

How to fix Common Invoice issues

Use this guide to help fix some of the common issues with invoices

How to fix duplicate Invoice Issue

- Log into Supplier Portal
(<https://costpoint.cadmusgroup.org/cpweb>)
- Navigate to Materials >> Supplier Portal >> Dashboards/Actions >> Manage Invoices
- Click on **Query**
- In the Invoice Control No field, type in the invoice control no that is provided by the Cadmus team that needs to be deleted.
- Click on **Find**.
- If the invoice was already approved by you, uncheck the “**Approved**” box, then click on **Save & Continue**.
- Then click on **Delete** and **Save & Continue** again.
- Log out

How to fix duplicate Invoice Issue - Screenshots

1

Manage Invoices

Find Query Sort Saved Queries

Search Criteria

Invoice Control No is

PO Number begins with

PO Release No is

Count Save Query Reset

Find Close

2

Browse Applications > Materials > Supplier Portal > Dashboards/Actions > Manage Invoices

Identification

Invoice Control No Fiscal Year 2023 Period 9 Subperiod 1

Trans Currency USD

Terms

PO Number * Rise * Change Order PO Type

Shipment Number

Autoload

Invoice

Number Date * 09/26/2023 Amount

Invoice Approvals Details

Payer Approval

Approved

Approver

Date/Time

Notes

Supplier Approval

Approved

Approver

Date/Time

Notes

Uncheck the box it is checked

Timesheet Information Expense Information Timesheet Exclusions Expense Exclusions Invoice Approval History

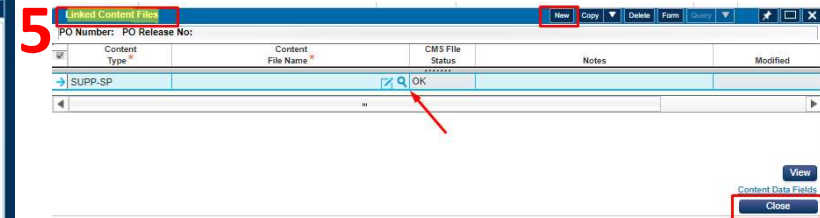
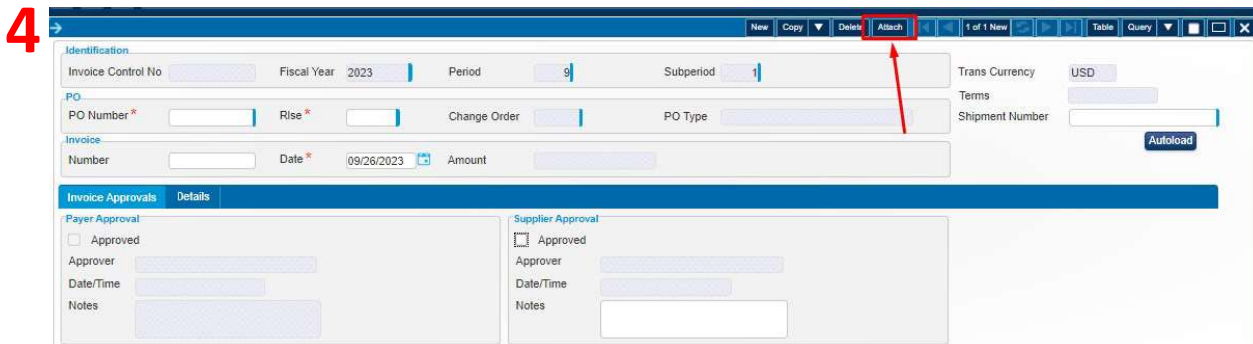
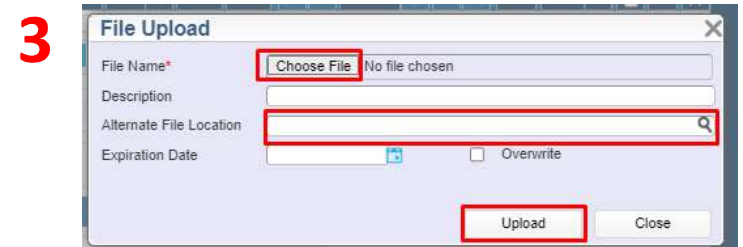
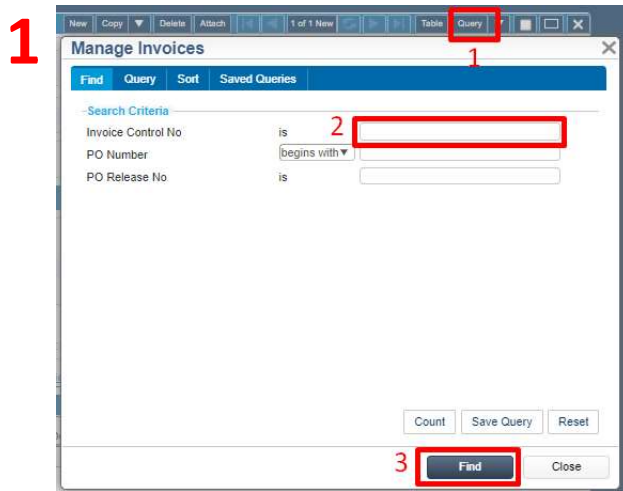
Invoice Lines

Invoice Line	PO Line	Item	Misc Type	Description	Line Type	Work Assignment	Char

How to add missing attachment Issue

- Log into Supplier Portal (<https://costpoint.cadmusgroup.org/cpweb>)
- Navigate to Materials >> Supplier Portal >> Dashboards/Actions >> Manage Invoices
- Click on **Query**
- In the Invoice Control No field, type in the invoice control no that is provided by the Cadmus team that missing the attachment.
- Click on **Find**.
- Click on **Process, File Upload**
- Click on Choose File, and select the attachment file that should go with your invoice.
- Select the "**SUPP-PROD-SP-AFL**" for the Alternate File Location.
- Click on **Upload**
- Click on **Attach**.
- In the "Linked Content Files" window, click on **New**
- Under the "Content File Name" column, click on the magnifier icon and select the file you just uploaded, then click on **Close**
- Click on **Save**
- Log out

How to add missing attachment Issue - Screenshots



How to Sign/Approve an Invoice

- Log into Supplier Portal
(<https://costpoint.cadmusgroup.org/cpweb>)
- Navigate to Materials >> Supplier Portal >> Dashboards/Actions >> Manage Invoices
- Click on **Query**
- In the Invoice Control No field, type in the invoice control no that is provided by the Cadmus team that missing the attachment.
- Click on **Find**.
- Check the “**Approved**” box.
- Click on **Save**
- Log out

How to Sign/Approve an Invoice - Screenshots

