

Resolving Payment Issues

This document is a quick-reference guide for AP Techs and AP Supervisors who need to resolve payment issues within an invoice in the Arizona Procurement Portal (APP). If you have any questions, please contact the APP Help Desk at app@azdoa.gov. Additional resources are also available on the SPO website: <https://spo.az.gov/>.

Once the invoice has received final approval, APP will attempt to send invoice details to AZ360. If there is a connection issue, the invoice is sent back to the AP Supervisor for resolution. After resolving, the AP Supervisor should attempt to resubmit the invoice.

Resolving an OK to Pay Issue

After APP successfully connects with AZ360, it sends over the invoice information so AZ360 can remit payment. In some scenarios, AZ360 returns with an error message that needs to be resolved before the invoice can be paid. Typically this is a result of budget allocation information, but AP Techs are able to check the exact error message in AZ360. Once the AP Tech has diagnosed and corrected the issue for the invoice, the AP Tech then resubmits the invoice.

Invoice OK to Pay

APP generates an Ok to Pay file and sends it to the AZ360 system after an AP Supervisor has provided their final approval for the invoice and there are no connectivity or AZ360 error messages. This Ok to Pay file confirms that the invoice should be paid. Once this file is received by AZ360, AZ360 extracts the invoice information and generates a warrant or EFT payment.

After the payment has been completed, AZ360 sends the updated payment information to APP. The payment information is visible under the Payments tab of the invoice.

Reviewing Payment Information

1. From the **Invoices** tab, select **Browse Invoices** from the dropdown menu.
2. Select the **Pencil** icon for the invoice you wish to review.
3. Click the **Payments** left margin tab to review information.

Resources

Click the link below for more information on the invoice payment processes in APP:

<https://spointra.az.gov/arizona-procurement-portal/app-support/quick-reference-guides-176-upgrade/invoice-payment-qrgs-176>