Returning or Rejecting an Invoice

Returning Vs. Rejecting

Returning an Invoice: Allows the invoice entry person who submitted the invoice to make edits to the original invoice and resubmit with the same invoice number. This option should be used when edits (such as dollar amount, accounting, etc.) are needed before the invoice can be approved.

Rejecting an Invoice: Cancels the invoice in its entirety. The invoice **does not** return to an editable state and the invoice number cannot be reused. This option should be reserved when the invoice should not be paid at all or should be processed under a different method.

Accessing an Invoice to Return or Reject

1. To access an invoice that requires your approve while you're in BennyBuy, first navigate to your invoice approval queue. This can be done by clicking on the **Accounts Payable** tab, then **Approvals**, then **Invoices to Approve**.
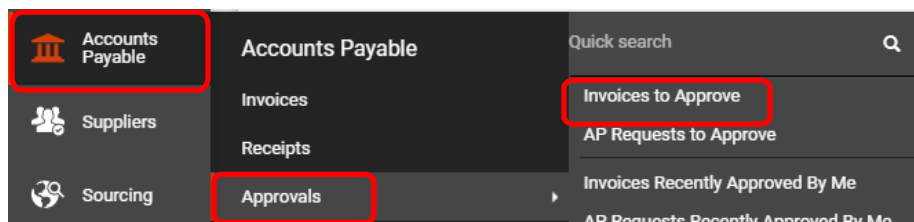
2. Or, you can select the flag icon in the upper right hand corner. From the drop down menu, select **Invoices**.
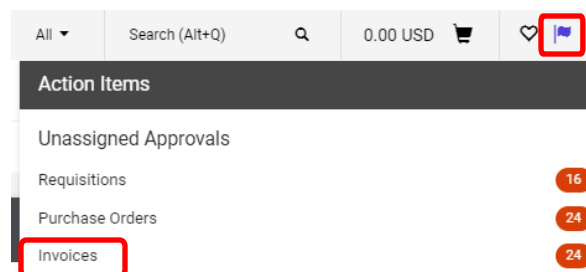
3. Alternatively, if you received an email from the system indicating your approval is required, click the **View Invoice Approvals** link at the bottom of the email.

View Invoice Approvals

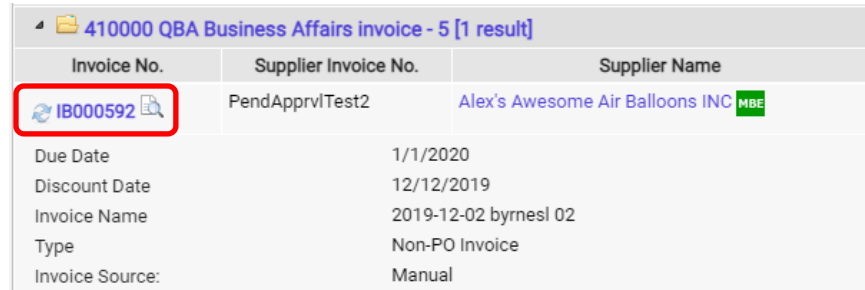If you have any questions with regard to reviewing/approving this Invoice, please contact your BennyBuy Support Team.

BennyBuy Help Desk:
+1 541-737-3830
eprocurement@oregonstate.edu
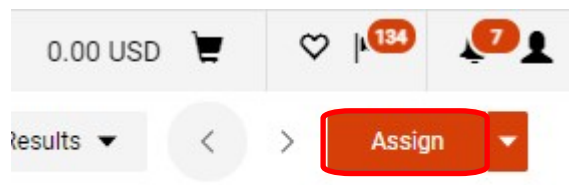
Thank you,
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Returning an Invoice

1. In your approval queue, click the document number for the invoice you wish to return.

2. To return an invoice, you must first assign the document to yourself. Do so by clicking the Assign button in the upper right hand corner.

3. The invoice will now be assigned to you. Click the dropdown arrow in the upper right hand corner and select **Return Invoice**.

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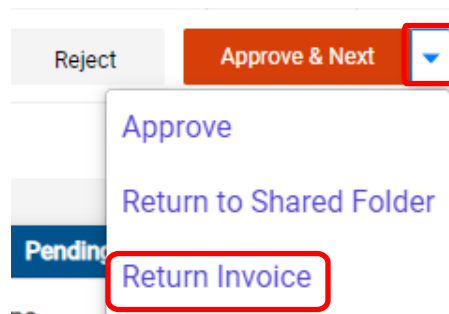
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4. The Return Invoice To User box will appear. Enter a note as to why the invoice is being returned and select **Return**. The invoice will then be returned to the invoice entry person to make edits and resubmit as needed.

Rejecting an Invoice

1. To reject an invoice, follow the steps outlined above to access the invoice and assign it to yourself.
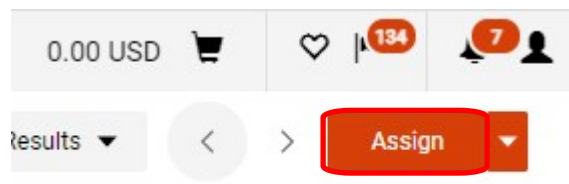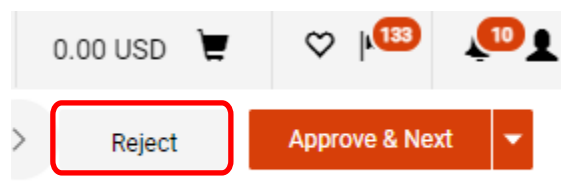

2. Once the invoice has been assigned to you, you should now see a Reject button next to the Approve button. Click **Reject**.

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3. An Add Note box will appear. Specify the reason why you are rejecting the invoice and select **Cancel**. The invoice will now be rejected.

Add Note   ✕

Cancel Reason

Invoice should not be paid, item never received.

952 characters remaining   expand | clear

Characters beyond the limit are not saved, i.e., the note is truncated. Once the note is attached, it is accessible from the History tab of the document.

[Cancel]   [Cancel]

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