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**Sent:** Friday, May 8, 2020 3:50 PM

**Subject:** Paying Purchase Order-Related Invoices

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Dear Colleagues:

If you submit Purchase Order-related invoices to be paid, this message is for you.

Duplicate invoice submissions delay the payment process and potentially create even more problems. Please submit the invoice **ONE TIME** only.

Purchase Order (PO) Invoice Processing Guidelines:

- PO Number **must** appear on the Invoice
- Submit the invoice via email to [juhu@scanningamerica.com](mailto:juhu@scanningamerica.com)
- Attach a PDF file to the email
- Include ONE invoice per PDF file
- You may attach up to 5 PDFs per email

FAQs:

Q: The invoice was submitted but isn't posted in SAP, what do I do?

A: Submit a ticket in the [Procurement Service Portal](#) with a copy of the invoice and the PO number.

Q: Should I send the invoice to Scan America again?

A: No, send the invoice one time **ONLY**. If the invoice isn't posted, submit a ticket in the [Procurement Service Portal](#) with a copy of the invoice and the PO

number.

Q: Can the vendor submit directly to Scanning America for processing?

A: Yes, the vendor must follow the same guidelines detailed above.

Q: How can the vendor contact Accounts Payable to follow up on invoice status?

A: The vendor can send an email to [apssc@jhmi.edu](mailto:apssc@jhmi.edu).

Q: How do I look up an invoice in SAP?

A: Transaction codes FB03 and ME23N in ECC contain payment information. See detailed instructions at <https://ssc.jhmi.edu/accountspayable/ja.html>.

Q: Where do I send Credit Memos?

A: Credit memos can be sent via email to [POEXCEPTIONS@jhmi.edu](mailto:POEXCEPTIONS@jhmi.edu).

Q: What invoices can be sent to POEXCEPTIONS?

A: Credit memos, foreign invoices, Sub Award invoices, invoices more than 30 days past due and invoices with terms that are “due immediate” may be emailed to POEXCEPTIONS.

Q: Where do I send rebills or revised invoices?

A: Rebills or revised invoices can be sent to [jhu@scanningamerica.com](mailto:jhu@scanningamerica.com). The PO number must appear on the invoice.

Q: The invoice has been posted but it hasn't paid, why?

A: There are a couple possible reasons this can happen - the terms might dictate the payment be made in the future, or it could be a blocked invoice.  
TERMS: The terms on the invoice will dictate the release date for payment.

Terms are calculated from the invoice date. For example, an invoice date of March 1st will be paid on March 31st.

BLOCKED INVOICES: The invoice may be blocked for either Pricing or Quantity discrepancy - submit a ticket in the [Procurement Service Portal](#) for help resolving.

More information about invoice payments can be found on the Accounts Payable Shared Services Center website at <https://ssc.jhmi.edu/accountspayable/>.

**NOTE:** You must be on the Hopkins network. Please refer to [Remote SAP Users: Demystifying New VPN Options](#) for instructions to install the VPN.

Questions or concerns? Please submit a ticket in the [Procurement Service Portal](#).

- Johns Hopkins Accounts Payable Shared Services Center

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