Accounts Payable OnDemand Training

PEOPLESOF T 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
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
OnDemand Entry

• GL Account
  • Refund Codes
  • Petty Cash/Change Fund

• Priority Processing
  • Rush or Special Handling instructions
  • Justification/Comments are required for priority processing
Attachments

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

**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.

**Browse for file**

**Upload file**
OnDemand Entry

• Submit
• Check Transaction ID created after submission

Check Transaction Id: 000183125

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.
OnDemand Denials

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

Ondemand Check Entry | Attachments

General Information

Business Unit: OUHSC     Transaction ID: 000183125

*Check Num: 000000000

*Name: ROBERT REFUND

*Street: 1234 MAIN STREET

*City: OKLAHOMA CITY

*Invoice Ref: REFUNDJUL19

Comments: (prints on check)

Plan Type: OR     Status: Active

Vendor: 9100007615     Voucher ID: REFUND VEN-001

Street 2: SUITE 567

*State: OK     *Zip: 73104-3608

*Check Amt: 200.00

Created By: TTOOMBS

Chartfield Information

*GL Acct: 482342     *Fund: MISCA

*Org: ADM301     *Program: 00116

*Class: 00000

Processing Information

*Priority Processing: Normal Processing

Rush Justification Handling:

Workflow Comments

PLEASE UPDATE AMOUNT. THANKS.
OnDemand Denials

• Steps for resubmission of denied OnDemand
• Save
• Reset

Workflow Comments
PLEASE UPDATE AMOUNT. THANKS.

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

• Submit
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
Approval Screen

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

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

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

- OnDemand Voucher ID populated after payment issuance

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

- **OU Voucher Info** tab will display payment information

<table>
<thead>
<tr>
<th>Business Unit</th>
<th>OUHSC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voucher ID</td>
<td>PR210062</td>
</tr>
<tr>
<td>Voucher Style</td>
<td>Regular Voucher</td>
</tr>
</tbody>
</table>

#### OU Voucher Information

- **Priority Processing**: Normal Processing
- **Rush Justification Handling Instructions**: 
- **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