

Invoice Reminders

- Send only one invoice per PDF. Peak Living's invoice team cannot upload one PDF with multiple invoices in it, so invoices must be separated. Make sure each invoice is in its own PDF to ensure invoices get uploaded quickly and efficiently.
- If scanning invoices in, send them to yourself first before sending them on to invoices@peakliving.com so you can first ensure that it scanned correctly and all needed info is dark enough to be read.
- Be sure the property is clearly labeled on the invoice.
- If a vendor is new, please ensure that they are set up in Yardi before sending to invoices@peakliving.com, otherwise the invoice cannot be processed. This is especially important for new properties as these will likely be a lot of new vendors.
- If you reject an invoice, and then later send it again to invoices@peakliving.com, the invoice will be flagged as a duplicate and automatically rejected. Also, be careful when rejecting invoices as often the vendor will issue a credit memo for the invoice so both the invoice and the credit memo will still need to be processed. This is especially true for larger vendors.
- Do not reject an invoice because it has a wrong property/GL code or because it needs to go back to the Community Manager or anything like that. Rejecting an invoice completely stops it in its tracks. If an invoice is rejected, it should be because that invoice should never be paid. If there is simply an error on your invoice that you are unable to fix, please submit a Help Desk ticket.

Validating Invoices

One of the biggest inquiries with PAYscan is "The invoice will not allow me to approve and move to the next step - HELP!" Did you know there is a 'Validate' button that will tell you what needs to be fixed prior to submitting/approving the invoice? Click the 'Validate' button and if there are any issues with the invoice they will appear at the top of the screen in yellow.

This button is critical when it comes to PAYscan! Use of this button will tell you why an invoice may not be valid, and exactly what needs to be corrected.

When an error arises, simply follow the direction provided (i.e. Cash Account, Posting to Control Account, Post date/month, Duplicate Invoice, etc.).

Reviewing Invoices

A few things to always verify when reviewing invoices:

- Pay close attention to the Account used - this impacts where the invoice will reflect on financials. Save time later by entering/correcting this code NOW. Most accounts used end in -000, so if you run into a 'Control Account' issue it's likely you've entered an account ending in -500 on accident. The -500 Control Accounts are only accessible for higher level accounting and should not be used onsite.
- Double check the total amount entered into the blue field matches the amounts entered below on the Details tab if assigning separate line items.
- ALWAYS include notes! Try to summarize as much as you're able while still including relative details (i.e. unit numbers, date ranges, etc.).
- If receiving a Duplicate Invoice error, review the system first to verify the invoice has not already been paid and is, in fact, an outstanding invoice prior to making an adjustment and approving/rejecting the invoice.
- Review the invoice image to verify all information is correct and entered to the true account(s).
- Even if the invoice shows no errors and instead states 'Valid', thoroughly review all information entered prior to approving. It's important to keep an eye on budget overages and take your time when processing payables, which can greatly impact your budget and financials every month.

Need Help?

Reach out through the Help Desk for additional training and support on PAYscan.