

Pay Invoice: Roles and Responsibilities Matrix

Activities related to validating, verifying, and processing an invoice for payment

Process Name	Department Responsibility	SCE Responsibility	Central Office Responsibility
Pay Invoice	<ul style="list-style-type: none"> • Provide approval: "Okay to pay" Refer to checklist: UNC Departmental Invoice Checklist • Provide confirmation of receipt • Confirm services received in accordance with PO contract • Identify chartfield string • Provide PO Number (for purchases that have a PO) • Provide departmental sub-system reference, where required • Submit request to process invoices via Service Management System (SMS), attaching scanned invoice copy or courier hard-copy of the invoice 	<ul style="list-style-type: none"> • Confirm invoice receipt to customer • Validate purchase is appropriate for source of funds • Add / verify vendor in the system • Process invoice for payment • Re-work denials/ exceptions with department • Maintain copies of invoices/ track status of payment • Close the service request 	<ul style="list-style-type: none"> • Maintain files / records • Pay the invoice / disburse the funds • Verify account code and appropriate use of funds

Pay Invoice: Process Map Description

Step Number	Process Owner	Step Description
1	Department/ End-user	Department receives the invoice from the vendor
2	Department/ End-user	Verify that the invoice has: PO/ WO, Department reference #, Chatfield String (Fund/Source/Program)
3	Department./ End-user	Authorized approver at the management level, okay to pay? <ul style="list-style-type: none"> • If Yes: Proceed to Step 5 • If No: Proceed to Step 4
4	Department/ End-user	Work with vendor to address any issues with the invoice
5	Department/ End-user	Department submits a service request and attaches the “approved” invoice to the service request. (If invoice is going to be sent via courier, include note in the service request that invoice will be sent via courier.)
6	SCE	SCE acknowledges receipt of invoice via the SMS and assigns the service request
7	SCE	Validate and verify accuracy and completeness of information presented on invoice to be entered into ConnectCarolina.
8	SCE	Enter invoice for payment processing in ConnectCarolina
9	SCE	Completed invoice for processing and submit for SCE departmental approval <ul style="list-style-type: none"> • If processing is complete and ready to submit: Proceed to Step 11 • If processing is not complete: Proceed to Step 10
10	SCE	SCE works with department to address gaps and/ or exceptions
11	SCE	Approve and submit the invoice to central office and close service request in SMS
12	Central Office	Central Office approves the invoice payment and retains record in ConnectCarolina
13	Central Office	Central Office disburses funds