

## Accounts Payable

### Explanation Table for Invoice Returns

December 2011

Reason for Return	Why reason is enforced	How to correct the issue
A/P cannot process payment from statements in cases where the vendor generates invoices.	This is a best practice that provides both an itemization of the purchase being billed and to better internal controls.	Contact the vendor and request an invoice for the bill in question, then submit it to Accounts Payable.
Internal Requestor/Invoice Receiver is missing or invalid.	An invoice receiver is required for invoice routing for validation and approvals.	Please provide a new invoice with the appropriate Credit Suisse contact listed on the invoice.
Duplicate Invoice has been received.	This is part of our internal controls. The invoice has already been received and processed for payment	Please check your records to verify if invoice has been paid. If invoice is still valid, please provide a new unique invoice number.
A/P requires documents to have original signatures for processing.	This is a best practice and provides evidence that the approval came from the authorizer.	Provide the original signed invoice to Accounts Payable. Invoices with a copy of a signature can not be processed.
Department belongs to a restricted entity.	Certain locations are restricted and their underlying department codes can not be used by Accounts Payable.	Provide a valid CH cost center to be charged by Accounts Payable.
Distribution breakdown does not match invoice total.	The distribution provided to code the invoice to must add up to the invoice total (or the amount being approved for payment if less than the total billed).	Correct the distribution lines being submitted so they match the total for the invoice.
Missing information required to process the Supplier Upload invoice.	To process a Supplier Upload invoice, Accounts Payable must receive the complete invoice along with the electronic file containing the distribution information.	Provide the missing information to Accounts Payable for processing.
Missing/invalid Department/Client Code	All invoices must be provided with the Cost Center, Office Code (which is open for the cost center) and General Ledger Account.	Obtain the missing information from the financial planning and analysis contact for your department.

Missing/invalid GL (General Ledger/Expense Category) code	All invoices must be provided with the Cost Center, Office Code (which is open for the cost center) and General Ledger Account.	Obtain the missing information from the financial planning and analysis contact for your department.
Missing/Invalid Project Code	The account and department combination indicated requires a valid project code.	Contact the appropriate person to have the project code reactivated or provide Accounts Payable with permission to use a "dummy" project code and enter the code you specified in the memo field.
Second or subsequent page of the invoice is missing.	This information is needed to verify the total amount that is due. In addition, each line item of the invoice is entered into the system separately.	Provide Accounts Payable with all pages of the invoice.
Invoice does not comply with Credit Suisse Invoicing Standards	Compliance with Credit Suisse Invoicing standards ensures that your invoice can be processed in a timely and efficient manner.	Refer to the Credit Suisse Invoice Standards Policy and send in revised invoice.
Invoices for the commodity purchased requires a Purchase Order	To insure the appropriate approvals and authorizations are in place for this type of expenditure.	Work with the procurement team to obtain a purchase order for this invoice.
The Supplier Name on the PO does not match the Supplier Name on the Invoice	This is part of our internal controls. The requisition was approved for the specific vendor on the Purchase Order.	Have the Purchase Order updated for the appropriate vendor name and resubmit the invoice to Accounts Payable.
Not enough funds on the Purchase Order to cover the invoice total.	This is part of our internal controls. The requisition was approved for a specific amount that has been exceeded.	Request to have the Purchase Order revised and resubmit the invoice once that has been completed.
Purchase Order has been closed.	This is part of our internal controls. An Invoice can only be matched against an open Purchase Order that has sufficient funding to cover the invoice total.	Work with the procurement team to obtain a purchase order for this invoice.
Need bank information in order to process a wire; must include intermediary bank.	Bank information is required or needs to be updated to process your payment.	Provide Accounts Payable with the necessary information to complete the wire transfer. Suppliers should include ESR, CH Postal Account, IBAN, or SWIFT Details