

Electronic Invoicing Rejection Reason Guide

Accounts Payable has created the following guide to assist with when to reject an invoice, the correct rejection reason to choose, and any needed actions. Our primary goals with this list are to provide information that will help users be more efficient in their electronic invoice processing and to reduce the number of unnecessary rejections.

Helpful Rejection Tips

When rejecting invoices in The Market Connection and e-Pay a Comments (where available) 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. Please use the Comments field to provide AP with additional information regarding the reason for the rejection.

When reconciling invoices in The Market Connection, please review the invoice copy available on the Invoice Tab not the Exceptions Tab. Once the invoice is determined to be accurate, it can then be approved on the Exceptions Tab.

Rejection Reason Description	When to Use	Needed Actions
Entire Invoice Products Not Received	When all products (or the majority) on the invoice are not received.	<ul style="list-style-type: none">• If only a portion of the products on the invoice were not received, work with the vendor to have either the missing products delivered, or credits sent electronically. Once the missing products or the credits are received, approve the invoice (and the credit if applicable) for payment.• Waiting for missing products or credits could delay your new week setup in UFS. In these cases, please approve the invoice and track the open items/credits separately until they are received.• If the vendor must rebill the invoice, then reject the original invoice.
Entire Invoice Products Not Ordered	When all products (or the majority) on the invoice were not ordered.	<ul style="list-style-type: none">• If only a portion of the invoice was not ordered, work with the vendor to have the invoice rebilled or credits sent electronically. If the invoice is rebilled, then reject the original invoice. If credits are sent, then approve the invoice and the credits for payment.• If products were not ordered but were received and accepted in error, products must be returned to the vendor or approved for payment.

Invoice Previously Processed	<ul style="list-style-type: none"> For invoices already approved within a previous submission of the invoice. Invoices that have or will be processed in another system, ex Fiori 	<p>In the Comments section, please list the invoice number if different from the invoice being rejected and the date the original invoice was processed.</p>
Invoice Doesn't Belong to This Unit	<ul style="list-style-type: none"> When you know the appropriate cost center under which the invoice should have been billed. If you did not order the product(s) listed on the invoice and do not know the appropriate cost center, use rejection reason Entire Invoice Products Not Ordered. 	<p>Include the correct cost center number in the Comments section.</p>
Client to Pay This Invoice	<ul style="list-style-type: none"> For invoices assigned a Sodexo pay customer number but are the responsibility of the client to pay. Also, for invoices billed with the Sodexo customer number as a one-time purchase for the client. 	<ul style="list-style-type: none"> If a client pay customer number is needed, contact Accounts Payable. If the invoice is assigned a client pay customer, approve the invoice, it will not be submitted for payment.
Entire Invoice is for Fixed Asset Purchase	<p>For fixed asset/equipment purchases that you will submit for amortization via the Asset Management Portal (AMP).</p>	<p>Submit the invoice for payment and amortization via the AMP.</p>
Client Pay Cust. # Charged in Error	<ul style="list-style-type: none"> For invoices that were submitted by the vendor under a client pay customer but should have been submitted under a Sodexo pay customer. When this rejection reason is used, AP will approve the invoice for payment using the Sodexo pay customer available for your account. 	

If you have questions or would like to provide feedback to improve the information provided, please email Accounts Payable at APInvoiceProcessing.noram@sodexo.com.