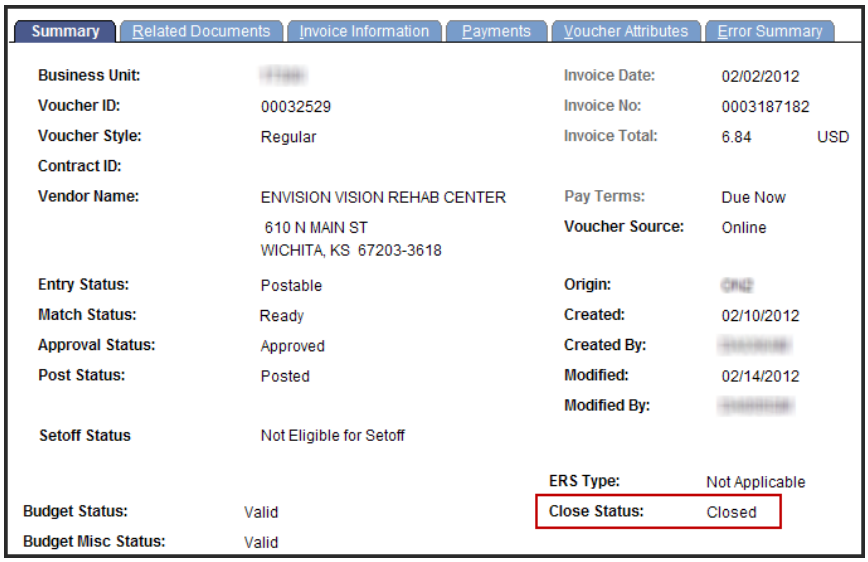
1. A voucher's **Entry Status** on the **Summary** page should be "**Postable**".

   If a voucher is in a "**Recycle**" status, there is an error on the voucher that is preventing it from further processing.

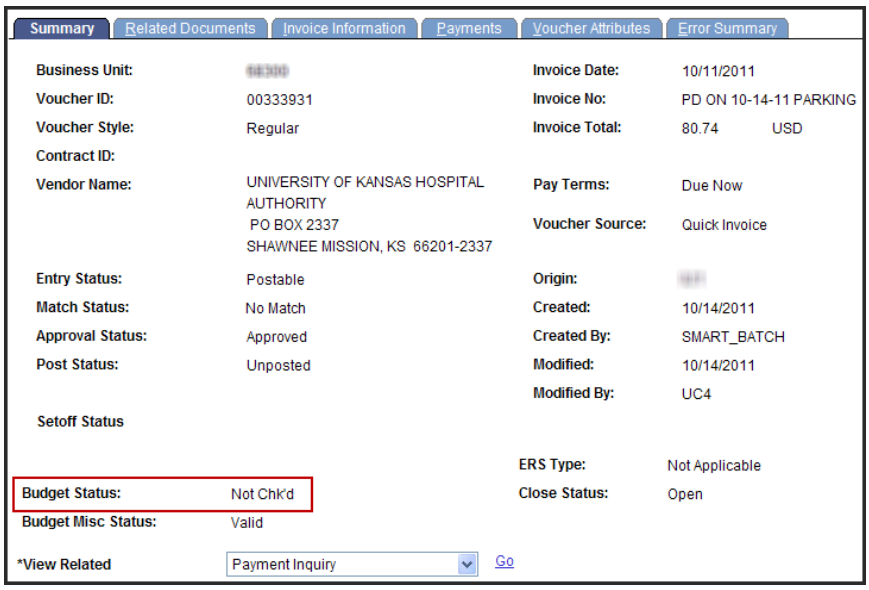
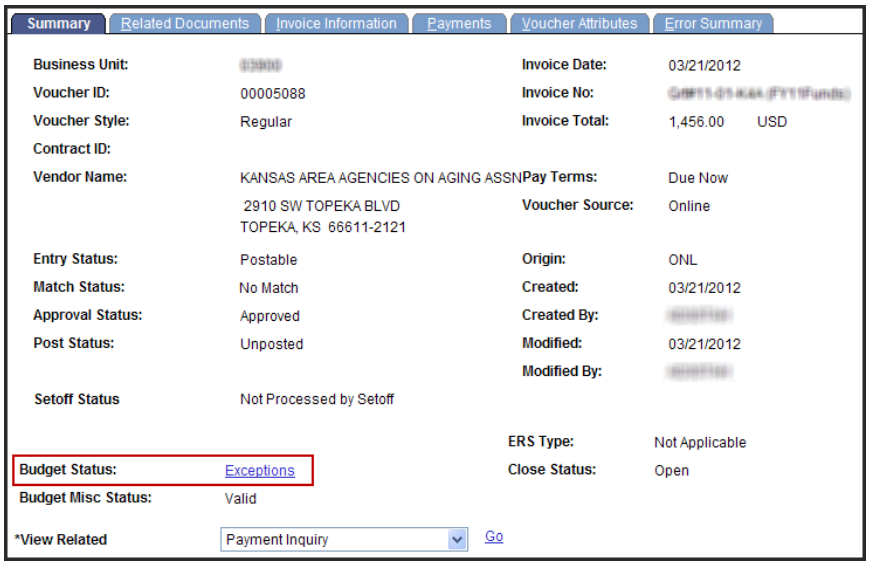
   There is additional information listed on the **Error Summary** tab.

   Your agency has the ability to view and correct any information on the voucher.



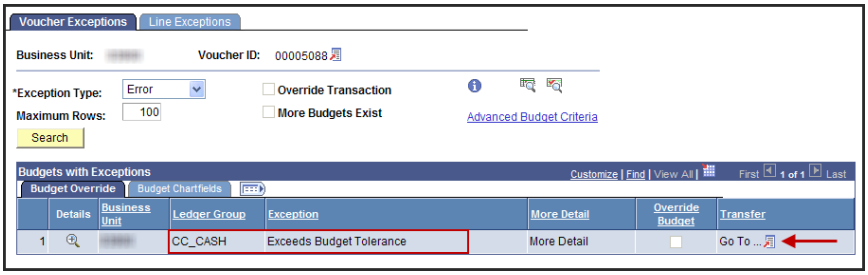
	The **Error Summary** page (shown at right) lists additional information about the errors on the voucher. Once the errors have been corrected and the voucher has been saved, the **Entry Status** on the voucher should change from "**Recycle**" to "**Postable**".	
B. Close Status (Step 2)		
2.	On the **Summary** page, vouchers with a **Close Status** of "**Closed**" are not eligible for payment. If a voucher has a **Close Status** of "**Closed**", the voucher can NOT be used. ***Solution:*** Create a NEW voucher.	

C. Budget Status (Steps 3 to 5)

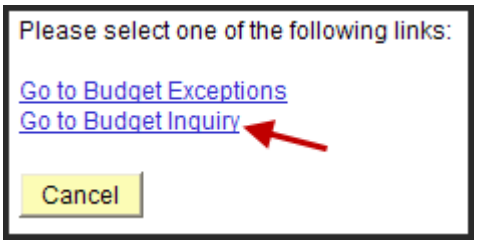
3.	On the **Summary** page, vouchers must have a **Budget Status** of "**Valid**" to be eligible for payment. Vouchers with a **Budget Status** of "**Not Chk'd**" should be picked up by the next hourly budget checking batch process. ***Solution:*** If the voucher does NOT get picked up during the next hour's budget checking batch process (in other words, the **Budget Status** does NOT change to "**Valid**"), please have your Agency's Liaison submit a Service Desk Request for assistance.	
4.	On the **Summary** page, vouchers with a **Budget Status** of "**Exceptions**" are NOT eligible for payment. Click the "**Exceptions**" link in the **Budget Status** field to open the **Voucher Exceptions** page in a new window. The **Voucher Exceptions** page provides additional information pertaining to the budget exception(s).	
5.	The **Voucher Exceptions** page lists the **Ledger Group** that is causing the	

exception(s) and provides details for each specific exception.

In the **Budgets with Exceptions** section, on the **Budget Override** tab, click the "**GoTo**" icon on the far right side of the screen.



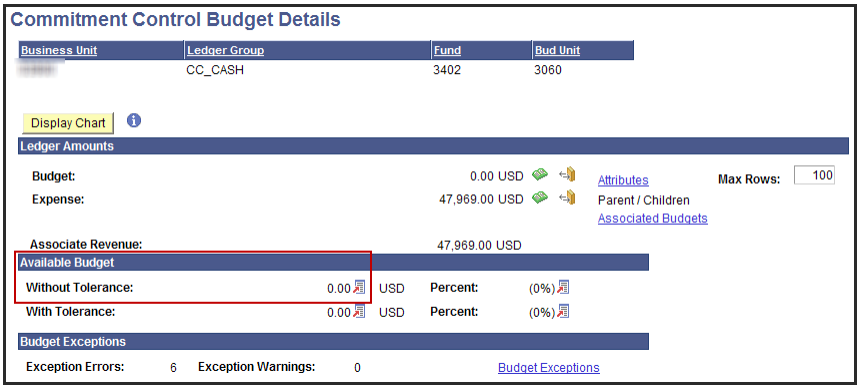
Then, click the "**Go to Budget Inquiry**" link.



This opens the **Commitment Control Budget Details** page.

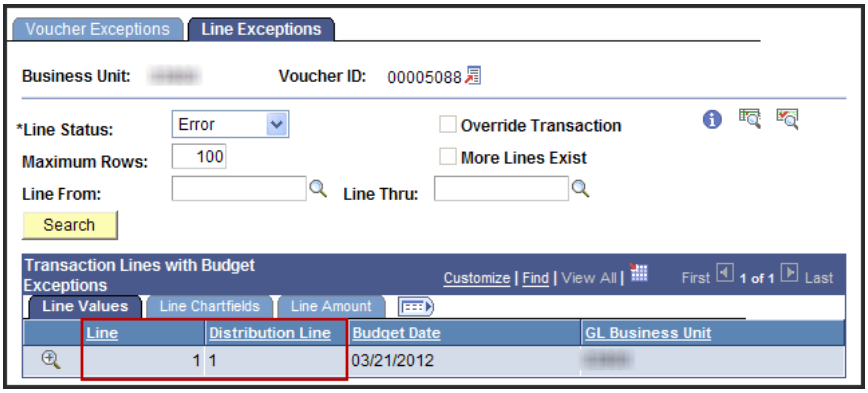
The **Available Budget** section, **Without Tolerance** field provides detailed information pertaining to the specific ledger (in other words, *where* the budget checking batch process is failing, and thus creating the voucher **exception**).

In this example (shown at right), there is no available cash to cover the transaction/voucher.

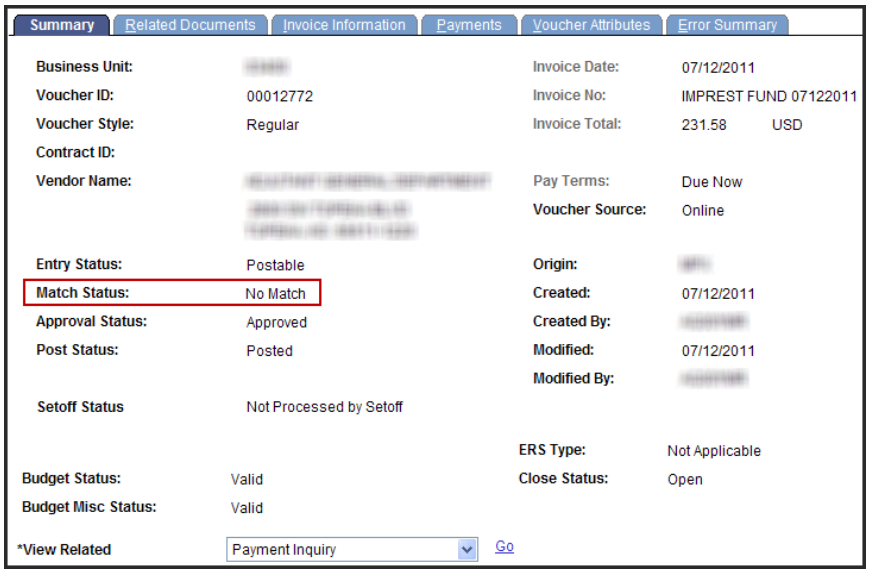
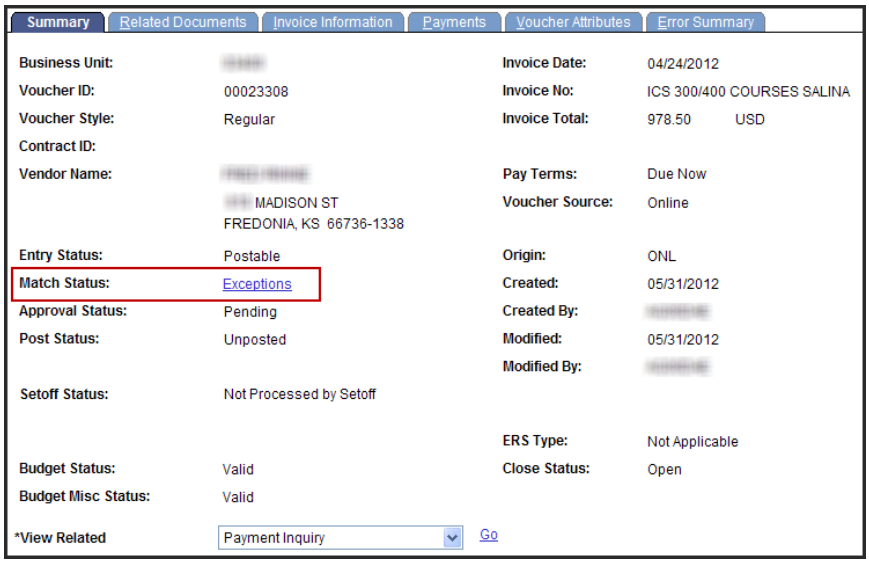


The **Line Exceptions** tab displays specific voucher lines and distribution lines which are in error.

Solution: If you are unable to resolve the budget issue, please have your Agency's Liaison open a Service Desk Request for assistance.



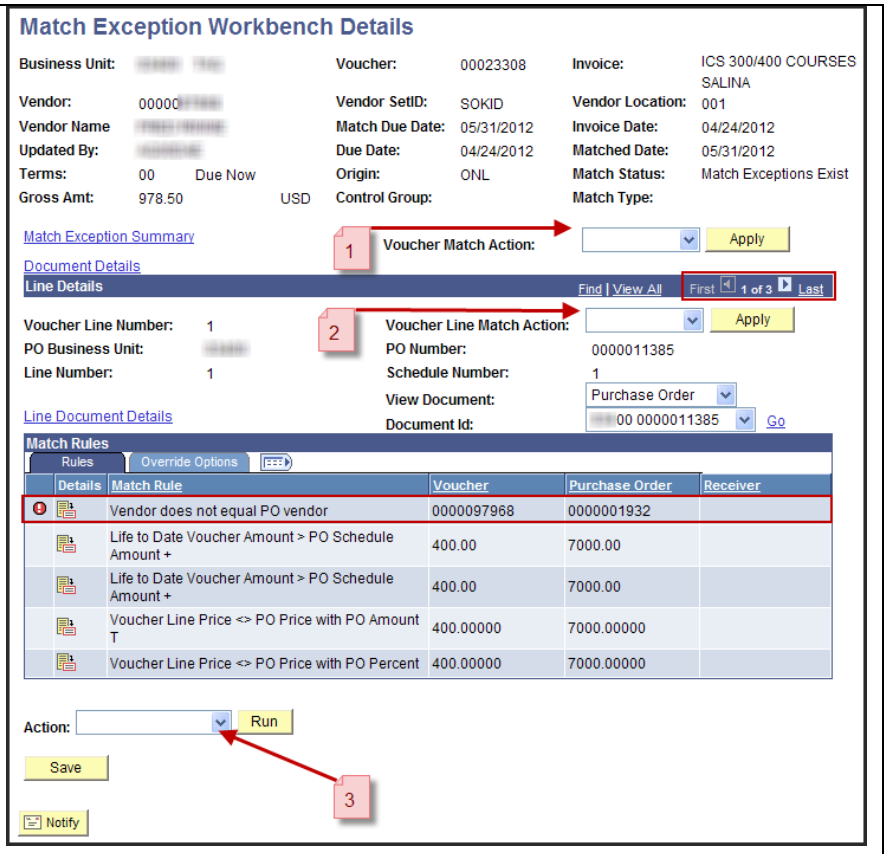
D. Match Status (Steps 6 to 8)

6.	On the **Summary** page, vouchers must have a **Match Status** of "**No Match**" or "**Matched**" to be eligible for payment. Vouchers with a **Match Status** of "**No Match**" are Non-Purchase Order Vouchers which do not go through the matching process in SMART.	
7.	On the **Summary** page, vouchers with a **Match Status** of "**Exceptions**" are not eligible for payment.	
8.	On the **Summary** page, click the **Match Status**: "**Exceptions**" link to open the **Match Exceptions Workbench Details** page. On the **Match Exception Workbench Details** page, **match exceptions** are	

designated by a (red exclamation point) icon (in the **Match Rules** section).

Use the **Match Exception Workbench Details** page to decide if it is appropriate to fix the match exception or to override the match exception.

Note: Refer to **AP Tool 4 – Match Workbench** for more information.

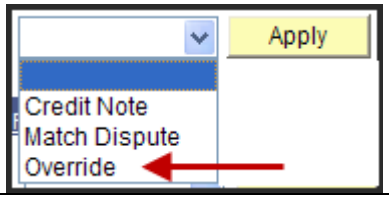


How to override ALL match exceptions on ALL voucher lines:

The **Voucher Match Action** field is located at the **header level** of the voucher. Therefore selecting "**Override**" from the drop-down list in the **Voucher Match Action** field ***overrides ALL match exceptions for ALL lines on the voucher:***

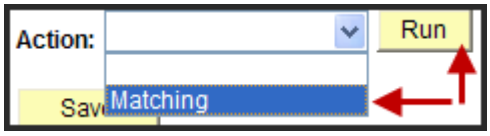
Step 1: Select "**Override**" from the drop down list in the **Voucher Match Action** field (1). {Shown in screenshot, above right}.

Step 2: Click the "**Apply**" button (located to the right of the drop-down list). {Shown at right}.



Step 3: Next, select "**Matching**" from the drop-down list in the **Action** field (3). {Shown at right}.

Step 4: Then, click the **Run** button.
{Shown at right}.



Step 5: Allow SMART to complete the matching process. This should take between 1 to 5 minutes.

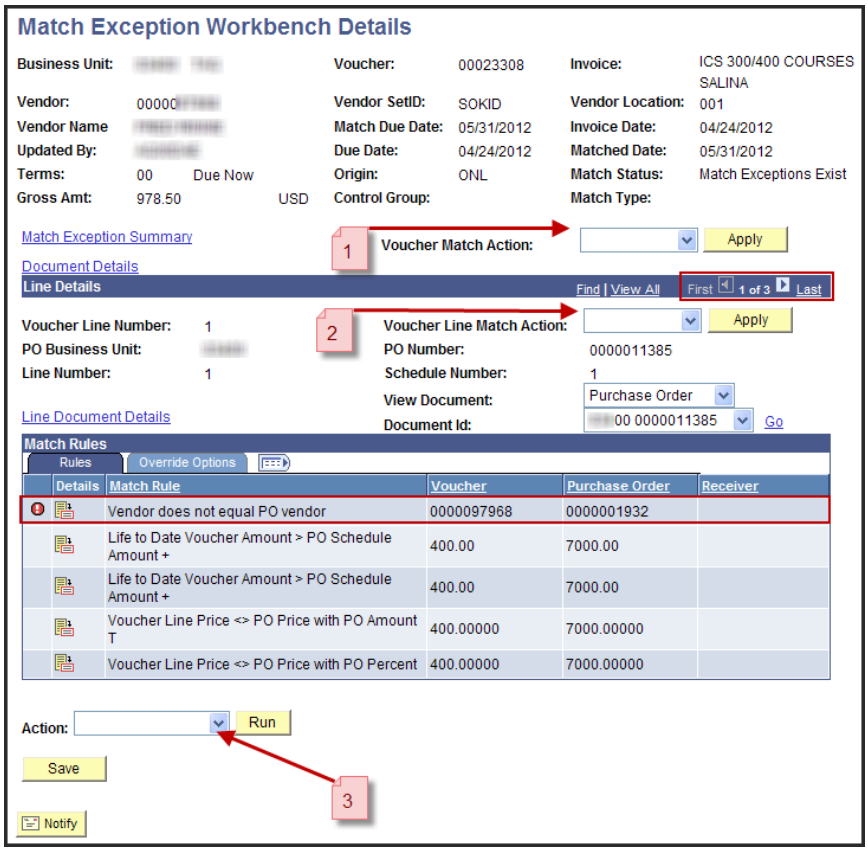
Step 6: Navigation: From the Home page of SMART, click the Accounts Payable link on the left navigation menu, then Vouchers, then Add/Update, then Regular Entry.

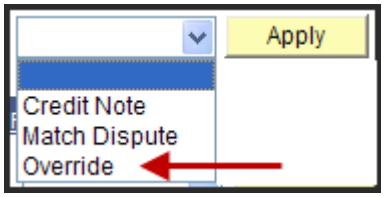
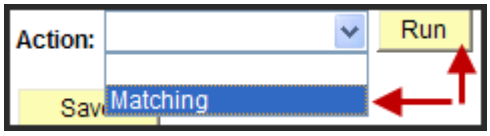
The **Matched Status** field is located on the **Summary tab** of the voucher. Verify that the Matched Status has changed to "**Matched**".

How to override Match Exceptions on SPECIFIC voucher lines:

The **Voucher Line Match Action** field is located in the **Line Details** section of the **Match Exception Workbench Details** page.

Use the Voucher Line Match Action field drop-down list to '***Override' match exceptions on a SPECIFIC VOUCHER LINE***. If other voucher lines have exceptions, ***this step must be repeated for each voucher line***:

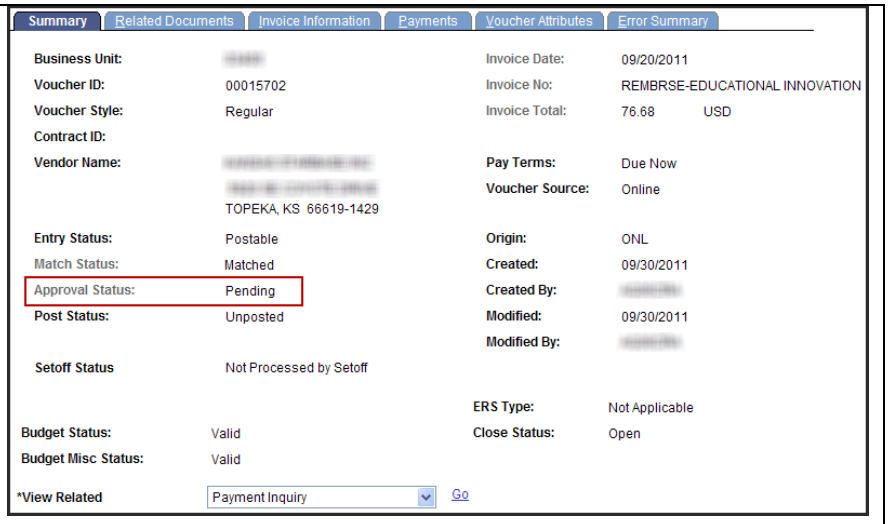


	<u>Step 1:</u> Select "**Override**" from the drop-down list in the **Voucher Line Match Action** field (2). {Shown at right}. **<u>Step 2:</u>** Click the "**Apply**" button (located to the right of the drop-down list). **<u>Step 3:</u>** Next, select "**Matching**" from the drop-down list in the **Action** field (3). {Shown at right}. **<u>Step 4:</u>** Then, click the **Run** button. {Shown at right}. **<u>Step 5:</u>** Allow SMART to complete the matching process. This should take between 1 to 5 minutes. **<u>Step 6:</u> Navigation:** From the Home Page in SMART, click the Accounts Payable link on the left navigation menu, then Vouchers, then Add/Update, then Regular Entry. The **Matched Status** field is located on the **Summary tab** of the voucher. Verify that the Matched Status is changed to "**Matched**".	 
E. Approval Status (Step 9)		
9.	On the Summary page, vouchers must have an **Approval Status** of "**Approved**" to be eligible for payment. Vouchers with an **Approval Status** of	

"**Pending**" or "**Denied**" are not eligible for payment.

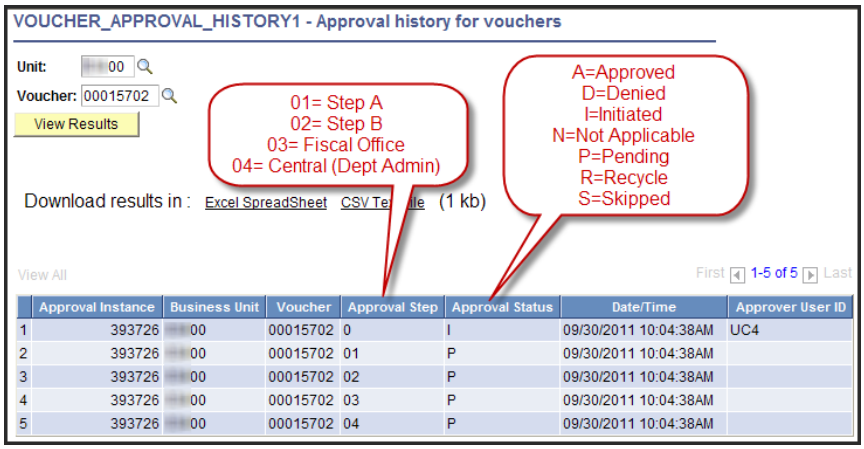
Vouchers that have an Approval Status of "**Pending**" are ***awaiting approval***.

To determine which vouchers are "Pending" approval, run the "**VOUCHER_APPROVAL_HISTORY1"** query.



Navigation:
On the left navigation menu from the **Home** page:

Click on **Reporting Tools**, then **Query Viewer**, then select the desired query: **VOUCHER_APPROVAL_HISTORY1**.



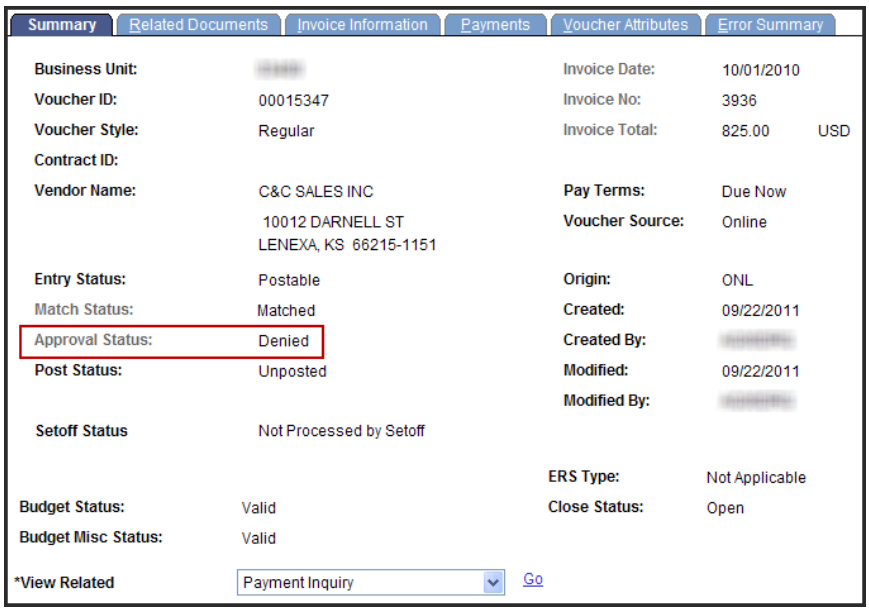
Approval Step Codes:
01 = Step A
02 = Step B
03 = Fiscal Office
04 = Central (Dept Admin)

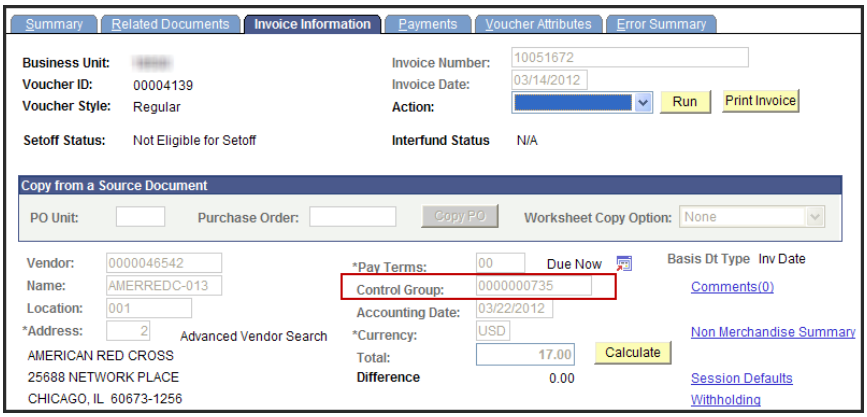
Approval Status Codes:

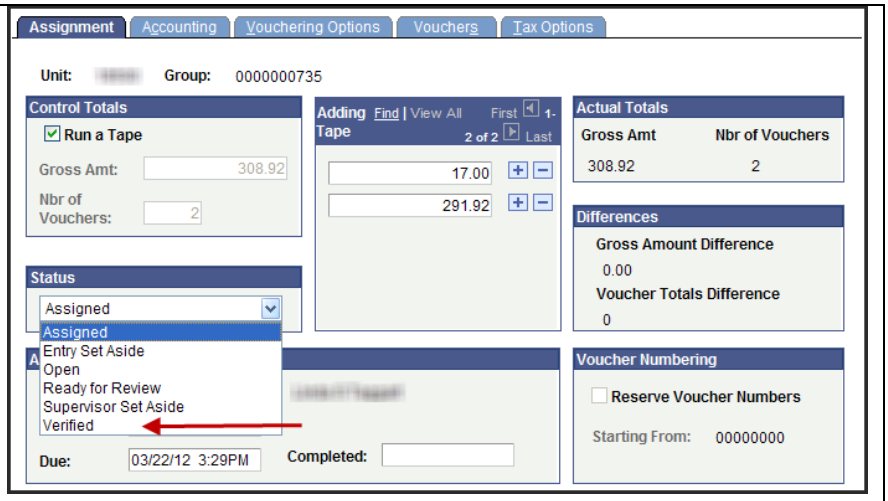
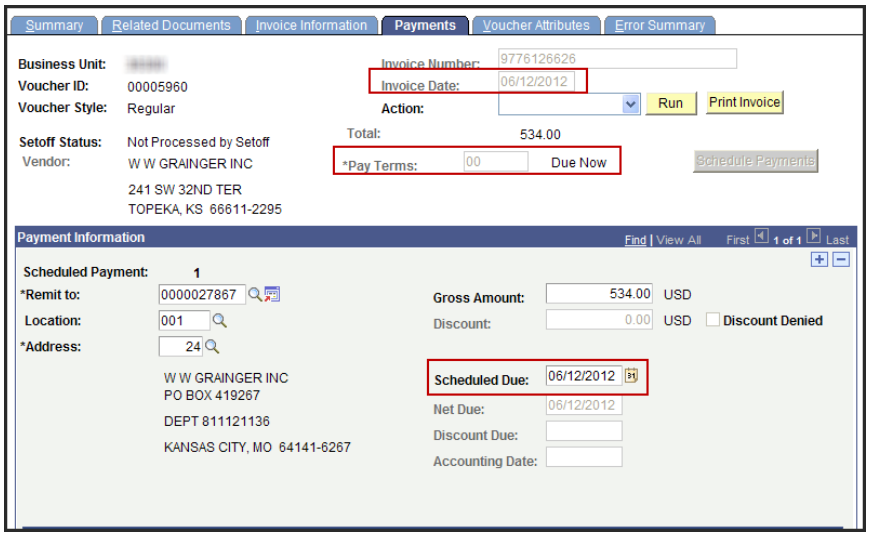
A = **Approved** – Voucher has been approved at this level

D = **Denied** – Voucher has been denied at this level. Vouchers that have an **Approval Status** of "**Denied**" should either be modified and approved, or deleted from SMART.

I = I**nitiated** – The voucher was created and put into workflow by the UC4



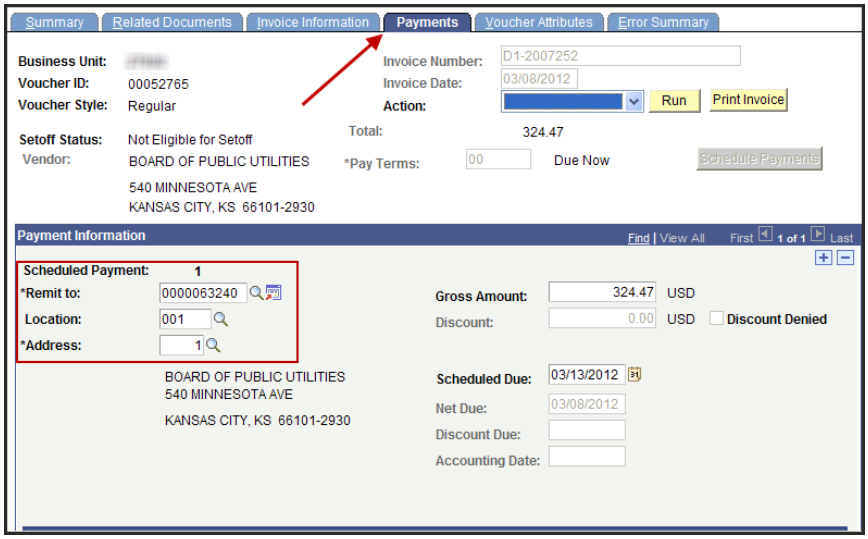
	(batch) process. **N** = **Not Applicable** – The approval step is not needed for this voucher. (***For example:*** Vouchers under $5000.00 total would have an 'N' for 'Step 04' because they are not routed to Central for approval) **P** = **Pending** – Vouchers are awaiting approval. **R** = **Recycle** – The State of Kansas is not using this status. **S** = **Skipped** – The voucher has skipped indicated approver levels and accepted approval from a higher level.	
F. Control Groups (Step 10)		
10.	Control groups are an ***option*** in SMART. Therefore your Agency ***may NOT be using*** the Control Groups option in SMART. ***If your Agency is using Control Groups:*** It is important to know that a **Control Group** must have a **Status** of "**Verified**" before ALL of the associated vouchers are eligible for payment. ***Navigation:*** From the **Home** page, click on **Accounts Payable**,	

	then **Control Groups**, then **Group Information, Assignment tab**. Enter the **business Unit** and the **Control Group number** (which is found in the **Control Group** field, located on the **Invoice Information** tab of the **voucher**). On the **Assignment** page, select "**Verified**" from the **Status** drop-down list, then click the **Save** button.	
G. Scheduled Due Date (Step 11)		
11.	The **Scheduled Due Date** on a voucher is calculated using the **Invoice Date** and **Pay**(ment) **Terms**. If the **Scheduled Due date *is in the future***, the voucher will not be selected for payment until that date has arrived. You can manually change the **Scheduled Due date** on the voucher by selecting a different date in this field and then saving the voucher.	

H. Vendor Status: Address / Location (Step 12)

12.

To be eligible for payment, the **Vendor**, **Vendor Address**, and the **Vendor Location** listed on the **Payments tab** of the voucher must each be in the appropriate status (explanations follow).

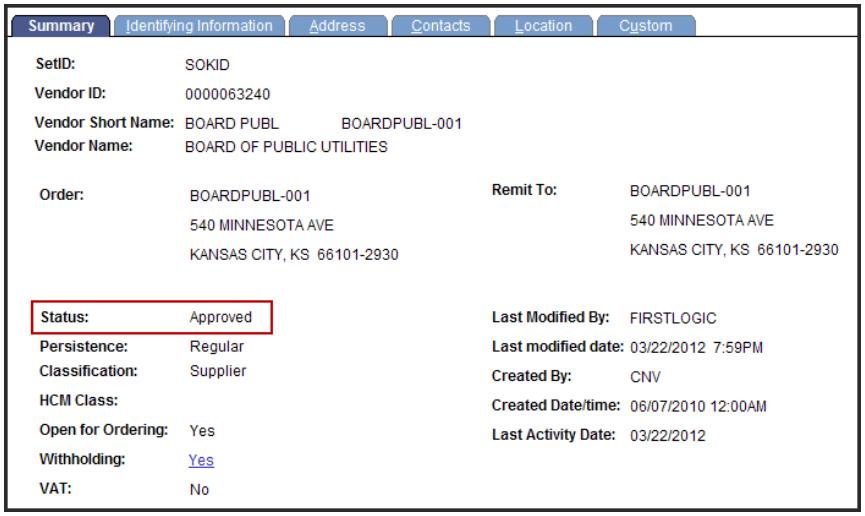


Navigation:

From the left navigation menu on the **Home** page, click on **Vendors**, then **Vendor Information**, then **Add/Update**, then **Vendor.**

On the **Summary** page, verify that the vendor **Status** is "**Approved**".

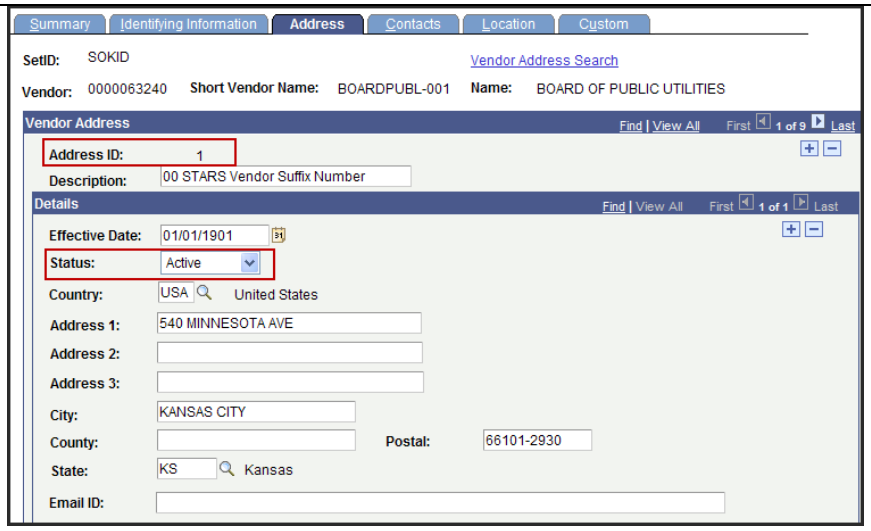
If the vendor is in any other status, please have your Agency Security Liaison open a Service Desk request for further assistance.



On the **Address** page, in the **Vendor Address** section, for each **Address ID** record:

In the **Details** section, verify that the **Status** is "**Active**" (as shown at right).

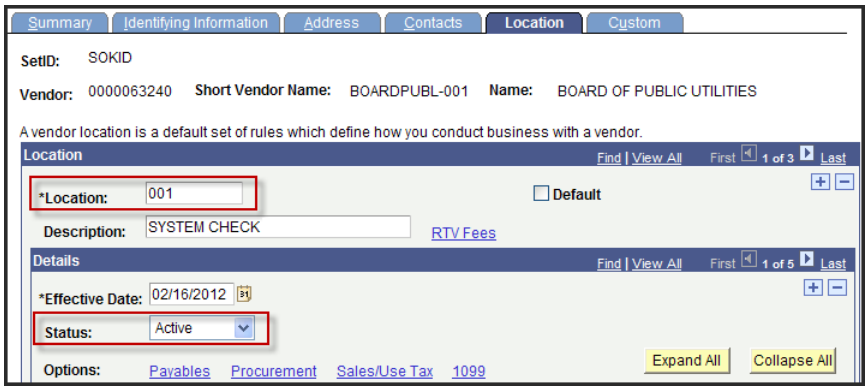
If the **Status** is "**Inactive**" please have your Agency Security Liaison open a Service Desk request for further assistance.



On the **Location** page, in the **Location** section, for each **Location** code record (in the **Location** field):

In the **Details** section, verify that the **Status** is "**Active**" (as shown at right).

If the **Status** is "I**nactive**" please have your Agency Security Liaison open a Service Desk request for further assistance.



I. Hold Payment (Step 13)

13.

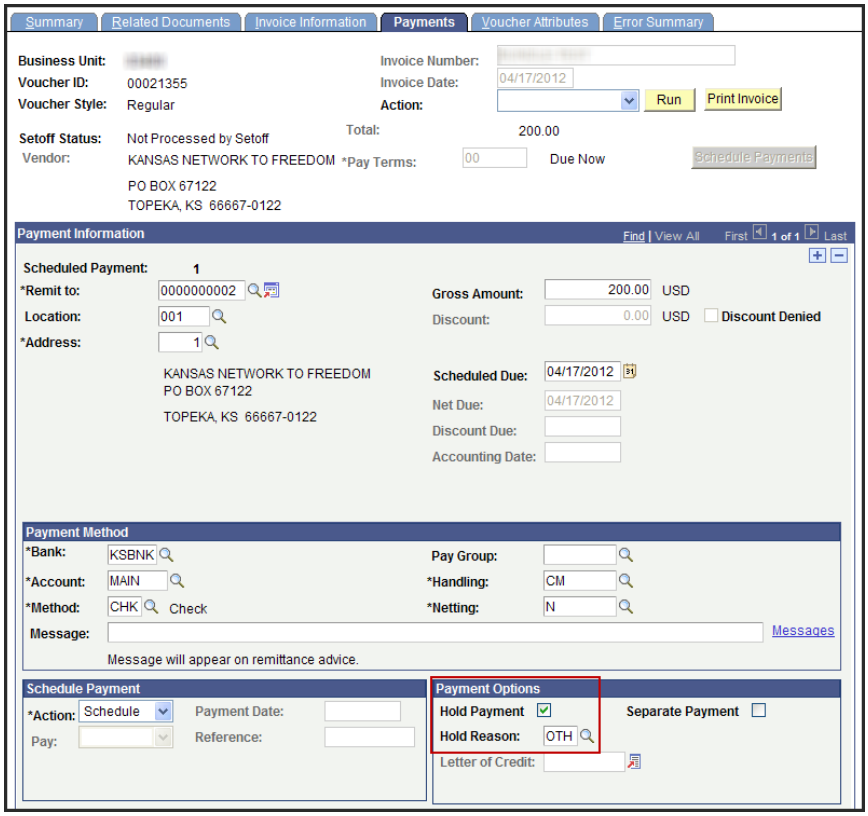
On the **Payments** page, **Payment Options** section, vouchers that have the "**Hold Payment**" checkbox selected are NOT eligible to process for payment.

Vouchers may be placed on "**Hold Payment**" for a variety of reasons (either by the Agency or by Central Processing). SMART has a list of **Hold Reasons** from which to choose.

To view the list of available **Hold Reason** options, click the Look-up button (Magnifying Glass icon to the right of the field).

If the voucher has the "**Hold Payment**" checkbox selected, research the reason for placing the voucher on hold (within your Agency), and if appropriate, remove the hold.

If your research does not reveal the hold reason to you within your Agency, please have your Agency Security Liaison open a Service Desk request for further assistance.



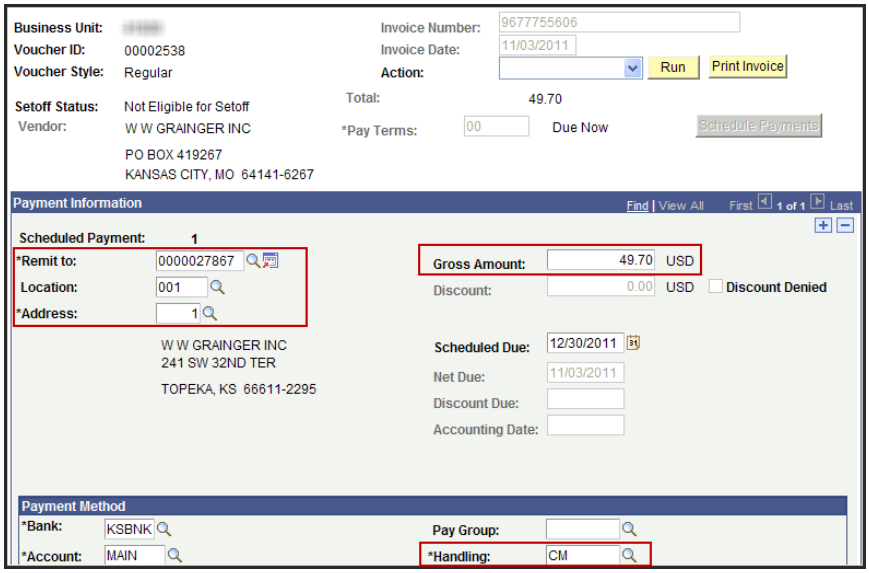
J. Credit Balance (Step 14)

14.

*All **scheduled payments** to a specific vendor must have a **net balance of $0.00 OR a positive dollar amount balance** in order to be eligible for paycycle.*

Additionally, each of the vouchers must also have the ***SAME*** **Vendor ID**, **Location**, **Address**, and **Handling Code** listed on the **Payments page** of the voucher.

In the example (Voucher Payments page shown at right), it was reported that this voucher will not process for payment.



Solution:
To investigate, navigate to the **Scheduled Payment Inquiry** page.

Navigation:
From the **Home** page – left navigation menu, click on **Accounts Payable**, then **Review Accounts Payable Info**, then **Vendor, Scheduled Payment.**

In the **Search Criteria** section, enter the **Business Unit** and the **Vendor ID** number, and then click the **Search** button.

The search results are returned in the **Scheduled Payment Listing** section at the bottom of the page.

On the **Schedule Details tab**, **Voucher ID** column, SMART displays ALL the vouchers for the specified **Business Unit** and **Vendor ID** *which are scheduled for payment.*

Next, check the **Payments** page of **each voucher** to review the **Vendor ID** (**Remit to**), the Vendor **Location** code, the Vendor **Address** code, the voucher **Gross Amount**, and the **Handling** code.

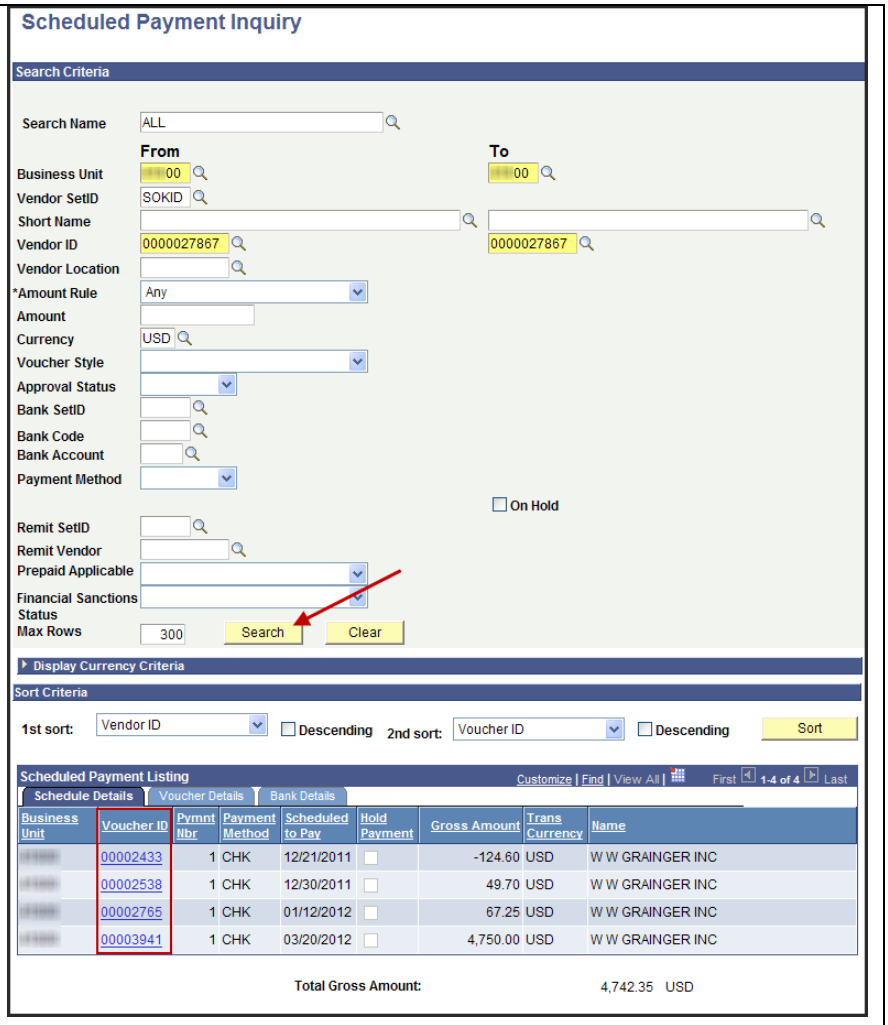
A **Handling** Code is a two letter code that affects the sorting and distribution of paper checks.

Most vendors default with a Handling code of '**CM**' which stands for 'Central Mail'.

Checks with the 'CM' handling code are mailed out from the Central processing department (Dept of Administration).

If an Agency uses a specific handling code for their agency, someone in the Central processing office sorts out those checks.

These checks are then either mailed directly to the Agency, or the Agency comes to pick them up



from the Central processing office.

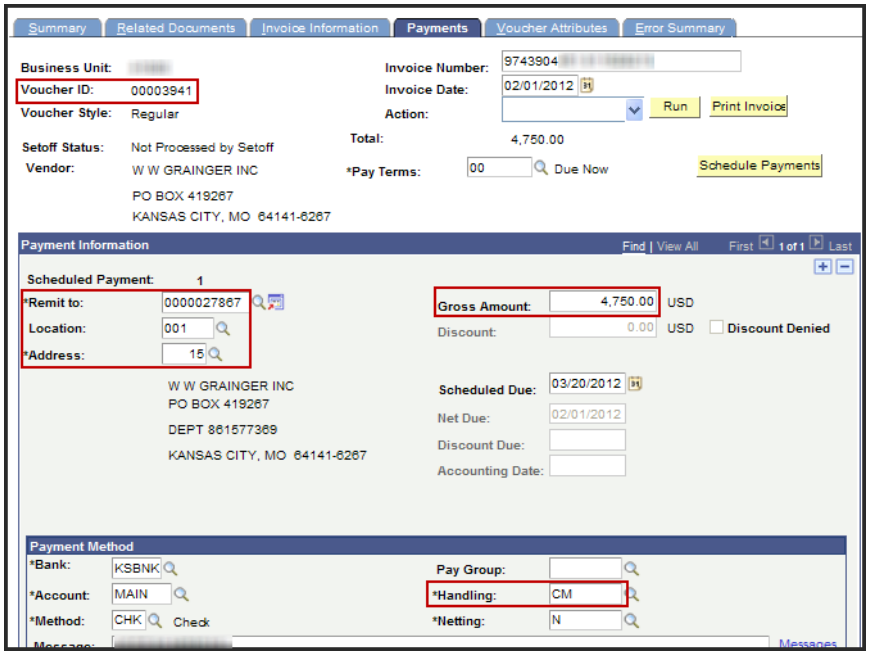
For example: Sometimes a form is required when sending a check to a vendor. In this case, the Agency will pick up the check, so that it can be sent out from the Agency with the form.

Example:

Voucher numbers:
00002433
00002538
00002765

All three of these vouchers have **Address** code '1', **Location** code '001', and **Handling** code of '**CM**'. The **net total** of these three vouchers is a **credit of $7.65.**

Voucher number:
00003941 (shown at right)

Has **Address** code '15', **Location** code '001', and **Handling** code 'CM'. The voucher **Gross Amount** is **$4,750.00**.

In this example, voucher numbers:
00002433
00002538
00002765
Are ***NOT*** eligible for payment because the **Vendor** has a ***credit balance*** based upon the **Vendor ID**, **Address** code, **Location** code, and **Handling** code combination.