

# PayLOGIK Statuses

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## Overview

PayLOGIK uses statuses to control the flow of invoices through the auditing and payment process. Many of these statuses are in effect for very short times and may never be seen by most customers, but they are documented here because they may be seen.

## Pre-Audit

These statuses are used from the time a new invoice is entered either from paper or from the EDI translator through the time that the invoice has passed the audit process.

### AUDITFAIL

When PayLOGIK performs a rate audit on an invoice and the total charges from the carrier do not match the total charges from the audit engine, the status of the invoice is set to "AUDITFAIL" and the invoice is presented to the auditors for review and resolution. The auditors have several resolution options available.

1. Accept the invoice as presented by the carrier.
2. Accept the invoice as determined by the audit engine.
3. Make manual adjustments to the charges and accept.
4. Reject the invoice in total.

For the first three options, the invoice's rate audit flag (invisible to users) is set to "OK." When an invoice is rejected, its status is set to "REJECTED."

### HANDAUDIT

There are some invoices that cannot be audited by the automated process due to complexity or other special requirements. These invoices are set to "HANDAUDIT" and presented to the auditors for review and resolution. The options available to the auditors are the same as for "AUDITFAIL."

### CUSTREVIEW

The "CUSTREVIEW" status is used when a customer applies general ledger coding and requires their invoices to have general ledger coding before being presented for payment. The GL coding rules may be quite complex, but in the simplest case the total charges on the invoice must be fully allocated to at least one general ledger code. When the coding has been completed and released by the customer, the invoice's GL Coding flag (not visible to the user) is set to "OK"

### PBNR

"PBNR" stands for Preliminary Bill Needs Review. This status is an internal audit flag for Sunset Transportation invoices requiring a Sunset Transportation auditor's attention during preparation of an invoice. Once the auditors have completed their work required to complete the invoice, the billing invoice status is set to "AUDITOK."

## Funds Request & approval

### AUDITOK

For an invoice to have a status of "AUDITOK" several conditions must be met.

1. The invoice's Rate Audit flag and Service Failure flag MUST all be "OK."
2. All GL coding requirements (if any) must be met.
3. Possible duplication issues must be resolved.

Once an invoice is at the "AUDITOK" status it is available for presentation to the customer for payment. The projected funds request date is set on invoices the night after they become "AUDITOK."

### BATCHRDY

The preparation of the funds request is done in two steps. The first step is to gather all invoices that have a projected request date on or before the funds request batch date and build the funds request batches. Every invoice's status is set to "BATCHRDY" to indicate that it is ready for presentation to the customer.

### FUNDSREQ

The second step in the funds request process is to prepare the e-mails that contain the funds request detail. When this step is complete, the invoices are set to "FUNDSREQ" to indicate that they have been presented.

### INREVIEW

The "INREVIEW" status indicates that the customer has disputed the invoice and that it requires more review and resolution before it will be funded. The "INREVIEW" status is set during the Invoice Approval process when the customer changes the approved amount on an invoice (or shipment) to \$0.00.

### APPROVED

When the customer completes the Invoice Approval process all invoices that are not disputed are moved to "APPROVED" status. It is CRITICAL to understand that funding and payment are done at the invoice level and NOT the shipment level. This means that STATEMENT invoices may not be paid until ALL of the shipments on the invoice have been approved or otherwise resolved.

## Payment

### FUNDED

When funds are received from the customer and applied to invoices, the invoice's status is changed to "FUNDED." Funded invoices are available for the payment process. No invoices may be paid before they are funded.

### READY

Similarly to the funds request process, the payment process is done in two steps. The first step selects all funded invoices and groups them by customer, carrier, and currency. Payables batches are created

and the invoices are assigned to the batches. The invoice's status is set to "READY" indicating that checks may be printed or ACH files created.

### PAID

The final step in the process is either check printing or ACH file preparation. This step also creates the remittance advice EDI files when required. At the end of this process the invoices are set to "PAID."

## **Dispute Settlement**

### DELETED

Invoices are actually never deleted from the system – they have their status set to "DELETED."

### REFUSED

This status indicates that the customer has refused to pay an invoice. There may still be an unresolved dispute with the carrier, but it is outside of the PayLOGIK audit and payment process and Sunset is no longer involved in the resolution.

### REJECTED

This final resolution status generally means that the invoice should not have been presented to PayLOGIK. This status is slightly different than "DELETED" because "REJECTED" invoices remain in the system's duplicate checking process. If the invoice is ever presented again, the incoming invoice will be flagged as a possible duplicate.

## **Statuses that may not be selected on the web**

There are several statuses that are used internally by automated processes to manage the invoice's flow through the system. These statuses will be seen very infrequently by customers, and they are not selectable because invoices stay at these statuses for such a short period of time.

### NEW

As soon as the Data Entry Specialist completes entry the invoice's status is automatically set to "NEW" indicating that it is ready to go into the auditing process. Typically, invoices will spend no more than a few seconds in this status.

### INC

The "INC" (incomplete) status is used during manual data entry to indicate that the invoice is still in the entry process. On some long parcel invoices the invoice may be in this status for up to one minute.

### LOADING

The "LOADING" (incomplete) status is used by the EDI translator to indicate that the invoice is still in the translation process. On some long parcel invoices the invoice may be in this status for up to one minute. Once the invoice has been completely translated, its status is changed to "NEW" so that it may go into the auditing process.

## DUPLICATE

When an invoice is entered into PayLOGIK it is validated to be sure that it has not been presented before. When an invoice (or individual shipment for parcel) is suspected of being a duplicate, its status is set to "DUPLICATE" and is presented to the auditors for review.

The rules for determining possible duplicates are:

1. Has the invoice number (PRO number) been presented by the carrier previously?
2. Has the invoice number been presented by another carrier in the same family?
3. If this is a statement invoice, has the individual shipment been presented by the carrier before? There are exceptions made when the charges on the new invoice have not been presented before (additional charges).
4. Small parcel auditing also checks for duplicates at the accessorial charge level on shipments.

## SVCFAIL – Small Parcel Only

PayLOGIK provides two levels of small parcel auditing for parcel shipments. The basic level is an audit to identify service failures. This audit checks the shipment's delivery date against the carrier's published service standards and if the shipment was delivered after the expected delivery date/time, it is flagged as a possible failure. When the service failure claim has been resolved the shipment's service audit flag is set to "OK."

The higher level audit uses a third-party (back office) process to test for service failures and also to perform a rate and accessorial audit. Sunset performs claims filing for eligible performance related charges and billing errors, and credits invoices for approved amounts on accepted claims.