



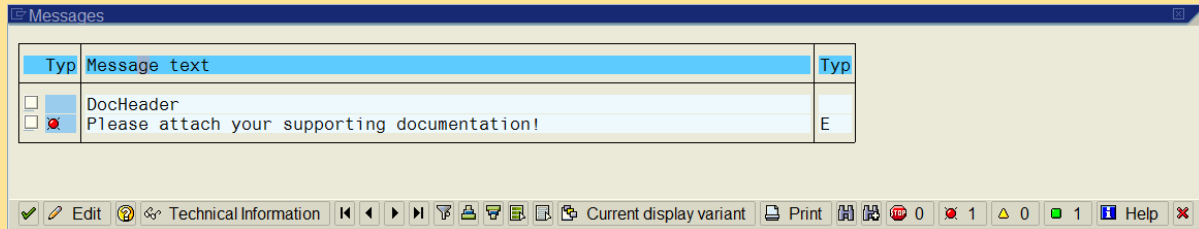
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## Tracking the Status of Workflow Purchase Orders

The image shows a video thumbnail for a simulation. On the left, the text "FAST Tips" is displayed in large white font, with "Simulation" written below it in a smaller, italicized font. A blue play button icon is centered over the text. On the right, a white box contains the title "Tracking the Status of Workflow Purchase Orders" in bold blue font, followed by the text "FAST Team, Financial Services Dept. University of Toronto" in a smaller blue font.



If you have any trouble viewing this simulation, please contact [fast.help@utoronto.ca](mailto:fast.help@utoronto.ca).

**I have already attached supporting documents to a workflow PO > \$25K, why do I keep getting the message "Please attach your supporting documentation!"? What do I do?**



You will receive this error message when you have attached documents in a workflow purchase order valued over \$25K in the display PO screen.

To eliminate the error, from the same display PO screen, click on the

**Display/Change** icon  and then click on the save button  to trigger the workflow.

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**Learn More:**

- [Simulation - Create Standard PO - Greater than or Equal to \\$25,000](#)
- [Simulation - Create Lease PO - Greater than or Equal to \\$25,000](#)

## Why wasn't the cheque produced?

Below is a list of the most common issues that delay cheque production or result in a cheque not being produced and how to resolve them.

REASON	HOW TO CORRECT
1. The payment method was not selected for an OTA Expense Reimbursement Vendor.	Use <b>Document Change</b> to populate the " <i>Pmt Method</i> " field with the appropriate payment method based on currency.
2. An OTA Trade Payable/Departmental Expense Reimbursement Vendor account or the Alternate Payee function was used and the " <i>Street</i> " field for the address was not populated. Cheque will not be produced without a street address <b>unless</b> P.O. Box, and P.O. Box Pcode fields are complete.	Use <b>Document Change</b> to populate the " <i>Street</i> " field.
3. Invoice date was entered incorrectly (e.g. the current date or a date too far in the future was used instead of the invoice date), therefore the Payment Terms have not been met.	<b>Reverse the document</b> and reprocess.
4. An OTA Trade Payable Vendor (e.g. 990001) was used instead of the OTA Departmental Expense Reimbursement Vendor, thus delaying the cheque production. Payment terms for OTA Trade Payable Vendors are 35 days compared to immediate payment for OTA Expense Reimbursement Vendors.	<b>Reverse the document</b> and reprocess.
5. The transaction was processed using an incorrect Vendor account and currency combination, e.g. Canadian vendor used with a USD currency.	<b>Reverse the document</b> and reprocess.
6. There is a debit balance on the overall vendor account for more than the total amount owed to the vendor.	Correction not required. When payments totalling more than the debit balance accumulate a cheque will be issued.

### Learn More:

- [Reference Guide - Change Document](#)
- [Reference Guide - Reverse Document](#)

## ONE-ON-ONE WORK SUPPORT

**Get HELP FAST** - Biweekly lunch time AMS support session

**Location:** 256 McCaul St, room 103

Thursday, December 13th | 11:30am - 1pm | FIS, HRIS

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