

Attaching Supporting Documentation to an Invoice

EFS Billing has the functionality to attach Supporting Documentation to invoices. There are two types of attachments:

Internal Only Attachments	Internal Only Attachments are used when documentation should be stored with the invoice for future reference or audit purposes. For example, it may be beneficial to store the original PO or Contract with the invoice. Further, if there is other documentation that provides support for a specific invoice (eg., emails), it is useful to store that information electronically with the invoice. Internal Only Attachments do not print with the invoice and are not mailed to the customer.
External Attachments	External Attachments should be used if the customer requires additional information to support the invoice. By attaching External Supporting Documentation to the invoice, it will automatically be printed, collated, and mailed with the invoice to the customer by Accounts Receivables Services.

Document Requirements

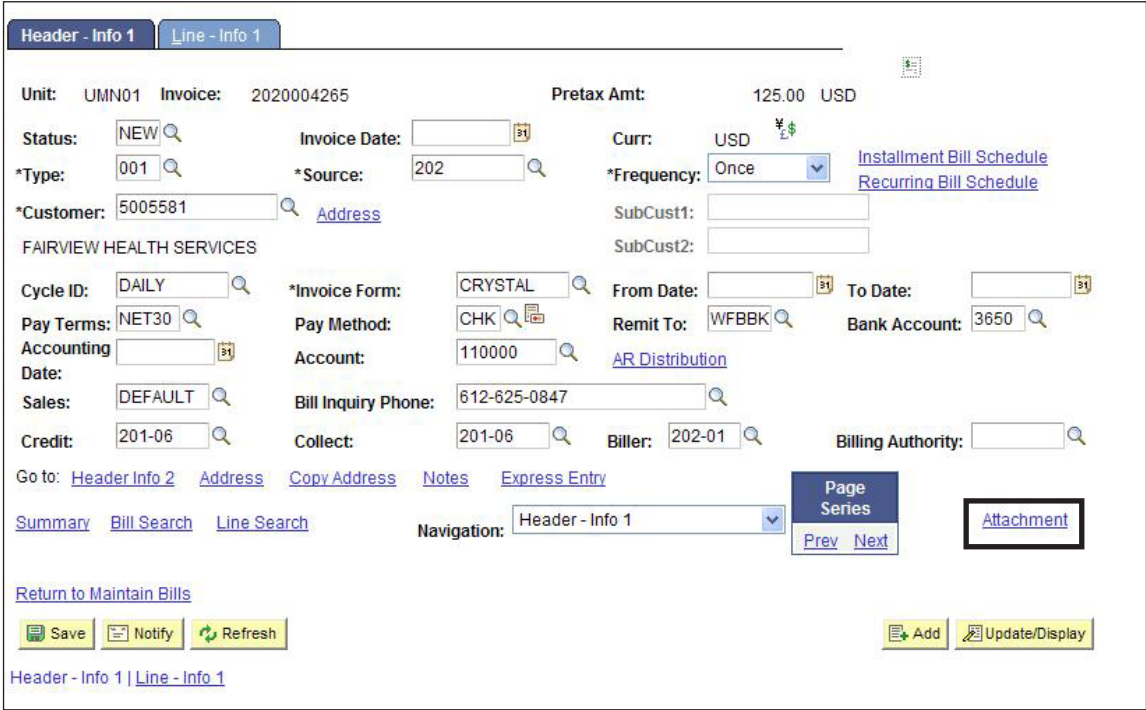
Internal Attachment Document Requirements	There are no special requirements for the type of document that can be used for Internal Attachments. Any size document in any format (eg., Word, Excel) can be attached.
External Attachment Document Requirements	<p>Because external attachments are printed, collated and mailed with the invoice, the file requirements for the type of document that can be uploaded are very specific. The size of the supporting document(s) must be 8.5 X 11. The document must also be in a PDF format. Please note, that not all PDFs are created the same. PDFs created with the following tools have been tested and found to print correctly with EFS invoices:</p> <ul style="list-style-type: none"> ✦ Microsoft Office 2007 (saving a Word or Excel document as a “PDF”) ✦ Adobe Reader 8.0 ✦ Scanner

If the attachment is not in format that will print correctly with EFS invoices, the user will receive an error when they save the uploaded attachment that states “the attachment must be in a supported PDF format if it is marked for external use.” The user will have to either mark the attachment as Internal Only or delete the attachment.

Attaching Supporting Documentation to an Invoice (cont.)

Attachment Procedures

1. Navigate to **Billing > Maintain Bills > Standard Billing**
2. Enter bill as usual.
3. Click <Save>.



4. Click <Attachment>.
5. The **Attachment** page will be displayed with the *Internal Only* checkbox checked. If you are uploading an external attachment that should be printed and mailed with the invoice, uncheck the checkbox.



6. Click <Upload>

Attaching Supporting Documentation to an Invoice (cont.)

- Click <Browse> to find the file you want attached.
Note: please see Document Requirements section above for supported file types.



- Click <Upload>.
- Enter a *Document Description*.



- Click <Save>
- Close the **Attachment** window.
- Change the invoice status (if needed)
- Click <Save>.

If the invoice is left in “RDY” status and the attachment is “External”, the attachment will process with the invoice in the nightly batch process and will be mailed with the invoice by AR Services. Likewise, if the invoice button is pushed, the attachment will print with the invoice; however, the Billing Specialist is then responsible for sending the invoice and the attachment to the customer. All reprints of the invoice will also include the external attachment.