



## Returned Invoices


Invoice approvers have the option of returning an invoice to the invoice creator or invoice owner. This may be necessary if further explanation or edits are needed before an invoice can be approved. If an invoice is returned to you, the user, you will receive a notification. From the notification, you can access the returned invoice, make any necessary modifications and submit it back in to workflow.

### Return an Invoice

1. You will receive the **Invoice Returned** notification informing you that an invoice has been returned. How you receive the notification is dependent on how it is set up in your user profile. You may receive the notification by email, in-application notice or both. You can also access returned invoices via the Action Items drop-down.
  - **Email Notification** - The email notification is sent to the email address in the user profile. In the email click on the **Click here to view returned invoices** button and you will be taken to the Draft invoices page.
  - **In-application Notification** - In addition to or instead of an email notification, you may choose to receive an in-application notification. **Notifications** are accessed by selecting the Notifications  drop-down in the top right navigation next to your user name. Select the Notifications icon, then look for the notification under **Accounts Payable**.
  - **In-application Action Items** - Access invoices returned to you through the **Action Items**  drop-down in the top right navigation next to your user name. Click on the **Action Items** flag, then select **My Returned Invoices** under the **Invoices** section. You will be navigated to the Draft invoices page.
2. Returned invoices are located in the **Returned Invoices** section. Click on the invoice number to open an invoice.
3. Edit the invoice as you would any other draft invoice.
4. When you have completed the edits, locate the workflow links in the top-right corner. Click on the **Complete** link to submit the invoice back in to workflow.

## View All Returned Invoices

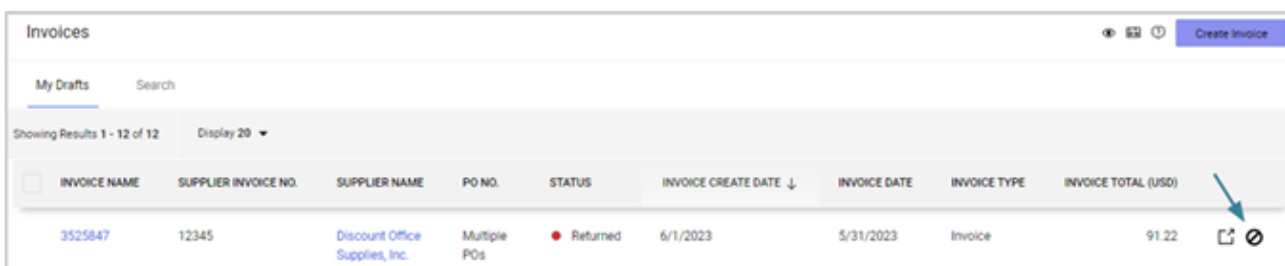
Users with the **AP Configuration** permission have access to the **View All Returned Invoices page**, from which they can search for and view all returned invoices that have not been resubmitted to workflow.


1. Go to **Accounts Payable**  > **Invoices** > **View all Returned Invoices**. The page will display.
2. Enter search criteria in the provided fields.
  - **User Information:** Enter first name, last name, email, business unit and/or department. The search will return invoices associated with the users whose information matches the submitted criteria.
3. Returned invoices are located in the **Returned Invoices** section. Click on the invoice number to open an invoice.
4. Edit the invoice as you would any other draft invoice.
5. When you have completed the edits, locate the workflow links in the top-right corner. Click on the **Complete** link to submit the invoice back in to workflow.


## Remove Returned Invoices

Users can remove returned invoices from their Draft Invoices page as follows:

1. Navigate to **Accounts Payable**  > **Invoices** > **View Draft Invoices**. A Cancel  icon is displayed next to returned invoices only.






INVOICE NAME	SUPPLIER INVOICE NO.	SUPPLIER NAME	PO NO.	STATUS	INVOICE CREATE DATE ↓	INVOICE DATE	INVOICE TYPE	INVOICE TOTAL (USD)	
3525847	12345	Discount Office Supplies, Inc.	Multiple POs	Returned	6/1/2023	5/31/2023	Invoice	91.22	

2. Click the **Cancel**  icon next to a returned invoice. A message indicates that the invoice was canceled and it is removed from the page.
  - The Pay Status of the invoice changes to Cancelled.
  - The Cancel action is recorded in the History tab along with the name of the person who performed the action.

# Cancel Returned Invoices for an Organization

Administrators with access to the **View All Returned Invoices** page can cancel returned invoices for an organization.


The **AP Configuration** permission (Permission Settings > Accounts Payable) is needed perform this task :

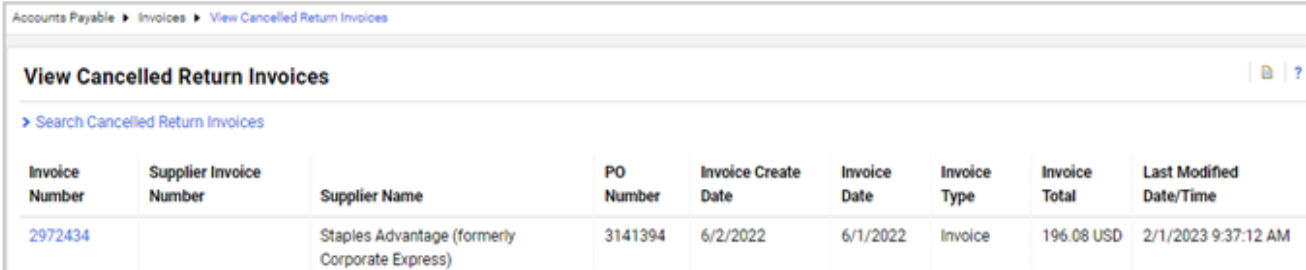
1. Navigate to **Accounts Payable**  > **Invoices** > **View All Returned Invoices**.
2. Enter search criteria (optional) in the search filter fields and click **Search**. A Cancel  icon is displayed next to the returned invoices.
3. Click the **Cancel**  icon next to a returned invoice to remove it from the page.
  - The Pay Status of the invoice changes to Cancelled.
  - The Cancel action is recorded in the History tab along with the name of the person who performed the action.

# View Canceled Return Invoices for an Organization

The **View Cancelled Return Invoices** page allows users to view all returned invoices that have been canceled.

The **AP Configuration** permission (Permission Settings > Accounts Payable) is needed perform this task:

1. Navigate to **Accounts Payable**  > **Invoices** > **View Cancelled Return Invoices**.
2. Enter search criteria (optional) in the search filter fields and click **Search**.
3. Canceled return invoices are displayed in a read-only view. Click an invoice number to open the invoice.



Invoice Number	Supplier Invoice Number	Supplier Name	PO Number	Invoice Create Date	Invoice Date	Invoice Type	Invoice Total	Last Modified Date/Time
2972434		Staples Advantage (formerly Corporate Express)	3141394	6/2/2022	6/1/2022	Invoice	196.08 USD	2/1/2023 9:37:12 AM