

Unit Financial Systems User Guide

Electronic Invoice Rejection Reasons

Consider All Options Before Rejecting an Electronic Invoice

When rejecting invoices in The Market Connection and e-Pay (UFS) a **Comments Section** is available to include additional information. Including detailed comments often reduces the need for additional follow up and therefore improves the turnaround time for the AP team to finalize a rejected invoice.

Accounts Payable has created a list of **Rejection Reasons** to assist you to know when to reject an invoice, the correct rejection reason to choose, and any needed actions. The primary goal with this list is to provide information that will help users be more efficient in their electronic invoice processing and to reduce the number of unnecessary rejections.

Electronic Invoice Rejection Reason	When to Use
Invoice Doesn't Belong to This Unit	Your location did not order or receive delivery for any of the items on this invoice.
Invoice Previously Processed	This invoice was submitted for payment previously (different invoice number, manually entered in UFS, submitted via ePay or office transmittal, etc.,) Please provide submitted/paid date and details in comment section to assist with review.
Entire Invoice is for Fixed Asset Purchase	All the items on this invoice should be charged against an existing AE. You must contact Sodexo Fixed Asset for payment processing instructions.
Entire Invoice Products Not Received	<p>All the items on this invoice were not received for delivery. (i.e., "None of the items we ordered and invoiced for were received for delivery.")</p> <ul style="list-style-type: none">* Do not use this rejection reason if the delivery was short individual item(s). When a delivery is short individual item(s), you should accept the invoice and request a credit for the missing items. When the supplier sends the credit invoice, accept that invoice, submit for processing and your unit will receive the credit.

Electronic Invoice Rejection Reason	When to Use
Entire Invoice Products Not Ordered	All the items on this invoice do not reflect the items ordered. The delivery was not accepted. (i.e., "None of the items on the invoice are what we ordered from this supplier, and we did not accept delivery.")
Client to Pay this Invoice	Your client will pay this invoice directly. You must print this invoice and provide to client for processing and payment. (Note - This should be an uncommon occurrence. If your unit should be set up as a Client Pay account, please contact your Operations Accountant)
Client Pay Customer # Charged in Error	Your unit is set up as Client Pay, but Sodexo should pay this invoice. (Note - This should be an uncommon occurrence. If your unit should have a customer number for frequent Sodexo-pay purchases, please complete the Supplier Information Form found on Sodexo_Net>The Market Connection)

If you have questions submit a [SoFinance](#) ticket to Accounts Payable or for urgent requests, email Accounts Payable at apinvoiceprocessing.noram@sodexo.com.