

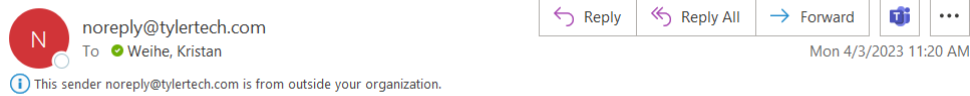
Tyler Topic: Rejected Invoices

If an invoice was rejected by an approver and it needs to be updated and re-released, please follow the below steps.

Note- if the invoice was rejected for using the incorrect vendor, a new invoice must be entered using the correct vendor number. The vendor can't be changed on an invoice. The old invoice will need to be deleted out of the system (see Step 11 below).

1) The system will send an email to the user who originally entered the invoice when an invoice gets rejected. It will show the rejection comment, as well as details about the invoice- invoice number, document number, vendor number, amount, description, etc.

Pending invoice rejected



noreply@tylertech.com
To: Weihe, Kristan
Mon 4/3/2023 11:20 AM

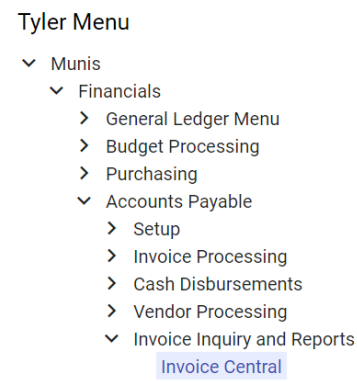
CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

The following invoice has been rejected. The rejecting approvers comment was:
REJECTED FOR NEW WORKFLOW TESTING

User kweihe has entered the invoice 12345 (document 31571) for vendor 6 totaling 100.00 for department 20300, warrant , and a description of OIL FILTERS.

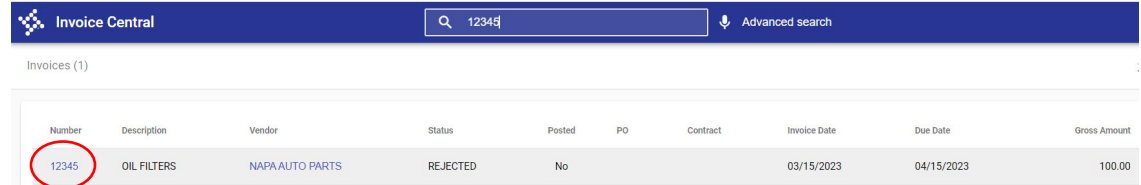
This is a Munis system generated message. Please do not reply to this unmonitored mailbox.

2) To find the Rejected Invoice- go to Invoice Central in the Tyler menu under Financials>Accounts Payable>Invoice Inquiry and Reports>Invoice Central



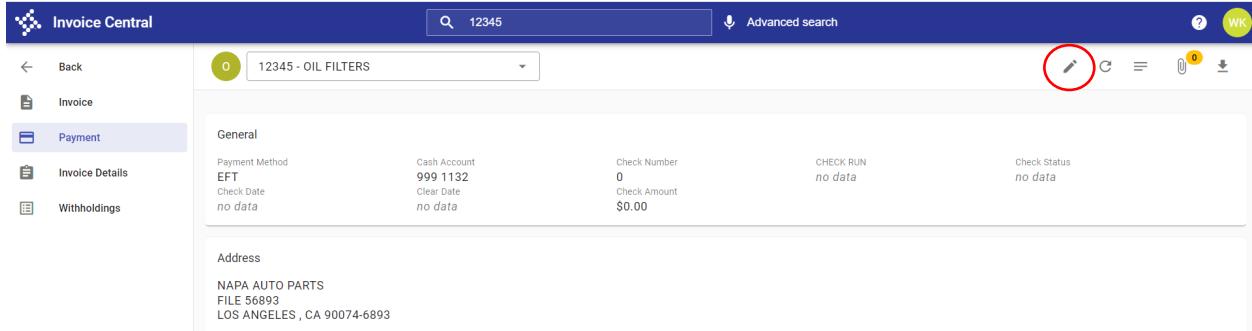
- Tyler Menu
 - ▼ Munis
 - ▼ Financials
 - > General Ledger Menu
 - > Budget Processing
 - > Purchasing
 - ▼ Accounts Payable
 - > Setup
 - > Invoice Processing
 - > Cash Disbursements
 - > Vendor Processing
 - ▼ Invoice Inquiry and Reports
 - [Invoice Central](#)

3) Type in the invoice number and hit Enter. This should bring up any invoices with that invoice number. Find the one associated with the vendor that has the Status as “Rejected.”



Number	Description	Vendor	Status	Posted	PO	Contract	Invoice Date	Due Date	Gross Amount
12345	OIL FILTERS	NAPA AUTO PARTS	REJECTED	No			03/15/2023	04/15/2023	100.00

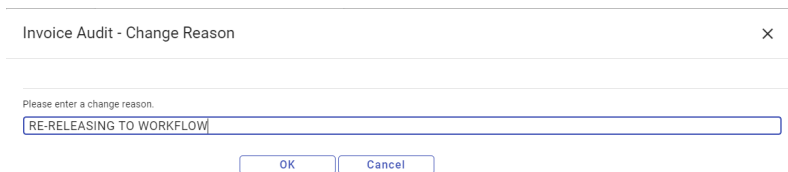
4) Click on the Invoice number. The screen should look like the below. Click on the Edit Pencil icon in the upper right corner.



5) The Invoice Entry screen will appear. Click on the Update Pencil icon.

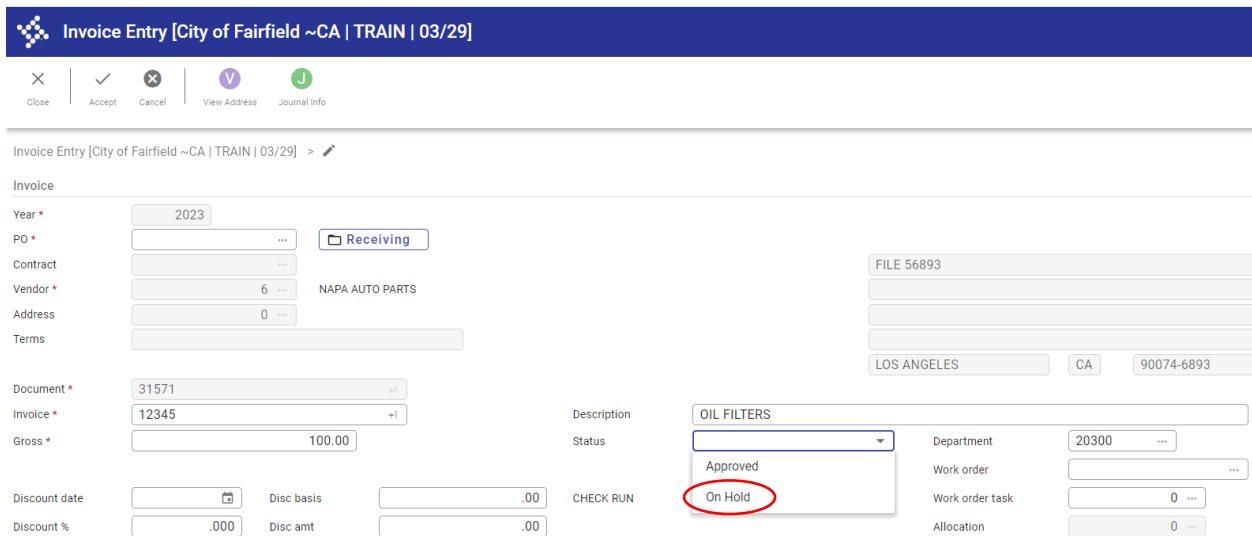


6) An Invoice Audit-Change Reason will be required. Type in a reasoning for updating the Invoice and click OK.

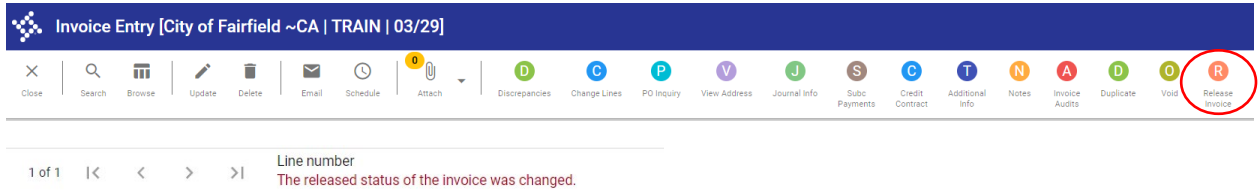


7) Make any necessary updates/changes to the invoice based on why the invoice was rejected.

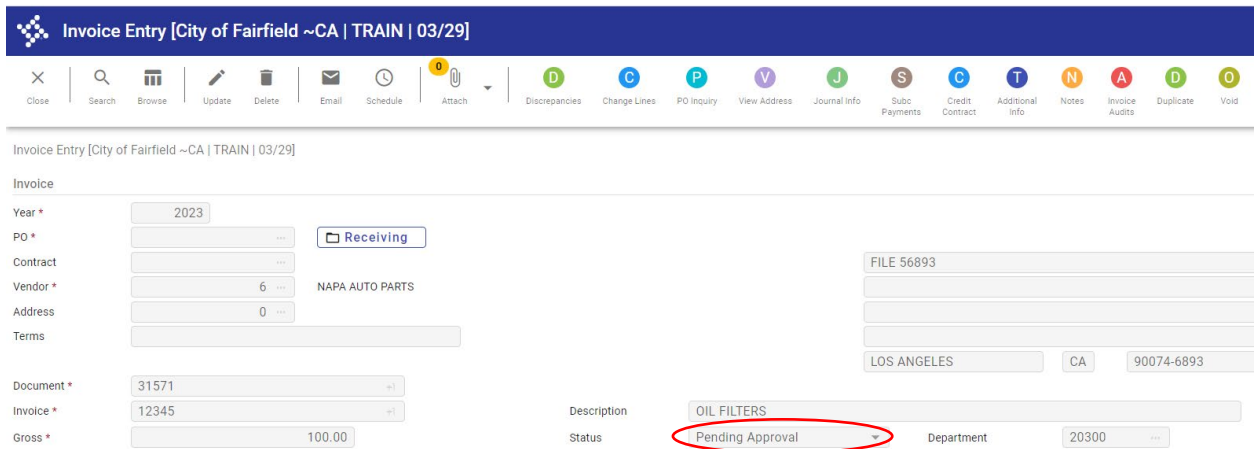
8) Change the Status of the Invoice in the middle of the screen from "Rejected" to "On Hold" using the drop down options. Click Accept.



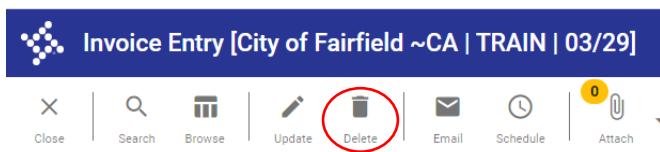
9) Click the “R” Release Invoice skittle on the Toolbar. This keeps the changes to the Status so it is now “On Hold” instead of “Rejected.” A message will appear at the bottom of the screen in red stating “The released status of the invoice was changed.”



10) **IMPORTANT!** Click the “R” Release Invoice skittle on the Toolbar a **SECOND** time. This will change the status of the invoice from “On Hold” to Pending Approval” and release it back into Workflow.



11) If an invoice was rejected because the wrong vendor was used or is not a valid invoice and does not need to be paid, it must be deleted out of the system. If these invoices are not deleted, they hang out in Invoice Entry in rejected status indefinitely until an action is taken. To delete an invoice, follow steps 1-4 above. Once in the Invoice Entry screen, click on the Delete Trash Can icon.



The system will ask the below message, click Yes. You may also have to enter an Invoice Audit-Change Reason for why the invoice is being deleted and click OK.

