Accounts Payable Flow Chart

Vendor submits invoice

Maria - Calculations Clerk
- date stamps invoices and records them on her invoice tracking spreadsheet
- matches invoices to purchase orders and updates invoice tracking spreadsheet
- scans invoices to a shared drive accessible by all employees

Program Areas
- have seven business days to review and contest invoices saved to the shared drive

Maria - Calculations Clerk
- if she hears back from program areas before the end of the seven business days with a problem, she puts the payment on hold until the program area has resolved the issue
- follows up on invoices which are on hold every two weeks

Maria - Calculations Clerk
- if she does not hear back from program areas after seven business days, provides the invoices and purchase orders to principle account clerks for processing payments

Contractual Cleaning and Maintenance Payments

Ryan - Principle Account Clerk
- creates voucher based solely on documentation provided by Maria (Calculations Clerk)
- sends the voucher, invoice, purchase order, and any other relevant documentation to Susan (Head Account Clerk) for voucher approval
- covers for Alexis (Principle Account Clerk) when she is out

All other Payments

Alexis - Principle Account Clerk
- reviews documentation provided by Maria (Calculations Clerk)
- reviews contract pricing pages, payment terms, deliverables and questions the accuracy of invoices
- has frequent discussions with program areas to verify the receipt of deliverables
- often returns invoices unpaid because they were not correct
- creates voucher after she is done with her review
- sends the voucher, invoice, purchase order, and any other relevant documentation to Susan (Head Account Clerk) for voucher approval
- covers for Ryan (Principle Account Clerk) when he is out

Susan - Head Account Clerk
- approves all vouchers based on the recommendations from her principle account clerks
- forwards all documentation (purchase order, invoice, voucher print out, and any other relevant documentation) to Maria (Calculations Clerk) for filing after the vouchers are approved

Paul - Business Officer
- approves vouchers when Susan (Head Account Clerk) is out
- does a thorough review of all back up documentation before approving vouchers
- often identifies mistakes on the cleaning and maintenance vouchers, and ensures they are corrected before paying them

Vendor has a complaint

Susan - Head Account Clerk
- receives all vendor complaints
- routes all of the complaints to Maria (Calculations Clerk) to handle

Maria - Calculations Clerk
- investigates complaints and corresponds with vendors and program areas to resolve the issue
- if a formal letter is needed to resolve the issue, prepares the letter for Susan's signature
- if no formal letter is required, closes the issue without reporting back to Susan

Susan - Head Account Clerk
- signs the formal letter to follow up on the complaint
- relies on Maria to follow up on the issue and keep her informed

You - Accounts Payable Director
- Responsible for overseeing the Accounts Payable office and ensuring office staff is focused on the right activities

Paul - Business Officer
-Responsible for overseeing the day to day operations of the office

Maria - Calculations Clerk
- Responsible opening and distributing all mail
- Answers and routes all phone calls as appropriate