

Accounts Payable OnDemand Training

PEOPLESOFT FINANCIALS

OnDemand Processing

- OnDemands are payments for:
 - Petty cash/Change funds
 - Refunds to individuals/vendors that are not setup in PeopleSoft
 - Refunds that must be paid through a physical check
 - Refunds that must be sent with additional documentation for payment application
 - Refunds to established vendors without special payment requirements should be processed as regular vouchers using refund GL codes
- Effective **October 1st, 2019**, the OnDemand process will become paperless
- Refund documentation will be scanned and attached during OnDemand entry and routed for approvals electronically
- Paper OnDemands received in Accounts Payable by **noon on Thursday, September 26th** will be processed
 - OnDemands received after the deadline will be returned to departments for reentry through the new paperless process
- The OnDemand module will be unavailable **Thursday, September 26th – Monday, September 30th**
 - The module will be available again on **Tuesday, October 1st**

Entry Changes

- Refund documentation attachment required
 - OnDemands cannot be saved or submitted without an attachment
- Priority processing
 - Can mark OnDemands as a rush, with justification
 - Can request special handling for checks
 - Documentation can be mailed with checks when requested
 - OnDemand checks cannot be returned to departments
- Denied OnDemands must be:
 - Corrected
 - Saved
 - Reset
 - Submitted
- OnDemand Report not required

Entry Reminders

- Required documentation for all types of OnDemands:
 - Name of company/person being refunded
 - Address where refund check should be sent
 - Original payment or credit documentation
 - System documentation noting refund amount
 - Documentation should never be handwritten and must come from an official billing/payment system
- Patient refund documentation should include **ONLY** the required documentation listed above
 - Do not provide additional information, such as procedures/tests performed or patient images, as they are not necessary and will exceed the Minimum Necessary rule
 - Violations of Minimum Necessary rule will be reported to the HIPAA Compliance Office for investigation
- Documentation that needs to be mailed with the check should be added as a separate attachment with a description noting the action

Approval Changes

- Visibility

- Department comments
- Rush/Priority handling instructions
- OnDemand documentation as an attachment

- Notification

- Daily email with summary of OnDemands pending approval

- Record Keeping

- After payment the document in PeopleSoft is the official record
- Can use original paper documentation for reconciliation

- Improvements

- Hard copy signatures eliminated
- Full visibility in workflow approval progress
- Increased speed of payment
- New process charges OnDemands directly to the department's chart field spread allowing for full visibility into payment status

OnDemand Workflow Process

Department Entry

- Enter basic refund information
- Add Rush/Priority handling details, if necessary
- Attach refund documentation

Department Voucher Approver

- Daily email notification of pending OnDemands
- Review all OnDemand information from approval page
- Approve electronically

Accounts Payable

- All expenses reviewed by AP

OnDemand Entry

- OnDemand Check Entry
 - Add a New Value
 - Select Plan Type
 - Add

Favorites ▾ Main Menu ▾ > OUHSC MAIN MENU ▾ > Accounts Payable ▾ > Ondemand Check Entry

ORACLE

Ondemand Check Entry

Find an Existing Value Add a New Value

Business Unit 🔍

Check Transaction Id

Plan Type ▾

- Change/Petty Cash Fund
- Other Refund
- Patient Refunds Only

Add

OnDemand Entry

- Name
 - First name and last name or full company name
- Address
 - Full address including 9 digit zip code
- Invoice Ref
 - Use standard invoice number conventions
- Amount
- Comments
 - Information prints on the check

Favorites ▾ Main Menu ▾ > OUHSC MAIN MENU ▾ > Accounts Payable ▾ > Ondemand Check Entry

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Ondem Check Entry Attachments

General Information

Business Unit: OUHSC Transaction ID: NEXT Plan Type: OR Status: Active ▾

*Check Num: 000000000 Vendor: 9100007615 REFUND VEN-001

*Name: ROBERT REFUND Voucher ID:

*Street: 1234 MAIN STREET Street 2: SUITE 567

*City: OKLAHOMA CITY *State: OK *Zip: 73104-3608

*Invoice Ref: REFUNDJUL19 *Check Amt: 150.00

Comments: (prints on check) Created By: TTOOMBS

Chartfield Information

*GL Acct: 482342 *Fund: MISCA *Org: ADM301 *Program: 00116 *Class: 00000 Prj/Grant:

Processing Information

*Priority Processing: Normal Processing ▾

Rush Justification Handling:

OnDemand Entry

- GL Account
 - Refund Codes
 - Petty Cash/Change Fund
- Priority Processing
 - Rush or Special Handling instructions
 - Justification/Comments are required for priority processing

Favorites ▾ Main Menu ▾ > OUHSC MAIN MENU ▾ > Accounts Payable ▾ > Ondemand Check Entry

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Ondem Check Entry Attachments

General Information

Business Unit: OUHSC Transaction ID: NEXT Plan Type: OR Status: Active ▾


*Check Num: 000000000 Vendor: 9100007615 REFUND VEN-001

*Name: ROBERT REFUND Voucher ID:

*Street: 1234 MAIN STREET Street 2: SUITE 567

*City: OKLAHOMA CITY *State: OK *Zip: 73104-3608

*Invoice Ref: REFUNDJUL19 *Check Amt: 150.00

Comments: (prints on check)  Created By: TTOOMBS

Chartfield Information

*GL Acct: 482342 *Fund: MISCA *Org: ADM301 *Program: 00116 *Class: 00000 Prj/Grant:

Processing Information

*Priority Processing:

Normal Processing ▾

Normal Processing

Rush

Special Handling

Attachments

- Attachments
 - Added on second tab
 - Description - optional
 - PHI warning
 - Add or + sign for multiple attachments

The screenshot shows the Oracle interface for adding attachments to a check transaction. The breadcrumb trail is: Favorites > Main Menu > OUHSC MAIN MENU > Accounts Payable > Oudem Check Entry. The 'Attachments' tab is selected. The 'Check Transaction Id' is 'NEXT'. A table with columns 'Attached File', 'Description', and 'Add' is shown. The first row contains the number '1' in the 'Attached File' column, 'Send with check' in the 'Description' column, and an 'Add' button in the 'Add' column. A 'PHI WARNING' message is displayed below the table, stating that PHI or other sensitive information should not be entered. A 'Submit' button is located at the bottom of the form.

Attached File	Description	Add
1	Send with check	Add

PHI WARNING: Do NOT enter into this system any PHI or other sensitive information that makes individual health or billing information identifiable. Submissions here are not encrypted or protected. Including PHI or identifiable sensitive information may result in a HIPAA violation. If you inadvertently enter any such information into this system, contact the HIPAA Security Officer (271-2511) immediately.

Submit

- Browse for file
- Upload file

The screenshot shows a 'File Attachment' dialog box with a close button in the top right corner and a 'Help' link. The dialog displays the filename 'Other Refund.pdf'. There are four buttons: 'Browse...' (highlighted with a red underline), 'Upload' (highlighted with a red underline), 'Cancel', and 'Other Refund.pdf'.

File Attachment

Help

Browse... Other Refund.pdf

Upload Cancel

OnDemand Entry

- Submit
- Check Transaction ID created after submission

Favorites ▾ Main Menu ▾ > OUHSC MAIN MENU ▾ > Accounts Payable ▾ > Ondemand Check Entry

ORACLE Home

Ondem Check Entry Attachments

Check Transaction Id: 000183125

Personalize | Find | First 1 of 1 Last


Attached File	Description	View	Delete
1 Other_Refund.pdf	Send with check	View	Delete

PHI WARNING: Do NOT enter into this system any PHI or other sensitive information that makes individual health or billing information identifiable. Submissions here are not encrypted or protected. Including PHI or identifiable sensitive information may result in a HIPAA violation. If you inadvertently enter any such information into this system, contact the HIPAA Security Officer (271-2511) immediately.

Submit

OnDemand Denials

- Email notification when an OnDemand is denied
- Review workflow comments
- Make corrections

Ondem Check Entry		Attachments	
General Information			
Business Unit: OUHSC	Transaction ID: 000183125	Plan Type: OR	Status: Active
*Check Num: 000000000	Vendor: 9100007615	REFUND VEN-001	
*Name: ROBERT REFUND	Voucher ID:		
*Street: 1234 MAIN STREET	Street 2: SUITE 567		
*City: OKLAHOMA CITY	*State: OK	*Zip: 73104-3608	
*Invoice Ref: REFUNDJUL19	*Check Amt: 200.00		
Comments: <input type="text"/>	Created By: TTOOMBS		
(prints on check) 			
Chartfield Information			
*GL Acct: 482342	*Fund: MISCA	*Org: ADM301	*Program: 00116
			*Class: 00000
			Prj/Grant: <input type="text"/>
Processing Information			
*Priority Processing: Normal Processing			
Rush Justification Handling: <input type="text"/>			
Workflow Comments			
PLEASE UPDATE AMOUNT. THANKS.			

OnDemand Denials

- Steps for resubmission of denied OnDemand
 - Save
 - Reset

Workflow Comments

PLEASE UPDATE AMOUNT. THANKS.

[Reset](#)

WF OnDemand Dept Approver

▶ BUSINESS_UNIT=OUHSC, OU_CHK_TRANS_ID=000183127:Denied

WF OnDemand Approver

▶ BUSINESS_UNIT=OUHSC, OU_CHK_TRANS_ID=000183127:Denied

[Save](#) [Return to Search](#) [Notify](#) [Previous tab](#) [Next tab](#) [Refresh](#)

- Submit

Workflow Comments

PLEASE UPDATE AMOUNT. THANKS.

[Submit](#)

[Save](#) [Return to Search](#) [Notify](#) [Previous tab](#) [Next tab](#) [Refresh](#)

Approvals

- Notification via daily email
- OnDemand email separate from regular voucher email

From: FS920@ouhsc.edu

Sent: Friday, August 16, 2019 3:07 PM

To: Brackett, Brandon L (HSC)

Subject: 5 OnDemands Pending Approval

The following OnDemands are pending approval.

[Please login to PeopleSoft Financials to review.](#)

000183073-- Entered By: DRUSTIN

000183068-- Entered By: DRUSTIN

000183049-- Entered By: TTOOMBS

000183047-- Entered By: TTOOMBS

000183044-- Entered By: JPOE1


Approvals

- OnDemand approvals can also be accessed from an approver's worklist
- Listed as OU OD Approvals

Navigation: Favorites ▾ Main Menu ▾ > Worklist ▾ > Worklist

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Worklist

Detail View Worklist Filters ▾  Feed ▾

Worklist Items Personalize					
From	Date From	Work Item	Worked By Activity	Priority	Link
Toombs, Twyla J.	08/23/2019	Approval Routing	Approval Workflow	<input type="text"/>	OU OD APPROVAL 82 OU OD APPROVAL 2019-07-08, N. 0, BUSINESS UNIT:OUHSC OU CHK TRANS ID:000183107 RDC:RA.0.A
Toombs, Twyla J.	08/23/2019	Approval Routing	Approval Workflow	<input type="text"/>	OU OD APPROVAL 79 OU OD APPROVAL 2019-07-08, N. 0, BUSINESS UNIT:OUHSC OU CHK TRANS ID:000183097 RDC:RA.0.A
Toombs, Twyla J.	08/23/2019	Approval Routing	Approval Workflow	<input type="text"/>	OU OD APPROVAL 69 OU OD APPROVAL 2019-07-08, N. 0, BUSINESS UNIT:OUHSC OU CHK TRANS ID:000183089 RDC:RA.0.A
Brandon Louis Brackett	08/22/2019	Approval Routing	Approval Workflow	<input type="text"/>	OU OD APPROVAL 58 OU OD APPROVAL 2019-07-08, N. 0, BUSINESS UNIT:OUHSC OU CHK TRANS ID:000183082 RDC:RA.0.A

Approval Screen

- Review all information
- Attachments on second tab
- Approve or Deny

Favorites ▾ Main Menu ▾ > Worklist ▾ > Worklist > Ondemand Check Entry

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Ondem Check Entry Attachments

General Information

Business Unit:	OUHSC	Transaction ID:	000183077	Plan Type:	OR	Status:	Active
Check Num:	000000000	Vendor:	9100007615	REFUND VEN-001			
Name:	BOB SMITH	Voucher ID:					
Street:	1234 MAIN STREET	Street 2:					
City:	OKC	State:	OK	Zip:	73104-1234		
Invoice Ref:	SMITH1234	Check Amt:	0.10				
Comments:	OTHER REFUND	Created By:	TTOOMBS				

Chartfield Information

GL Acct:	Fund:	Org:	Program:	Class:	Prj/Grant:
482342	MISCA	ADM301	00116	00000	

Processing Information

Priority Processing:
Normal Processing

Rush Justification Handling:

Workflow Comments

Approve Deny

OnDemand Search

- Can search by workflow status
 - No Selection
 - OnDemands approved prior to paperless process
 - Approved
 - Denied
 - None
 - Saved but not submitted
- Pending

Favorites ▾ Main Menu ▾ > OUHSC MAIN MENU ▾ > Accounts Payable ▾ > Ondemand Check Entry

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Ondemand Check Entry

Enter any information you have and click Search. Leave fields blank for a list of all values.

▼ **Search Criteria**

Business Unit = ▾ 🔍

Check Transaction Id begins with ▾

Plan Type = ▾

Entered Date = ▾ 📅

Check Number begins with ▾

Processed

~~Workflow Approval Status~~ = ▾

- Approved
- Denied
- None
- Pending

Basic Search 🔍

Payment Information

- Navigate to OnDemand Check Entry
- Enter Check Transaction ID
- Click Search

Favorites ▾ Main Menu ▾ > OUHSC MAIN MENU ▾ > Accounts Payable ▾ > Ondemand Check Entry

ORACLE

Ondemand Check Entry

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#) [Add a New Value](#)

▼ **Search Criteria**

Business Unit = ▾ 🔍

Check Transaction Id begins with ▾


Plan Type = ▾

Entered Date = ▾ 📅

Check Number begins with ▾

Processed

Workflow Approval Status = ▾

[Search](#) [Clear](#) [Basic Search](#)  [Save Search Criteria](#)

Payment Information

- OnDemand Voucher ID populated after payment issuance

Favorites ▾ Main Menu ▾ > OUHSC MAIN MENU ▾ > Accounts Payable ▾ > Ondemand Check Entry

ORACLE

Ondem Check Entry Attachments

General Information

Business Unit:	OUHSC	Transaction ID:	000183156	Plan Type:	PR	Status:	Active
Check Num:	077210062	Vendor:	9100007616				CONFIDENTI-001
Name:	TEST TEST	Voucher ID:	<u>PR210062</u>				

- OnDemand Voucher ID is the Regular Voucher ID
- Navigate to Regular Entry and search by Voucher ID

Favorites ▾ Main Menu ▾ > Accounts Payable ▾ > Vouchers ▾ > Add/Update ▾ > Regular Entry

ORACLE

Voucher

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value Add a New Value

▼ **Search Criteria**

Business Unit	= ▾	<input type="text" value="OUHSC"/>	🔍
Voucher ID	begins with ▾	<input type="text" value="PR210062"/>	

Payment Information

- OU Voucher Info tab will display payment information

Summary	Related Documents	Invoice Information	Payments	Voucher Attributes	Error Summary	OU Voucher Info
Business Unit	OUHSC	Invoice No	TEST11SEPT19			
Voucher ID	PR210062	Invoice Date	09/13/2019			
Voucher Style	Regular Voucher					
OU Voucher Information						
*Priority Processing	Normal Processing	Rush Justification Handling Instructions:				
		<input type="text"/>				
		254 characters remaining				
Approver:	FINBATCH	Approval Date:	09/13/2019			
OU Payment Information						
Claim Number:	J191806903	Payment Type:	Warrant			
Payment Number:	102396920	Warrant Date:	02/26/2019			
Redeemed Date:	03/05/2019	Cancelled Date:				
		Payee Name:	TEST TEST			

Questions?

- Please contact AP-Management@ouhsc.edu