

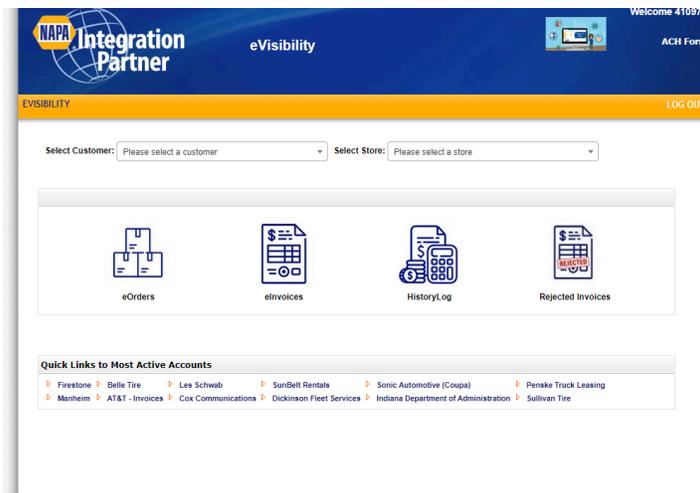
eVisibility Rejected Invoices Video Script

Welcome to using eVisibility for rejected invoices! You will use the Rejected Invoices feature to see all the rejected and unbillable invoices for your stores and your customers. **You will even be able to update the Invoice with a valid customer PO# and eVisibility will send the Invoice back to the customer electronically. About 50% of Rejected Invoices are due to an Invalid PO#. We want YOU, our STORES and FIELD TEAMS to correct the PO# on the Invoice.**

You can also mark Invoices to “Ignore” – which just means you’ve created another Invoice that has been paid and the Rejected Invoice is a duplicate (and won’t be paid by the customer).

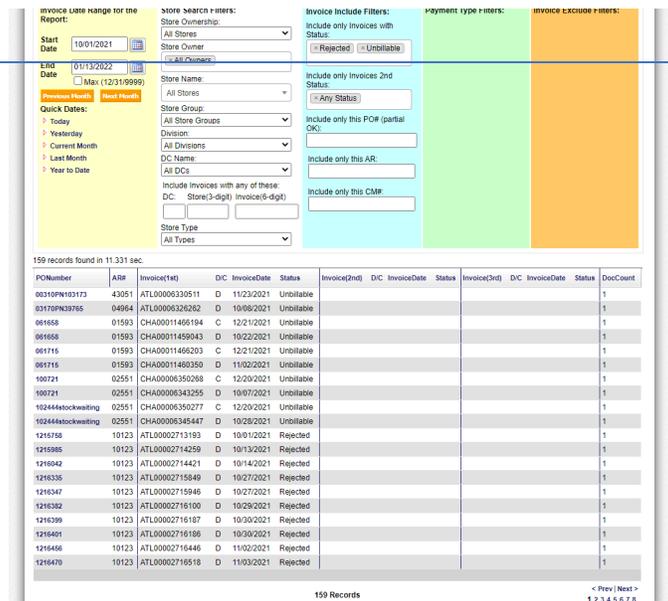
Let’s see how Rejected Invoices work.

Once in eVisibility, click on the new Rejected Invoices icon. **Rejected Invoices “look & feel” is very similar to the other eVisibility icons.**



Next, enter a date range on the calendar for which you want to see the Rejected Invoices. eVisibility defaults dates to current year. The filters at the top will limit the number of invoices shown. **You will notice we are only including Rejected and Unbillable Invoices.** In the secondary status, you can even filter by the reason an invoice was rejected.

Now, click Run Report. In the left column, you will see all your rejected POs. In the next column, are the invoices that were rejected based on those POs.



Invoice date range for the Report: Start Date: 10/01/2021, End Date: 01/15/2022

Store search filters: Store Ownership: All Stores, Store Owner: [dropdown], Store Name: [dropdown], Store Group: [dropdown], Division: [dropdown], DC Name: [dropdown], All DCs: [dropdown]

Invoice Include Filters: Include only invoices with Status: [Rejected] [Unbillable], Include only Invoices 2nd Status: [Any Status], Include only this PO# (partial OK): [input], Include only this AR: [input], Include only this CMP: [input]

Payment type filters: [dropdown]

Invoice exclude filters: [dropdown]

159 records found in 11.331 sec.

PONumber	ASN	Invoice#(1st)	DIC	InvoiceDate	Status	Invoice(2nd)	DIC	InvoiceDate	Status	Invoice(3rd)	DIC	InvoiceDate	Status	DocCount
0031094610173	43051	ATL00006330511	D	11/23/2021	Unbillable									1
03170PN33765	04984	ATL00006326262	D	10/08/2021	Unbillable									1
061658	01593	CHAA00011466194	C	12/21/2021	Unbillable									1
061658	01593	CHAA00011459043	D	10/22/2021	Unbillable									1
061715	01593	CHAA00011466203	C	12/21/2021	Unbillable									1
061715	01593	CHAA00011460350	D	11/02/2021	Unbillable									1
100721	02551	CHAA00006350268	C	12/29/2021	Unbillable									1
100721	02551	CHAA00006343255	D	10/07/2021	Unbillable									1
102444stockworking	02551	CHAA00006350277	C	12/29/2021	Unbillable									1
102444stockworking	02551	CHAA00006345447	D	10/26/2021	Unbillable									1
1216768	10123	ATL00002713193	D	10/01/2021	Rejected									1
1215985	10123	ATL00002714259	D	10/13/2021	Rejected									1
1216042	10123	ATL00002714421	D	10/14/2021	Rejected									1
1216335	10123	ATL00002715849	D	10/27/2021	Rejected									1
1216347	10123	ATL00002715946	D	10/27/2021	Rejected									1
1216392	10123	ATL00002716100	D	10/29/2021	Rejected									1
1216399	10123	ATL00002716187	D	10/30/2021	Rejected									1
1216401	10123	ATL00002716196	D	10/30/2021	Rejected									1
1216466	10123	ATL00002716446	D	11/02/2021	Rejected									1
1216470	10123	ATL00002716518	D	11/03/2021	Rejected									1

One option for dealing with a rejected PO is to update a specific invoice status to “Ignore”.

Let’s look at this option first. Using the Quick Search field, we’ll search for a specific invoice. Let’s enter one here. I’ll type it in **(ATL00007045539)** and then run the report.

The report will show the first 3 invoices associated with the related PO, however, it is important to note the number in the “DocCount” column which shows the total number of invoices actually associated with that specific PO number. In this example, we see that there are 4 associated documents. To get a detailed history of these invoices, click the PO number.

We can see that the second invoice **of the PO was Unbillable where the Invoice had both debit and credit on the same invoice. This is not allowed by the customer – typically it is never allowed by any customer who receive and validate invoices electronically.** To correct the invoice, the credit and debit were sent separately through **the second and third invoices.** Since the other invoices are correct, we will want to ignore the first (incorrect) invoice that includes both the credit and the debit.

Status2: Paid Status Message: Customer Amount Paid \$104.43 on 2020-07-21

COMMENTS: REMAN BRAKE SHOES BRAKE DRUM Qty: 1 from: ATL - ATLANTA, GA OIL FILTER VALVE CVR GSKT SET - Associate-ANTHONY DULLING-- 2001 HONDA CIVIC EX 1.7L L4 FI GAS

METADATA:

Line Code	Part Number	Description	Price Type	Quantity	Price
UP	UP576	REMAN BRAKE SHOES	Regular Part Price / Pick Up	1	26.04
ATM	A35094	BRAKE DRUM	Regular Part Price / Pick Up	2	33.99
ATM	3612910	OIL FILTER	Regular Part Price / Pick Up	1	3.55
FPG	VS50606R1	VALVE CVR GSKT SET	Regular Part Price / Pick Up	1	8.99

INVOICE: ATL00007045539 **PO# from NAPA POS:** 249152N026088 **Origin Code:** T=TAMS/RPM

Invoice Date: 1/14/2021 10:02:00 AM Processed Date: 1/15/2021 2:47:32 AM AR: 06638 Total: \$0.34 [History](#)

STATUS: Master Status: Unbillable
Submitted Status: No (on)
Status2: Mixed_Debits_Credits Status Message: invoice cannot contain both debit and credit line items **Company Owned** **Mark Ignore** [Update Status](#)

COMMENTS: # 15489 07/10/2020

METADATA:

Line Code	Part Number	Description	Price Type	Quantity	Price
SFI	27356	OIL FILTER PRO SELECT	Regular Part Price / Pick Up	1	-3.21
ATM	3612910	OIL FILTER	Regular Part Price / Pick Up	1	3.55

INVOICE: ATL00007045540 **PO# from NAPA POS:** 249152N026088 **Origin Code:** T=TAMS/RPM

Invoice Date: 1/14/2021 10:02:00 AM Processed Date: 1/15/2021 2:47:32 AM AR: 06638 Total: \$3.59 [History](#)

STATUS: Master Status: Confirmed
Submitted Status: OK (on 1/15/2021 7:43:49 AM)
Status2: Paid Status Message: Customer Amount Paid \$3.52 on 2021-01-27 **Company Owned**

COMMENTS:

METADATA:

Line Code	Part Number	Description	Price Type	Quantity	Price
SFI	27356	OIL FILTER PRO SELECT	Regular Part Price / Pick Up	1	3.59

INVOICE: ATL00007045541 **PO# from NAPA POS:** 249152N026088 **Origin Code:** T=TAMS/RPM

Invoice Date: 1/14/2021 10:03:00 AM Processed Date: 1/15/2021 2:47:32 AM AR: 06638 Total: \$-3.55 [History](#)

STATUS: Master Status: Confirmed
Submitted Status: OK (on 1/15/2021 7:43:49 AM)
Status2: Paid Status Message: Customer Amount Paid (\$3.48) on 2021-01-27 **Company Owned**

COMMENTS: # 15489 07/10/2020

METADATA:

Line Code	Part Number	Description	Price Type	Quantity	Price
SFI	27356	OIL FILTER PRO SELECT	Regular Part Price / Pick Up	1	-3.21
ATM	3612910	OIL FILTER	Regular Part Price / Pick Up	1	3.55

If you have already been paid for the correct invoice[s], select the “Mark Ignore” checkbox on the rejected invoice and then click “Update Status”.

INVOICE: ATL00007045539 **PO# from NAPA POS:** 249152N026088 **Origin Code:** T=TAMS/RPM

Invoice Date: 1/14/2021 10:02:00 AM Processed Date: 1/15/2021 2:47:32 AM AR: 06638 Total: \$0.34 [History](#)

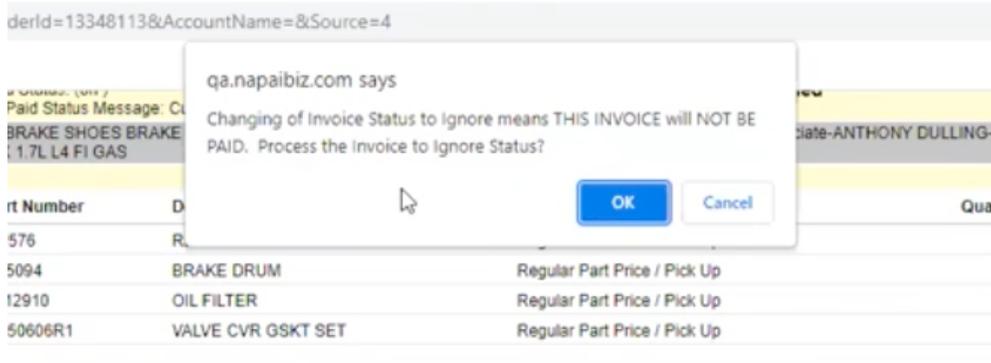
STATUS: Master Status: Unbillable
Submitted Status: No (on)
Status2: Mixed_Debits_Credits Status Message: invoice cannot contain both debit and credit line items **Company Owned** **Mark Ignore** [Update Status](#)

COMMENTS: # 15489 07/10/2020

METADATA:

Line Code	Part Number	Description	Price Type	Quantity	Price
SFI	27356	OIL FILTER PRO SELECT	Regular Part Price / Pick Up	1	-3.21
ATM	3612910	OIL FILTER	Regular Part Price / Pick Up	1	3.55

Once selected, a box will pop up for you to confirm your changes. Always remember that if you confirm a Mark Ignore then that invoice will not be paid, will not appear on many of the eVisibility reports, and will be removed from many KPI metrics reporting as well.



Click "OK". Now, you can see that the status was updated to "Ignore".



Remember that you, as the **NAPA Store Manager or Owner**, should review these invoices and mark them as "Ignore" if you have already been paid for the correct invoice[s].

Next, let's go back into the invoice history. Here, you can see who changed the status and at what date/time the change occurred. Now we can see that the status was changed from "Unbillable" to "Ignore" for this Invoice.

Invoice History

Invoice No: ATL00007045539 PO No: 249152N026088 Master Invoice Status: Ignore
 Invoice Date: 1/14/2021 10:02:00 AM, IBiz Processed Date: 1/15/2021 2:47:32 AM, AR: 06638, Total: \$0.34

Category	Subcategory	Agent	UserName	Source	ShortDescription	Description	CreatedOn
InvoiceEditing	StatusChanged	RejectedUI	Unknown	eVisibility	Status Change	Status changed from Unbillable to ignore	01/14/2022 14:38:30
InvoiceProcessing	Informer	InvoiceProcessor	SYSTEM	IBizService	TAMS 824 informer sent to store	MIXED	01/15/2021 02:47:32
InvoiceProcessing	CreatedEDI	InvoiceProcessor	SYSTEM	IBizService	Unbillable - Mixed_Debits_Credits	Invoice cannot contain both debit and credit line items	01/15/2021 02:47:32
InvoiceTransmission	Submitted	InvoiceProcessor	SYSTEM	IBizService	CPP Invoice	Invoice will be sent to APAR daily until it is paid for up to 60 days	01/15/2021 02:47:32
InvoiceCreation	CreatedEDI	InvoiceProcessor	SYSTEM	IBizService	New Invoice		01/15/2021 02:47:32

Click to close this page.

The MAIN PURPOSE of eVisibility Rejected Invoices functionality is to correct PO# on the Invoice and allow eVisibility to send that Invoice to the customer electronically - so the customer PAYS for that invoice.. Typically, the rejection reason is “Invalid PO”. In this case, you will update the rejected or unbillable invoice. Let’s do another search for an invoice. I’ll type it in the search bar, “**PO=514010pn11851**” then run the report.

You can see the status came up as “**Unbillable or Rejected**”. Next, you will click the PO number to edit and see the history details.

1 records found in 8.470 sec.

PONumber	AR#	Invoice(1st)	DIC	InvoiceDate	Status	In
3955-216017	08190	ATL00002717752	D	11/15/2021	Rejected	

Now click “Edit PO”. Notice that it highlights the PO areas that will be updated in the order and in the invoice associated with it. Add a valid PO number **073310pn52141** then select “Update PO”. Now you will see that it updated the PO for both the purchase order and for the invoice.

Next, notice that the “Master Status” is updated to “Processed,” the “Secondary Status” is updated to “Unpaid”, and the invoice was resent to the customer for payment.

Finally, if you click on “History” you will then see that the status has been changed from unbillable to “Processed”. Once the customer has received the **Invoice** and if there’s an Invoice response (**It may again be rejected if customer doesn’t have that PO# in their system**), **the Invoice** and History log will be updated with the new Invoice status.

Please remember, it is the expectation of the STORE and NAPA Field personnel to manage and update the PO numbers for any rejected PO's so that it is resent electronically back to the customer.

That concludes the basics of what you need to know about the new Rejected Invoice feature in eVisibility.

If you'd like additional training on eVisibility, please email apg_it_integration_team@genpt.com with the Subject line: eVisibility Additional Training Request.