Most Commonly Asked Questions About Emory’s Invoice Imaging

Q1. My purchase order has a voucher ID but I don’t have an image attachment. Where can I get a copy of the invoice?
   Answer: If the voucher was created before March 26th, 2012, the invoice is available in WebOptix. If it was created after is a voucher and the image link is not there:
   - the invoice was submitted electronically and you may use the invoice summary tab as your system or record
   - the Purchase Order is for a Sub-Award or Invoice Attached and is available on the Purchase Order Attachments tab.

Q2. I have an image attachment but the status is pending. When will it be processed?
   Answer: Invoices may be pending for two reasons:
   - the Purchase Order total exceeds $4999 and is pending the “receiving process”
   - the invoice is pending Payment Services review and will be processed within five business days of the invoice creation date.

Q3. I received an invoice from the supplier for an open Purchase Order. Where do I send it?
   Answer: Please continue to send all invoices sent to you in error to actspay@emory.edu so that we may assist in correcting the supplier’s records.

Q4. What do I do if a supplier contacts me regarding the new bill to address?
   Answer: Please ask the supplier to contact us at actspay@emory.edu.