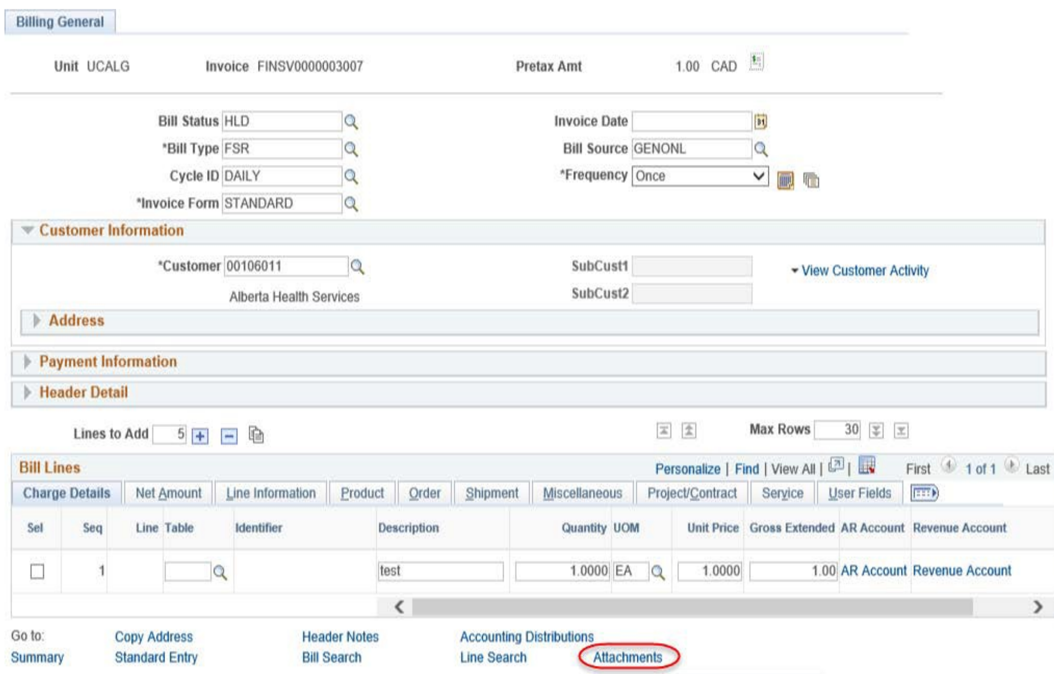
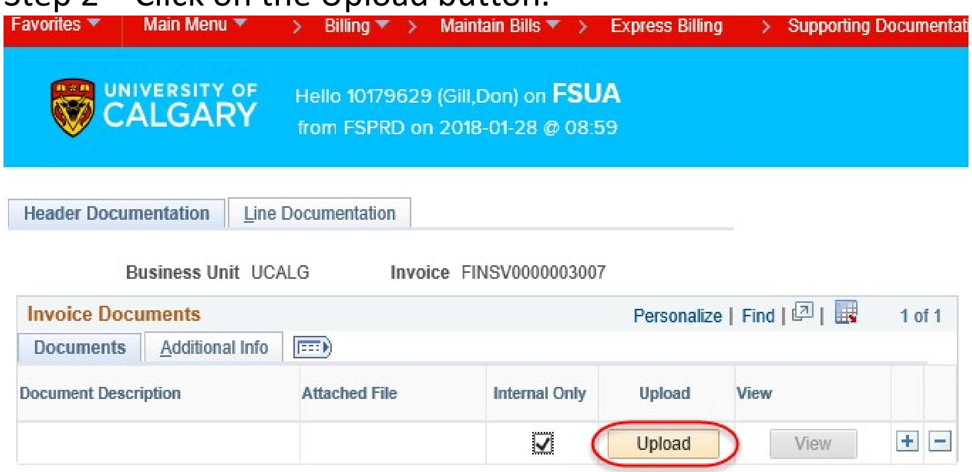
FAQ – Billing Workflow Updates

1. How do I add attachments to my billing?

Step 1 - In express billing, click on the Attachments Hyperlink.



Step 2 – Click on the Upload button.



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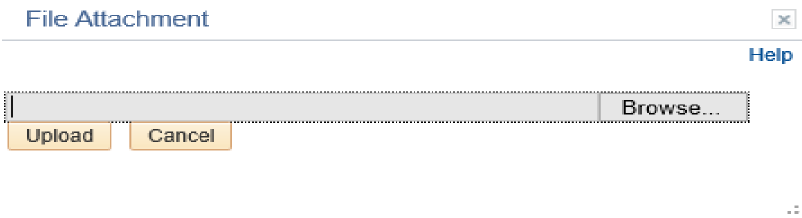
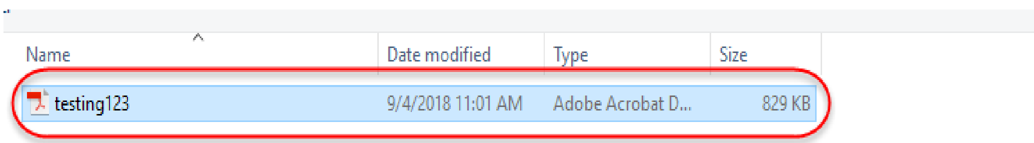
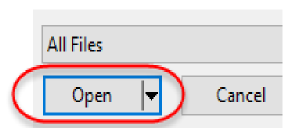
Step 3 – Click on the Browse Button.

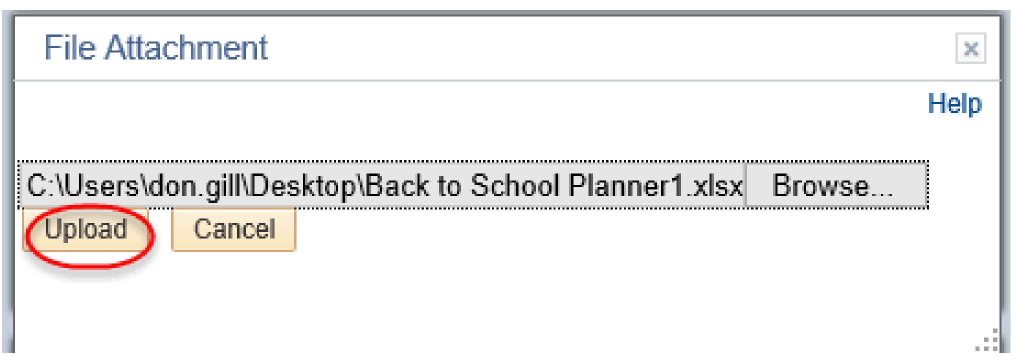


Step 4 – Select your attachment file and click Open.

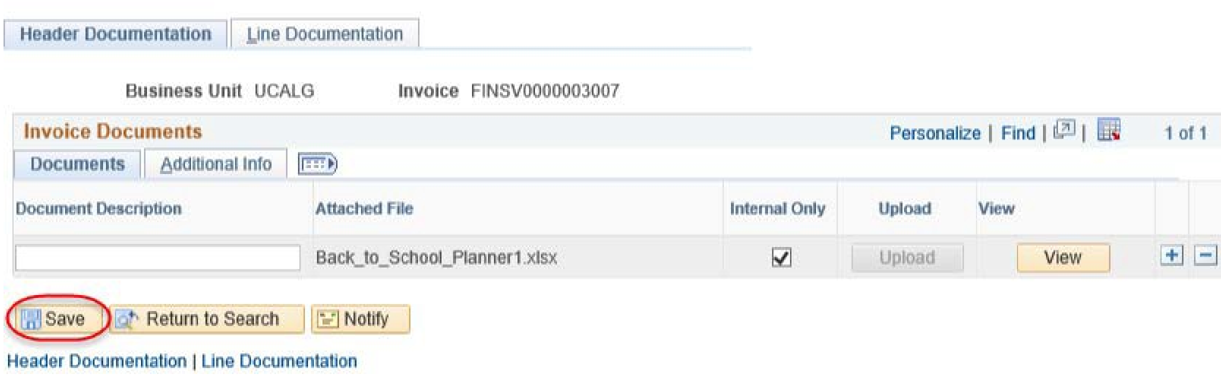




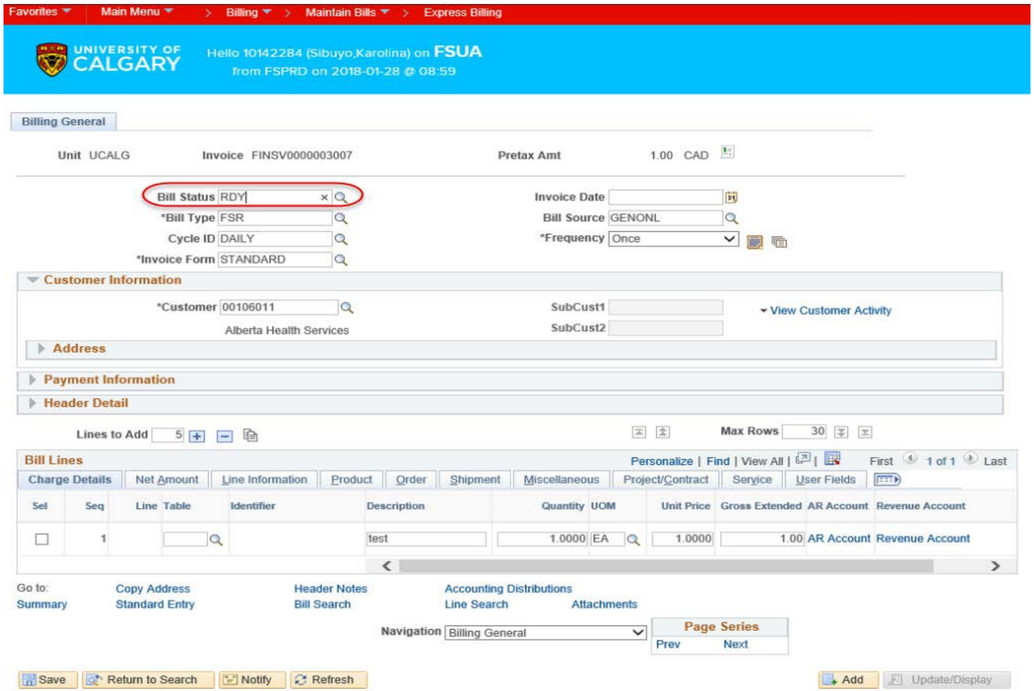
Step 5 -- Click the Upload button



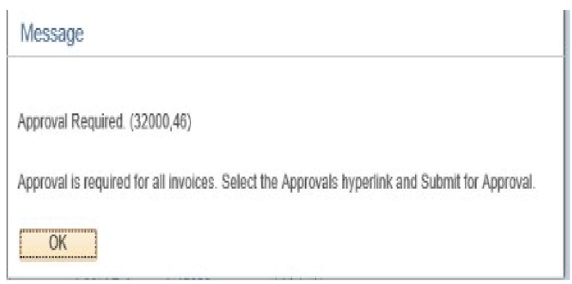
Step 6 – Click the Save button.



Step 7 - Click the Express Billing tab and change Bill Status to RDY.

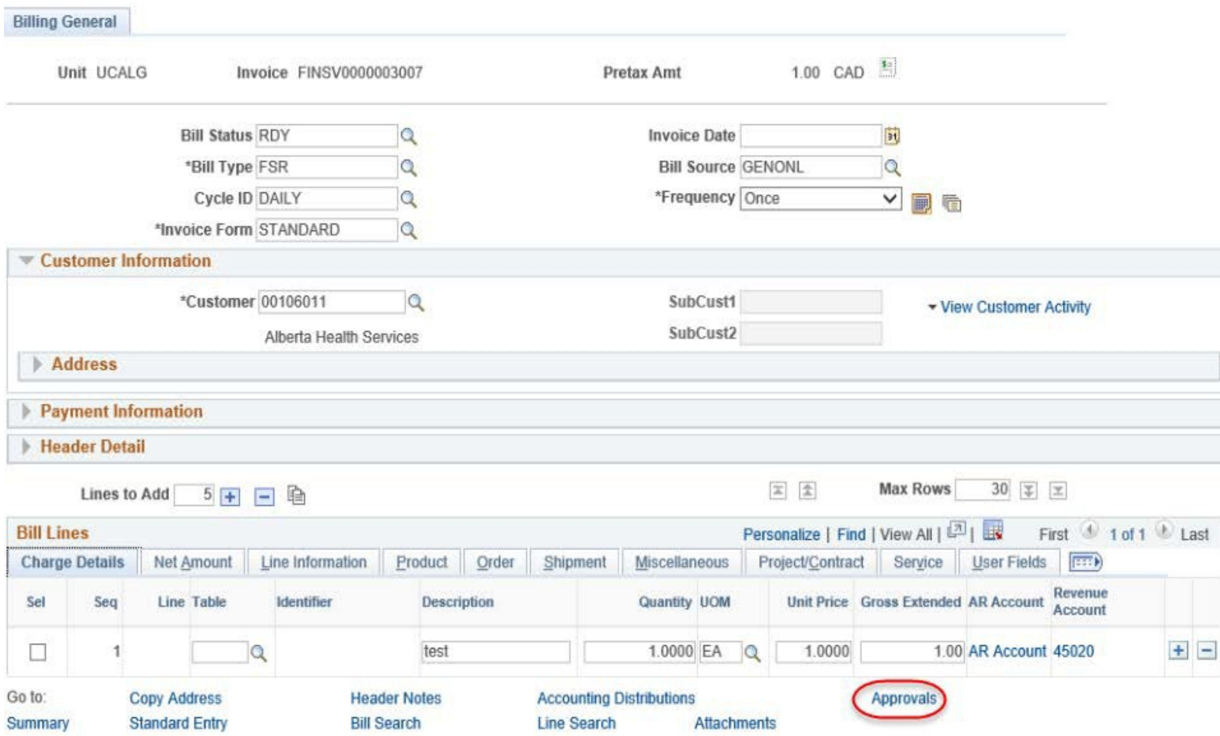


Step 8 – Click the OK button

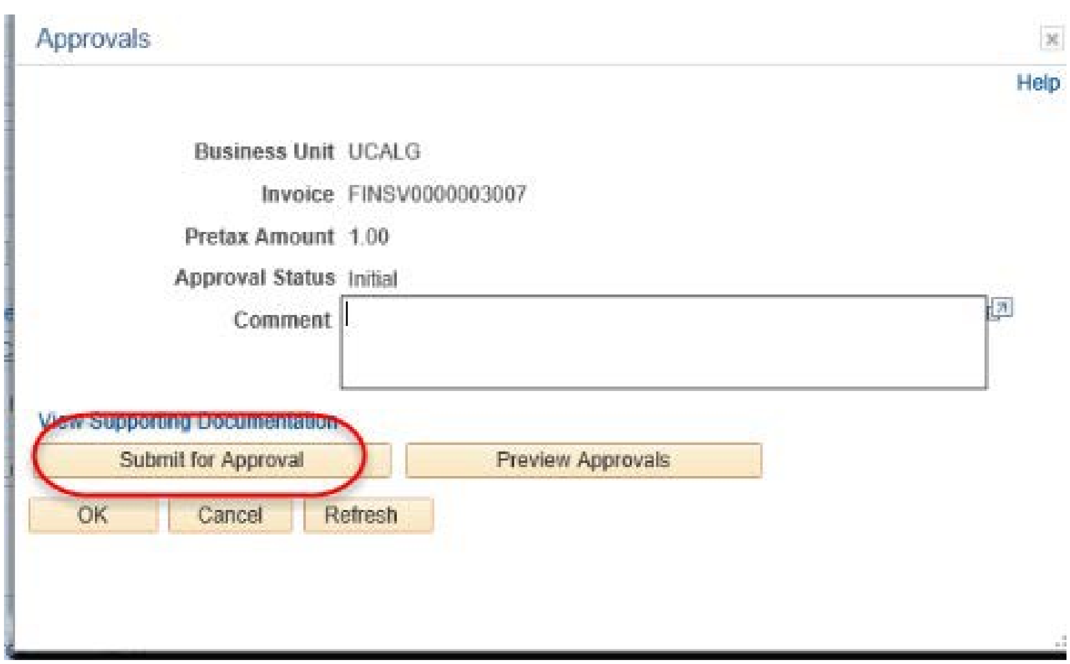


2. How do I submit an invoice for approval?

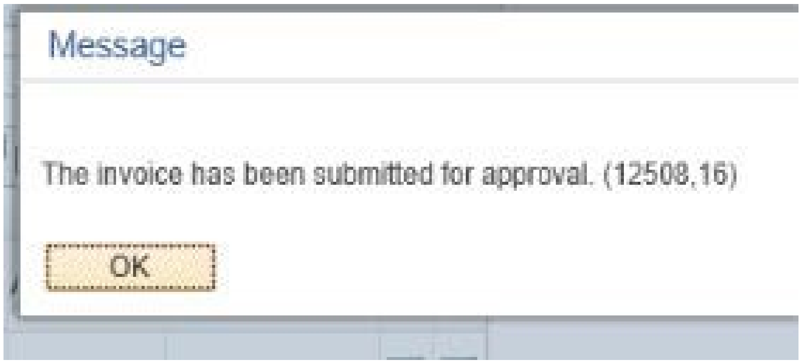
Step 1 – Navigate to your billing general tab and click on Approvals.



Step 2 – Click on the Submit for Approval button.

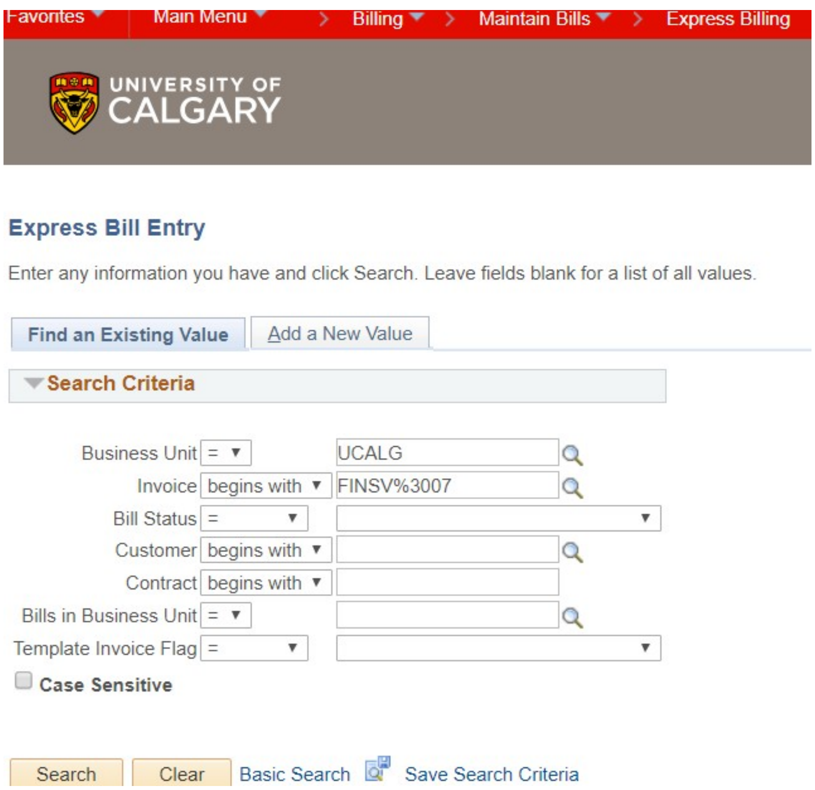


Step 3 – Click on the OK button.

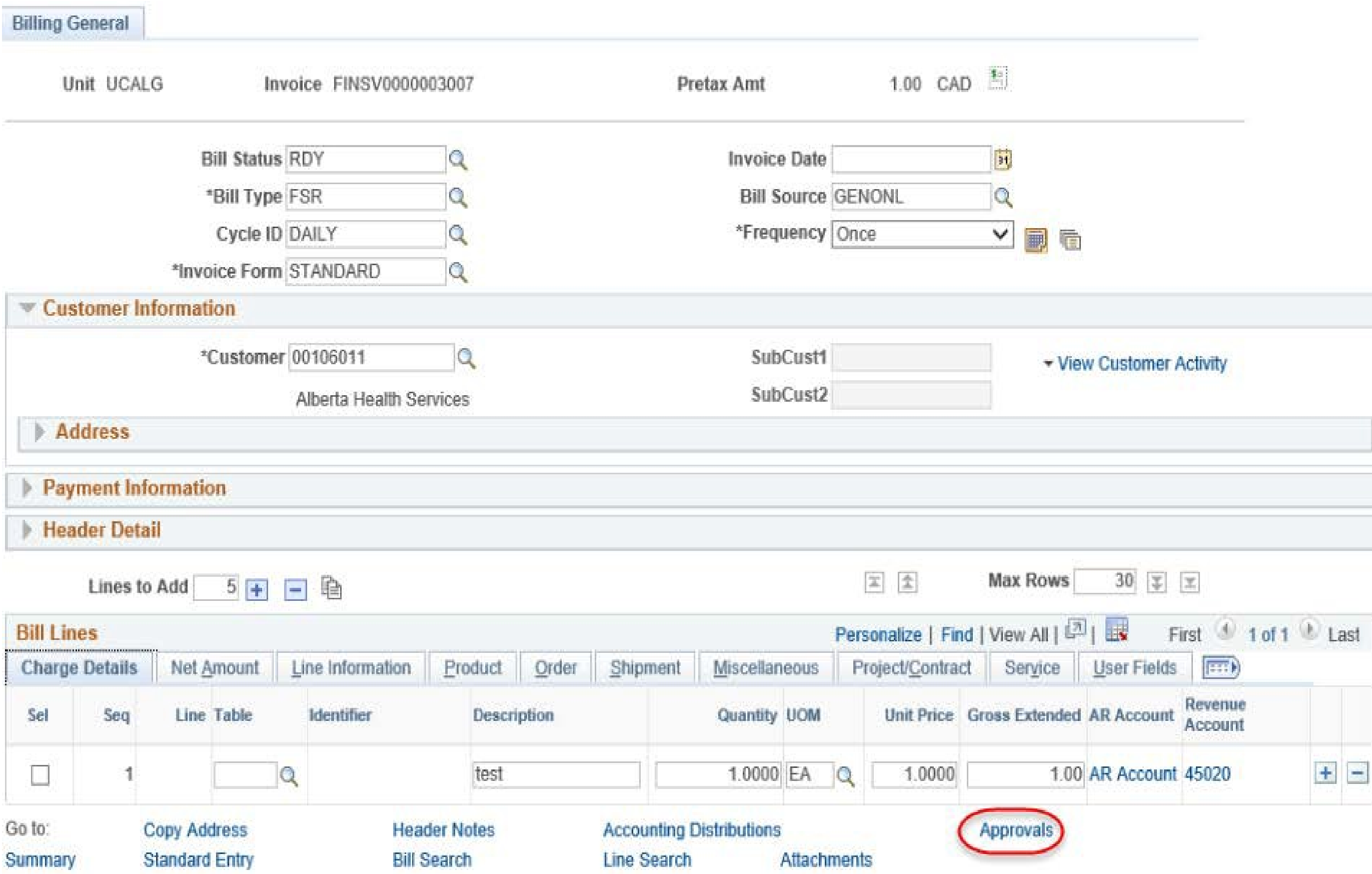


3. I received an email stating my invoice approval was denied, what do I do now?

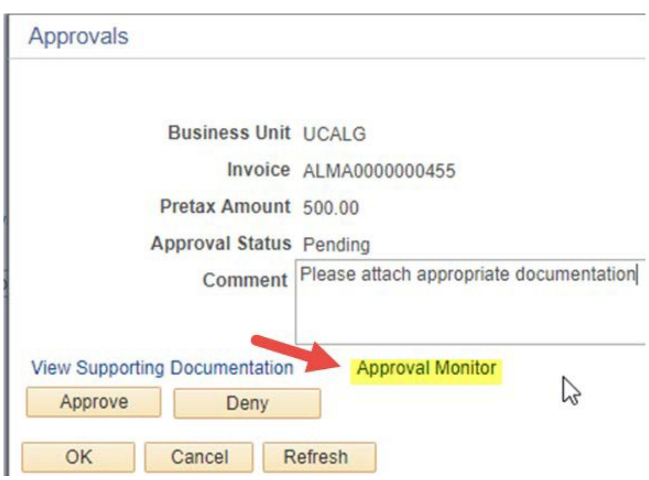
Step 1 - To correct the invoice, go to express billing, type in your invoice # and click search.



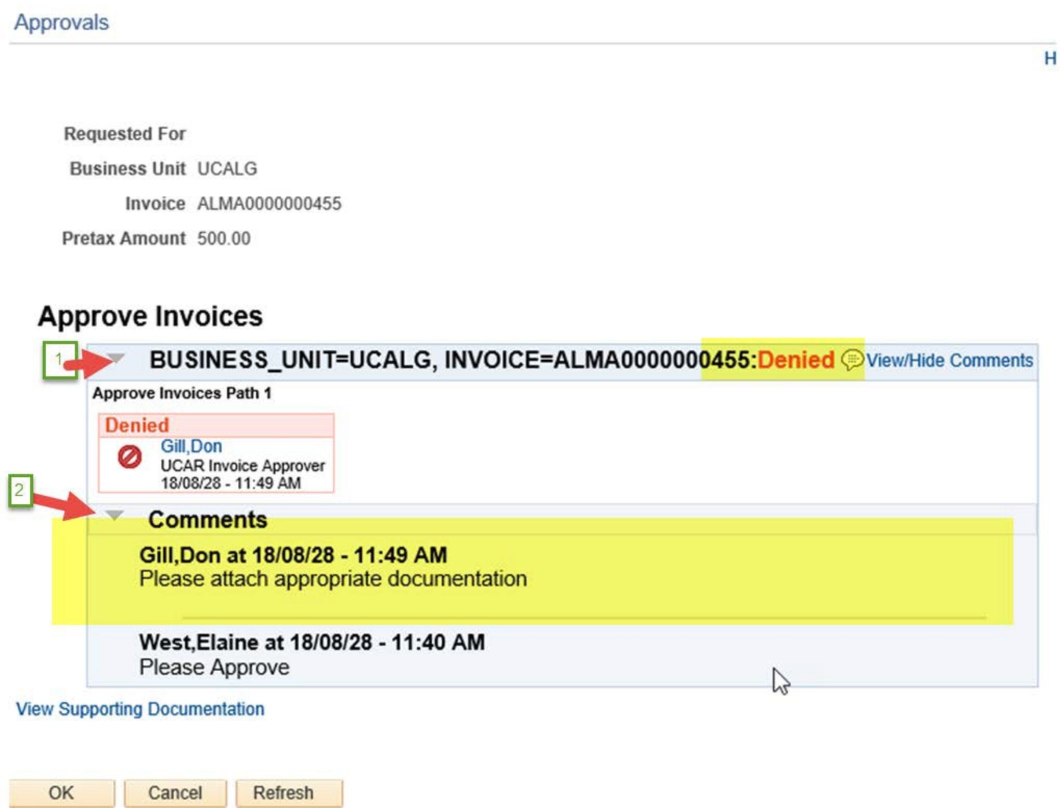
Step 2 – Navigate to the Approvals hyperlink.



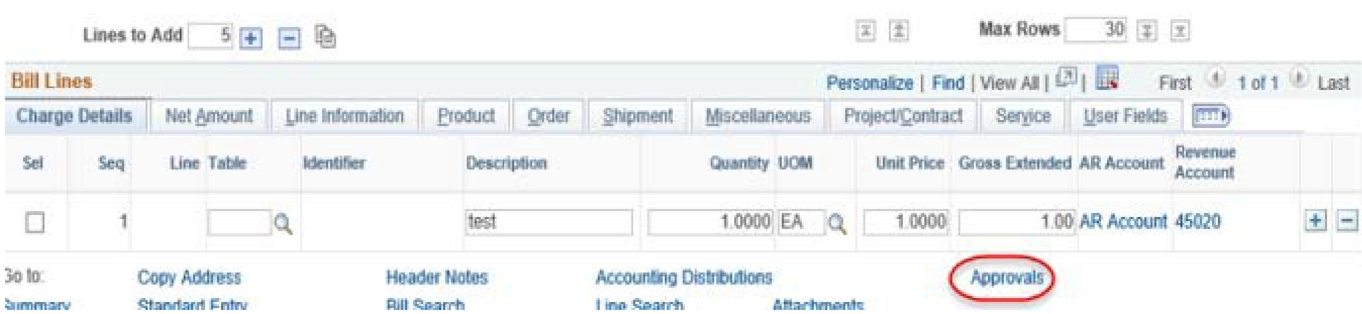
Step 3 – Click on the Approval Monitor.



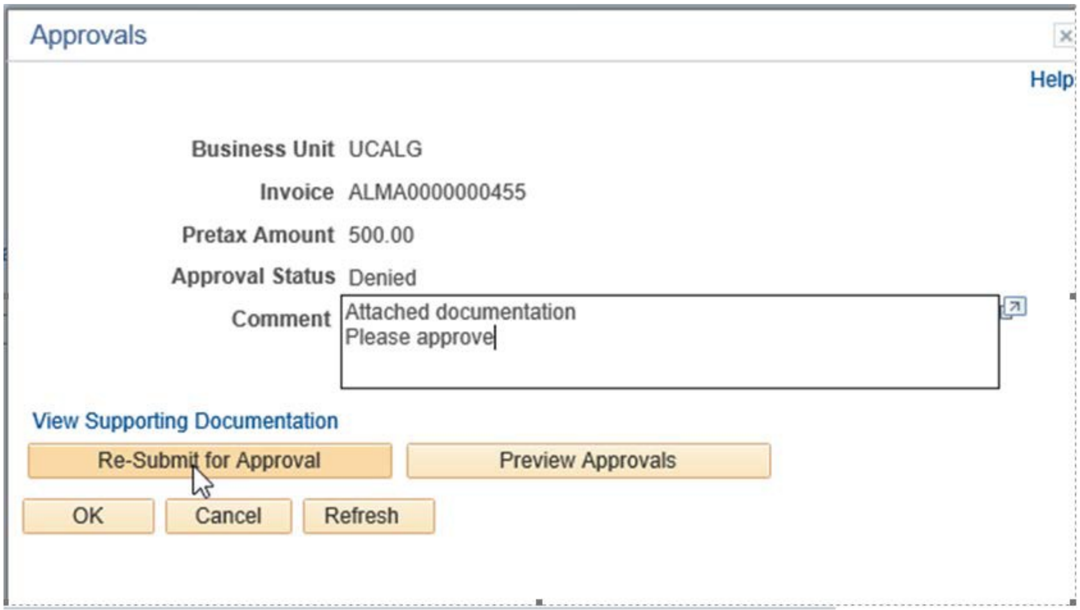
Step 4 - Click on the arrow shown below, and click **View/Hide Comments.** Review the comments for correcting action.



Step 5 – Make the necessary changes to your invoice and resubmit the invoice for approval. Select the Approval hyperlink.



Step 6 – Click Re-Submit for approval.

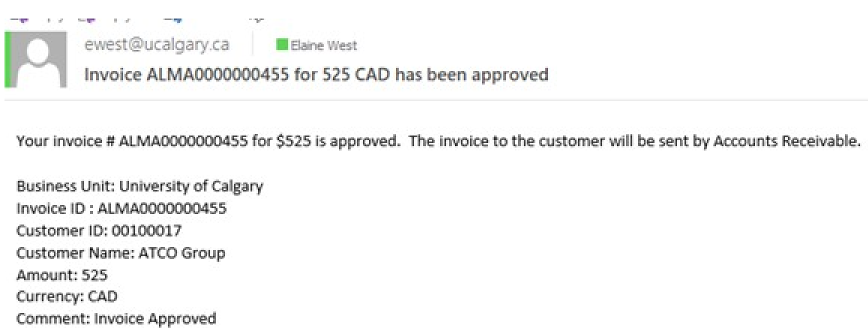


4. What is supporting documentation?

Supporting documentation is 3rd party confirmation for the items that are being billed. For example, the documentation could be a contract, agreement, PO, work order customer communications.

5. How will I know if my invoice is approved?

The biller will receive an email that the invoice has been approved.



6. **What is the expected turnaround time on invoice approvals?**

   We understand the importance of processing these invoices in a timely manner and that the review process will extend the turnaround time for invoice processing. We are unable to provide an expected turnaround at this time, but if you have not heard back on your request within 5 business days, please reach out to the AR team – finance@ucalgary.ca .

7. **I need further assistance with the workflow updates, who do I contact?**

   Contact finance@ucalgary.ca for anything billing related. We are here to help!