(Incoming) Invoice Processing in Q-Flow

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1. Introductory Remarks

In the present context, (incoming) invoices are defined as those issued for deliveries and/or services towards University of Vienna institutes/institutions/facilities/units/organisations.
These (incoming) invoices are required to be charged to the University of Vienna.
Invoices to be financed via third-party funding in accordance with § 26 UG [University Act of 2002] shall equally be charged to the University of Vienna. Assignment to the relevant project manager shall be guaranteed by stating the project concerned (and, as the case may be, the project manager's name).

2. Q-Flow - The Electronic Incoming Invoice Workflow of the University of Vienna

2.1. Basic Information

As from July 2015, the entry, authorisation and booking of (incoming) invoices / credit notes are to be carried out through the Central Incoming Invoice Workflow – Q-flow.

Q-flow applies exclusively to invoices and credit notes payable by the Service Unit Accounting and Finance and issued by suppliers and service providers.

Q-flow does not cover: fee claim forms for guest lecturers and scientific work (Form FIN/K2), expense and travel expense refund claims, internal service charges, petty cash.

Invoice verification is carried out in **SAP**, while budget authorisation can be done either in SAP, or by email by the person(s) in charge with budget authorisation.

2.2. Advantages of Q-Flow

- Access to invoices – both outstanding and already paid – and credit notes in the electronic incoming invoice ledger
- Location-independent authorisation of invoices and credit notes
- Faster processing and payment of invoices

2.3. The Q-Flow Process

Electronic Incoming Invoice Workflow – Q-Flow

The Central Incoming Invoice Workflow – **Q-Flow** – has been in operation at the University of Vienna since July 2015. **Q-flow applies exclusively to invoices and credit notes payable by the Service Unit Accounting and Finance and issued by suppliers and service providers. Q-flow does not cover:** fee claim forms for guest lecturers and scientific work (Form FIN/K2), expense and travel expense refund claims, internal service charges, petty cash.
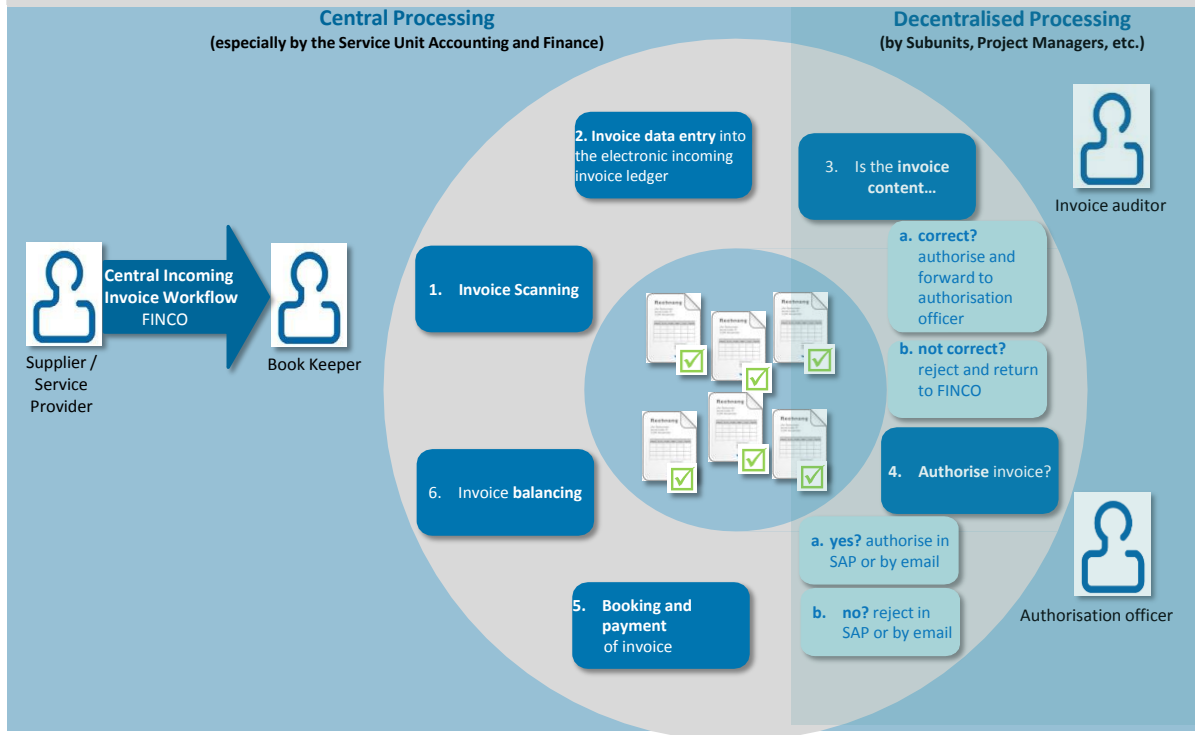
2.4. Roles in Q-Flow

2.4.1. Centralised invoice / credit note entry at the Service Unit Accounting and Finance

The orderer / purchaser is required to state in every order the central billing address and the delivery address, as well as the relevant cost centre / the relevant internal order. Orderers' tasks are listed in "**Q-Flow BestellerIn Merkblatt" [Q-Flow Instructions for Orderers]**, which can be accessed at: https://intra.univie.ac.at/en/organisation/finanzwesen-und-controlling/invoices/incoming-invoices-q-flow/information-sheets/

2.4.2. Electronic Archiving and Data Entry in SAP

(Incoming) Invoices and credit notes converge to the Service Unit Accounting and Finance, are scanned and entered into the SAP electronic archive.

Subsequently, these (incoming) invoices / credit notes are entered by the employees of the Service Unit Accounting and Finance into an electronic incoming invoice ledger and rerouted for content verification to the appointed invoice auditors (e.g. secretariat, assistants' office, project administration office), in accordance with the cost centre / internal order stated in each respective (incoming) invoice / credit note.

Invoice auditors' tasks are listed in "Q-Flow RechnungsprüferIn Merkblatt" [Information Sheet for Invoice Auditors], which can be accessed at**:** https://intra.univie.ac.at/en/organisation/finanzwesen-und-controlling/invoices/incoming-invoices-q-flow/information-sheets/

2.4.3. Invoice Verification

Invoice allocation to the relevant invoice auditor is carried out by means of the **cost centre / internal order number**, which is required to be communicated to the supplier or service provider **from the time**

the order is issued; the supplier or service provider is required to state the cost centre/ internal order number on the invoice / credit note.

Should the final cost centre number/the final internal order number not be known at the time of order issuance, a probable cost centre or internal order number can be stated, or, alternatively, the three-digit institute or department number. The correct cost centre or internal order number can be subsequently completed or altered.

- If the invoice / credit note is **correct** in terms of its content, it will be authorised by the invoice auditor and sent via SAP or by email to the **person in charge with budget authorisation**.

- If the invoice / credit note is **not correct** in terms of its content, it will be **rejected** by the invoice auditor and returned to the relevant person at the Service Unit Accounting and Finance, accompanied by a statement of grounds for the rejection.

The guidelines for "Invoice Verification in SAP" can be accessed at:
https://intra.univie.ac.at/en/organisation/finanzwesen-und-controlling/invoices/incoming-invoices-q-flow/training-programs/

2.4.4. Invoice Authorisation

The persons in charge with budget authorisation are listed in SAP, in accordance with the Authorisation Regulations of the Rectorate of the University of Vienna (Bulletin of the University of Vienna, issue from 10 December 2012). Should the Authorisation Regulations mandate authorisation by a second or further person(s), relevant regulations shall also be stipulated in SAP.

- Invoice (or credit note) authorisation can be carried out by the person in charge with budget authorisation **either in SAP, or by email**.

- The person in charge with budget authorisation can **authorise** the invoice / credit note (authorise payment) – in which case the invoice / credit note is sent back to the Service Unit Accounting and Finance, where it is booked and where the payment transfer to the supplier's account is carried out.

- The person in charge with budget authorisation can **reject** the invoice / credit note (in which case the invoice / credit note is sent back to the invoice auditor).

The guidelines for email authorisation can be accessed at:
https://intra.univie.ac.at/en/organisation/finanzwesen-und-controlling/invoices/incoming-invoices-q-flow/training-programs/

2.4.5. Booking and Payment

Booking and payment of (incoming) invoices / credit notes are carried out after completion of invoice authorisation by the book keepers of the Service Unit Accounting and Finance.

3. Mandatory Information in Q-Flow

Please find the MANDATORY information to be stated in every order in the "Q-Flow BestellerIn Merkblatt" [Q-Flow Instructions for Orderers] (see: https://intra.univie.ac.at/en/organisation/finanzwesen-und-controlling/invoices/incoming-invoices-q-flow/information-sheets/).

3.1. Central Billing Addresses

3.1.1. Central Billing Address: the Service Unit Accounting and Finance

The Service Unit Accounting and Finance is the central billing address for the University Management, Institutes and Centres, research platforms, representative associations, the Legal and Organisation Departments, Service Units and other administrative and/or staff departments (with the exception of DLE Raum- und Ressourcenmanagement/RRM, DLE Bibliotheks- und Archivwesen/UB and DLE Zentraler Informatikdienst/ZID) as well as special-assignment bodies / panels.

The **mandatory** billing address is:

Universität Wien **Finanzwesen und Controlling** **Universitätsring 1** **1010 Wien**	**University of Vienna** **Accounting and Finance** **1 Universitätsring** **1010 Vienna, Austria**
Electronic invoices to be sent to: rechnung@univie.ac.at **(pdf format; only 1 attachment per email)** No hard copy is required in the case of electronic invoices!	

(Incoming) Invoices / credit notes not addressed to the central billing address shall be returned to the supplier / service provider by the Service Unit Accounting and Finance.

3.1.2. Central Billing Address for the Service Unit Facilities and Resource Management / Service Unit Library and Archive Services / Vienna University Computer Centre

(Incoming) Invoices / credit notes pertaining to orders issued by these Service Units shall be addressed to separate billing addresses and shall be used exclusively by the purchasers of these Service Units.

3.2. Stating the Cost Centre or Internal Order Number

The statement of the cost centre number/internal order number which goods ordered, respectively services rendered are to be charged to is compulsory (internal accounts in the book keeping system of the University of Vienna, e.g. Cost Centre 356100, or internal orders like BE506001, IP430006, FA150002, OV746000 or AP2565221). The three-digit department number can be stated in exceptional cases.

The cost centre number or internal order number can be stated either as part of the billing address (e.g. University of Vienna, Accounting and Finance, 356100, 1 Universitätsring, 1010 Vienna, Austria), in an order or reference field, or in the invoice text.

These numbers are also required to be included into the invoice in case of electronic (soft-copy) invoices (rechnung@univie.ac.at).

(Incoming)Invoices / credit notes received by departments of the University and subsequently rerouted to rechnung@univie.ac.at do not fulfil the requirements of the electronic incoming invoice workflow Q-Flow.

3.3. VAT Number (Value Added Tax Identification Number) = *UID-Nummer*

The University of Vienna has two VAT numbers:

ATU37586901	in the name of the University of Vienna (Global Budget, §27 projects)
ATU57290568	in the name of the University of Vienna – Trust Administration (**only for §26 Projects** = projects with internal order numbers A……21), e.g. AP2565221

The correct VAT number is required to be stated in the order. Stating the VAT number is stringently required for orders exceeding EUR 10.000 in Austria, as well as for orders abroad.

4. Invoice Return

The Service Unit Accounting and Finance shall return all invoices / credit notes containing formal mistakes, i.e. billing address, cost centre / internal order number, VAT number and other invoice features, to the issuing supplier or service provider.

Should the invoice / credit note not match the delivery **or** service, the ordering institute or department shall demand a new one. Contact the Service Unit Accounting and Finance in case the supplier / service provider requires the original invoice.

The invoice shall be rejected in Q-Flow.

5. Information Sheets

Information sheets for purchasers and for invoice auditors are available on the intranet of the University of Vienna:

https://intra.univie.ac.at/en/organisation/finanzwesen-und-controlling/invoices/incoming-invoices-q-flow/information-sheets/

6. Training Programs

Training programs are organised for invoice auditors several times a year. Whenever necessary, persons charged with authorising invoices can attend these training programs. Short introductory activities are organised at the beginning of each training program for people with no or with limited SAP skills.

You can access the current **list of training programs** on the site of the Service Unit Human Resources and Gender Equality → Seminars Offered. Registrations for training programs are carried out via the Human Resources Development Department:

http://personalwesen.univie.ac.at/fuer-mitarbeiterinnen/personalentwicklung/seminare/

The instruction and training materials „**Leitfaden Rechnungsprüfung in SAP"/"Invoice Verification in SAP**" and „**Leitfaden E-Mailfreigabe"/Invoice Authorisation by E-Mail**" are available on the intranet of the University of Vienna.

https://intra.univie.ac.at/en/organisation/finanzwesen-und-controlling/invoices/incoming-invoices-q-flow/training-programs/

7. User Manuals

Detailed documentation regarding the electronic incoming invoice workflow Q-flow is available in the user manual for invoice auditors and in the user manual for authorisation officers.

https://intra.univie.ac.at/en/organisation/finanzwesen-und-controlling/invoices/incoming-invoices-q-flow/user-manuals/

8. Notification of New Invoice Auditors and Changes within the Invoice Auditor Team

New invoice auditors, as well as changes in staff or responsibilities are to be communicated without undue delay to the Service Unit Accounting and Finance at the following email address:

sap.finanzwesen@univie.ac.at

Changes include, for instance, the allocation of cost centres / internal orders, long periods of sick leave, planned absence from work, retirement and departure.

Prompt and effective communication of all changes is the only way to ensure a smooth operation of the electronic incoming invoice workflow.

9. Contact Information for the Service Unit Accounting and Finance

SAP Support:

Katalin Jacsó-Viragh, BA MA

Email: katalin.viragh@univie.ac.at

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