

Announcing New Process for High-Value Invoice Approval

Target Audience

This message is intended for individuals at UCSF who are responsible for approving or submitting invoices, check requests, and travel expense vouchers. **Please share this information with appropriate staff.**

Streamlined Process for Obtaining Department Approval for Invoices

As you know, certain invoices exceeding the Low Value threshold (\$2,500) require an authorized department signature of approval. Thanks to the feedback we received from our customers, Accounts Payable will be implementing new procedures to streamline this process.

Effective immediately, invoices requiring department approval will no longer be sent via Campus Mail to department contacts. Instead, a scanned image of the invoice will be sent to the department contact(s) via e-mail. Departments will be requested to print the invoice, obtain an authorized signature of approval, and either e-mail back a scanned image of the approved invoice to our newly created e-mailbox or fax the approved invoice to our new dedicated fax server. Please retain the printed invoice with original approval signature for your records. We believe this change will speed up the payment process and also enhance our ability to track and follow-up on these invoices.

When returning approved invoices as an e-mail attachment, use: invoiceapprovals@ucsf.edu
When returning approved invoices via fax server, send to: 415-920-2509

Note: The above e-mail address and fax number are to be used only when responding to approval requests for high-value invoices.

How Does AP Obtain the Department Contact Name?

Accounts Payable obtains department contacts primarily from the following sources:

- Specific purchase orders (e.g., 0000XXXXXX), blankets and contracts (e.g., 90000XXXXX)
- Speedchart contact

In the event the above contact information is missing or outdated, we will refer to information on the invoice itself (such as "ship-to" or other contact information) to help route the invoice for signature approval. If the Fund/DPA is known, we may also contact the fund financial administrator.

If you receive a request for approval, and you are no longer the department contact, please forward the e-mail to the appropriate person (if known), and copy furnish invoiceapprovals@ucsf.edu. If the new contact is not known, please return the e-mail to invoiceapprovals@ucsf.edu for follow-up.

Service Commitment

Departments are requested to provide us with the scanned image of the approved high-value invoice by e-mail or fax as soon as possible, but no later than five business days after the request was sent. High-value invoices not received back within that time frame will be followed up with or referred to department management for resolution. Once an approved high-value invoice is received at the e-mail or fax number listed above, AP will release the approval hold within two business days.

Whom to Contact

For questions about the improved process, or how to correct outdated contact information, please contact the EDI and Exceptions supervisor, Gilbert Ortega, at (415) 476-0818 or gortega@accounting.ucsf.edu.