Payment Processing & Compliance

Accounts Payable 101 Lunch & Learn: Invoicing and the Digital Mailroom

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Important Info Before We Start

- This presentation will be recorded. All Zoom participants will receive an email with the link to the recording.
- All participants are automatically muted on Zoom to avoid any background noise throughout the presentation.
- Enter any questions into the chat feature of Zoom throughout the presentation.

Welcome to AP 101



Series of Payment Processing presentations



Provide context for accounts payable processes



Address common questions and concerns



PowerPoint slides will be available to participants

University of Pittsburgh

Invoicing Overview

- What is the invoicing process?
- What are common errors with invoice submissions?
- Why do invoices get “stuck” and not processed?
- How can invoice issues be mitigated?

Definitions and References

- Trustflow, EDM, DMR, digital mailroom, Docufree – interchangeable terms for the same reference
- Email address for invoice submissions: upitt.invoices@trustflowds.com
- Payment Processing & Compliance (PPC) and accounts payable (AP) – interchangeable terms for the same reference
- Purchasing Services (including PPT Customer Service) – separate from Payment Processing

My Role: Software and Supplier Liaison

- Oversee the university's invoicing process
- Review errors with JAGGAER, Trustflow, departments, and suppliers
- Resolve invoicing issues for suppliers and departments
- Establish supplier portal connections for vendors to check on invoices and conduct statement reviews

Standard Invoicing Process

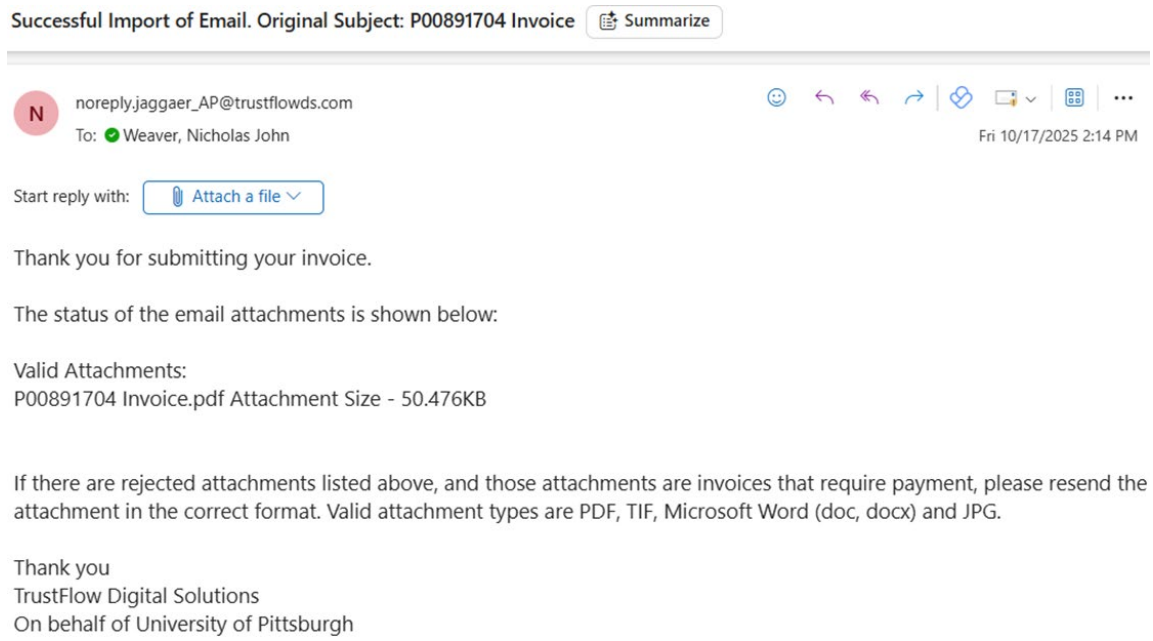
- Punchout orders: suppliers submit invoices in PantherExpress via cXML
- Standard forms (blanket POs, quote POs, non-catalog): department or supplier sends invoice to upitt.invoices@trustflowds.com
- Specialty forms (contract payments, research sub-contract, service agreements): department enters the invoice in PantherExpress
- Attaching an invoice to a PO is **NOT** an invoice submission

Submitting an Invoice

- Email the invoice to upitt.invoices@trustflowds.com.
  - Do not send the same invoice copy multiple times.
- Send one invoice per PDF. You can send multiple invoices per email.
  - Recommended limit is 20 PDFs per email.
- Important information (i.e. PO number) must be included on the invoice.
  - Trustflow does not read subject lines, the body of the email, etc.
- Trustflow cannot read encrypted emails or scan those attachments.
- Valid attachment types are PDF, TIF, doc, docx, and JPG.

Responses from Trustflow - Confirmation

- “Successful Import of Email” – invoice was successfully scanned and received.
- This does **NOT** guarantee the invoice is being fully processed into PantherExpress.
- Invoices take 2-3 business days to import into PEX.


Successful Import of Email. Original Subject: P00891704 Invoice Summarize

N noreply.jaggaer_AP@trustflowds.com
To: Weaver, Nicholas John
Fri 10/17/2025 2:14 PM

Start reply with: Attach a file

Thank you for submitting your invoice.

The status of the email attachments is shown below:

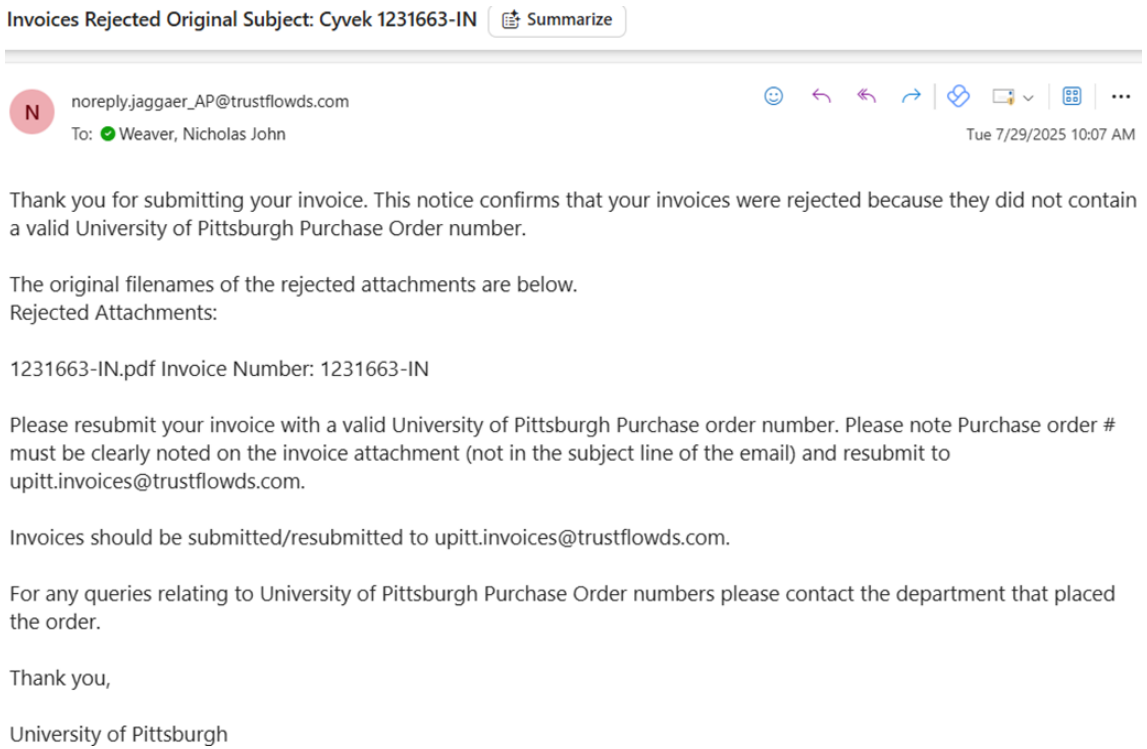
Valid Attachments:
P00891704 Invoice.pdf Attachment Size - 50.476KB

If there are rejected attachments listed above, and those attachments are invoices that require payment, please resend the attachment in the correct format. Valid attachment types are PDF, TIF, Microsoft Word (doc, docx) and JPG.

Thank you
TrustFlow Digital Solutions
On behalf of University of Pittsburgh

Responses from Trustflow - Rejection

- “Invoices rejected” – invoice was not successfully scanned and received.
- Invoice will not be processed into PantherExpress.
- Issue is rarely the PO number, despite the standard automated response message.



Invoices Rejected Original Subject: Cyvek 1231663-IN Summarize

N noreply.jaggaer_AP@trustflowds.com

To: Weaver, Nicholas John

Tue 7/29/2025 10:07 AM

Thank you for submitting your invoice. This notice confirms that your invoices were rejected because they did not contain a valid University of Pittsburgh Purchase Order number.

The original filenames of the rejected attachments are below.
Rejected Attachments:

1231663-IN.pdf Invoice Number: 1231663-IN

Please resubmit your invoice with a valid University of Pittsburgh Purchase order number. Please note Purchase order # must be clearly noted on the invoice attachment (not in the subject line of the email) and resubmit to upitt.invoices@trustflowds.com.

Invoices should be submitted/resubmitted to upitt.invoices@trustflowds.com.

For any queries relating to University of Pittsburgh Purchase Order numbers please contact the department that placed the order.

Thank you,

University of Pittsburgh

University of Pittsburgh

Common Rejection Causes

- Valid PO number was not on the invoice.
  - Add the PO number and resubmit.
- Supplier is inactive in PEX. Contact PPT Customer Service at PPTcustomerservice@cfo.pitt.edu for assistance.
- Encrypted email was sent.
  - Send the invoice again in an unencrypted email.
- Most common issue: remittance address for the supplier changed.
  - Contact PPT Customer Service to have the remittance address updated in PRISM and the invoice uploaded in PEX.

Unprocessed Invoices

- Invoice submission received a “successful import” response
- Invoice did not import in PEX after three business days
- What happened?
- Invoice is being held in an exceptions queue outside of PEX
- Several common errors or “known issues”



Why did the invoice get stuck?

- Foreign remittance address
- Non-USD currency
- Line-item discounts on the invoice
- Multiple shipping/handling/fee lines on the invoice
- Duplicate invoice number
- ✕ Statement submitted instead of an invoice
- Multiple invoices submitted in one file

Recommendation: please contact PPT Customer Service at PPTcustomerservice@cfo.pitt.edu for assistance.

Mitigating Invoice Issues

- Track invoices for high dollar amounts, new vendors, international suppliers
  - Follow up with PPT Customer Service if an invoice has not populated in PEX after one week. Do not keep resubmitting the same invoice.
- Make sure the PO number is on the invoice
  - PO must be open in PEX and have funds available
- Check that you are not submitting a statement or pro forma document
- Use the right forms in PantherExpress, especially when you have a quote
  - Technical considerations, not just policy
- POs should be left open unless you can confirm a shipment has not and will not be received.

PO Issues Can Impact Invoicing

- PO must be open in PantherExpress
- PO must have funds available to cover the invoice
- Incorrect form can complicate invoice processing
- Supplier profile must be active in PantherExpress
  - If you know the supplier profile is inactive, send the invoice to Customer Service. A new PO is not always required, but the invoice will need to be manually entered by PPC.

Special Case: Tips For UPMC Invoices

- Working to have Trustflow acknowledge these “Statements” as Invoices
- If Trustflow has used the Account Number as an Invoice Number before, all future invoice submissions of that Account Number are likely to be held as duplicates.
- Recommend using USD/Quote or Blanket forms
  - Non-catalog form is not recommended
- Write PO number, but not in one of the address boxes
- Write Invoice number as [Guarantor/account number] [Statement Date]
  - Example: 1295129043 21NOV25

Final Notes

- Invoices are paid based on the supplier's payment terms
  - Not paid based on invoice due dates
- PPC does not rush payments anymore
- Payment terms will change if the supplier updates their payment method (i.e. changing from checks to ACH or virtual card)
- Payments typically go out on Tuesdays and Fridays
- Please read your PantherExpress comments!
  - Comments highlighted by email from pex12@pitt.edu.

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Questions?



Contact me at njw28@pitt.edu