

## 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](mailto: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 AFIS. If there is a connection issue, the invoice will be sent back to the AP Supervisor for resolution. After resolving, the AP Supervisor should attempt to resubmit the invoice. Please note that users will be presented with the same AFIS messages that the previous system had.

### Resolving an Ok to Pay Issue

After APP successfully connects with AFIS, it will send over the invoice information so AFIS can remit payment. In some scenarios, AFIS will return 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 AFIS. Once the AP Tech has diagnosed and corrected the issue for the invoice, the AP Tech will resubmit the invoice.

### Invoice Ok to Pay

APP will generate an Ok to Pay file and send it to the AFIS system after an AP Supervisor has provided their final approval for the invoice and there are no connectivity or AFIS error messages. This Ok to Pay file confirms that the invoice should be paid and once this file has been received by AFIS, AFIS will extract the invoice information and generate a warrant or EFT payment.

After the payment has been completed, AFIS will send the updated payment information to APP. The payment information will be 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. Navigate to the **Payments** tab to review information.