Vendor Departmental Review

Dynamic View Instructions

Foreword

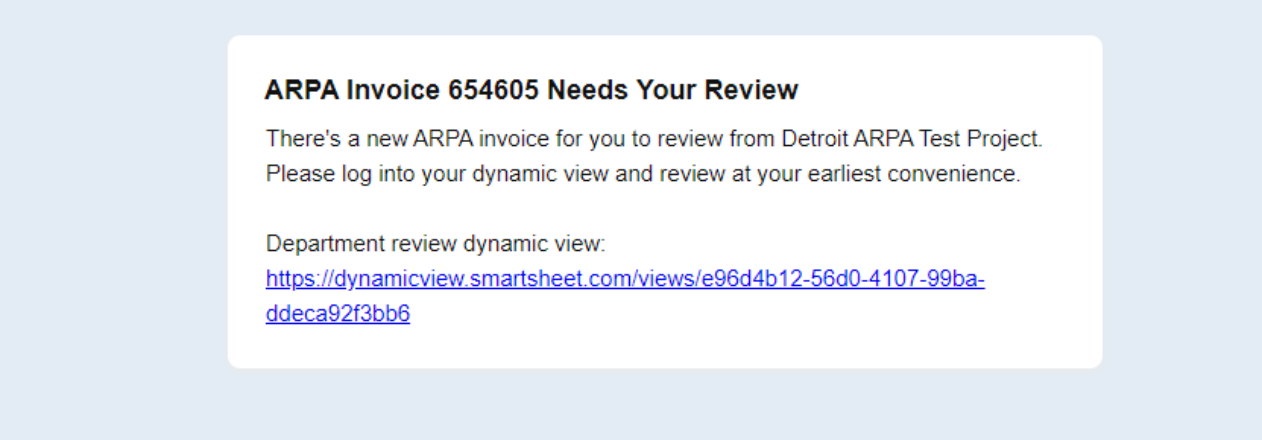
As part of the new vendor invoicing process the City is implementing, Departmental Reviewers will now review invoices through Smartsheet's Dynamic View. Dynamic View allows reviewers to see and modify only those rows on a sheet that are directly tied to their work. This allows for less confusion, quicker turnarounds, and a more streamlined process. This set of instructions will help Departmental Reviewers navigate the Smartsheet Dynamic View to process vendor invoices quickly and efficiently for reimbursement/reconciliation. For clarity, a "Departmental Reviewer" is anyone from an ARPA project team or City of Detroit department who is reviewing an invoice before sending it into the DocuSign process.

Departmental Review Instructions

Please note that this is a general overview of how to engage and use the Smartsheet Dynamic View to approve the invoice packet and move it to ODFS. **It does not provide specific instructions on what the Departmental Reviewer needs to approve an invoice.** Those requirements will vary according to the departmental requirements and guidelines.

1. Invoice for Review Email

When a vendor submits an invoice for review, the Departmental Reviewer will receive an email from Smartsheet informing them that a new invoice is available for review. The email will look like the image below:

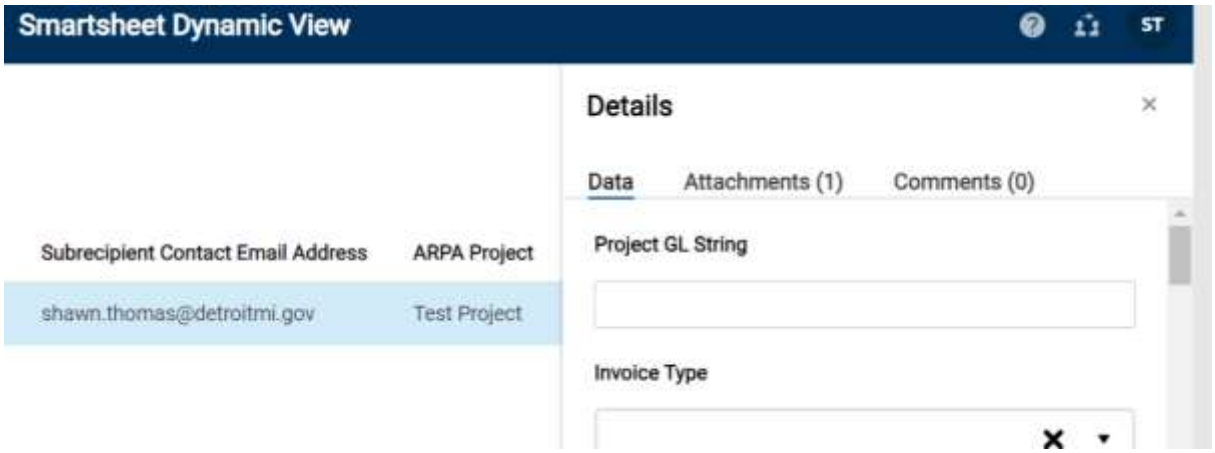


The Departmental Reviewer should click on the link in the email, which will direct them to their Dynamic View.

2. Departmental Reviewer's Dynamic View

A reviewer's Dynamic View will show all the invoices that are assigned to them that are awaiting review.

1. Click on the invoice that is being reviewed. It will open a box on the right side of the screen.
2. There are 3 tabs on the top of the newly opened box: Data, Attachments, Comments



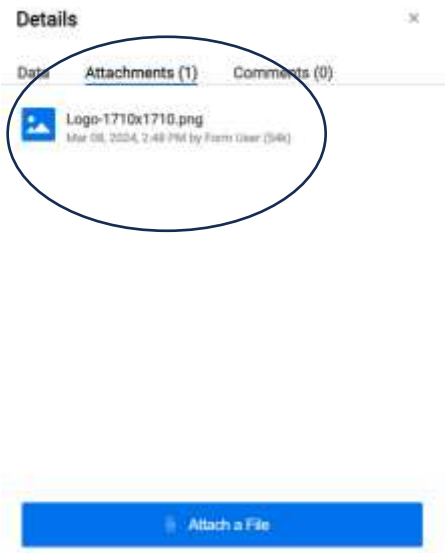
2.1 'Data' is where the Departmental Reviewer can enter all necessary info to process the invoice, ask for information from the vendor, and approve the invoice to move to ODFS (this will be further explained below)

2.2 'Attachments' is where the reviewer can see all documents attached for this submission (all invoice documents submitted by the vendor, deficiency letters, etc.). Attachments can also be deleted from the row in this tab, in case a vendor has sent an updated version of a document and the reviewer would like to delete the outdated version

2.3 'Comments' is where the reviewer can leave comments regarding this submission for others who may also view this invoice. This is beneficial if multiple reviewers are working on the same invoice or if there are any notes that may need to be passed along to ODFS and other downstream participants. A reviewer can ensure that another reviewer

or approver see his/her comments by using '@' and then begin **typing the individual's name**, which will allow the person to **click on the person's name**. Then add the comment and **click on the blue arrow** or **hit Enter on keyboard** to add the comment.

3. After opening Dynamic View, the reviewer should first click on **Attachments** to see all documents that the vendor has included in their invoice submission.
4. Click on all attachments to download them to conduct the invoice review.

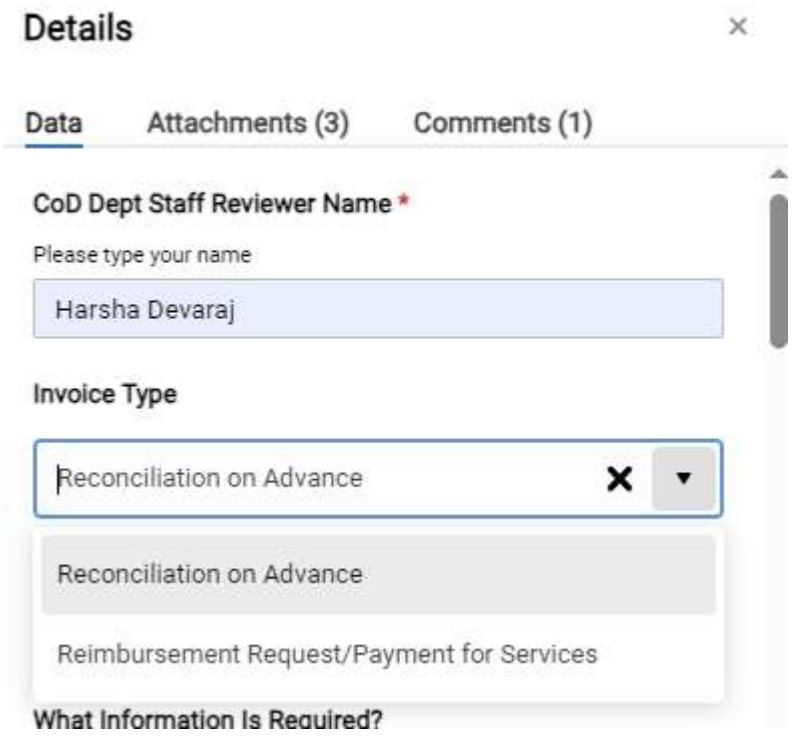


5. After reviewing the invoice, the reviewer should go to the **Data** tab on the Dynamic View to enter all pertinent information, request additional information (if applicable), and approve the invoice to for ODFS review.

3. Data Tab

The Data tab of the reviewer's Dynamic View is what allows this process to be streamlined and reduce the amount of 'back and forth' needed between reviewers and the vendor.

1. Enter all pertinent information regarding the invoice Data tab, such as GL string, invoice type ('Reimbursement Request/Payment for Services' or 'Reconciliation on Advance'), etc. Make sure to scroll all the way down to avoid missing any necessary fields
    a. Note: Not all fields have to be filled in to approve invoice, as not all fields may be pertinent to the respective department's review



2. If the invoice is adequate for approval and all pertinent fields for the departments have been filled, the reviewer can approve the invoice by scrolling to the bottom of the Data tab, where he/she needs to check the checkbox: Department Review Complete.

3. Click on Save to approve the invoice. (Note: If Save is not clicked, the invoice will not be approved and all entries in the fields will not be saved.)
    a. If the invoice is not adequate for approval, continue to the next section - 4. Invoice Inadequate for Approval

b. If the invoice needs to be voided, check instructions on page 12 for section 6. Voiding an Invoice.

4. Once the invoice is approved, congratulations! The reviewer has successfully approved a vendor invoice. This invoice/row will now disappear from his/her Dynamic View and will move to ODFS to go through the DocuSign process.

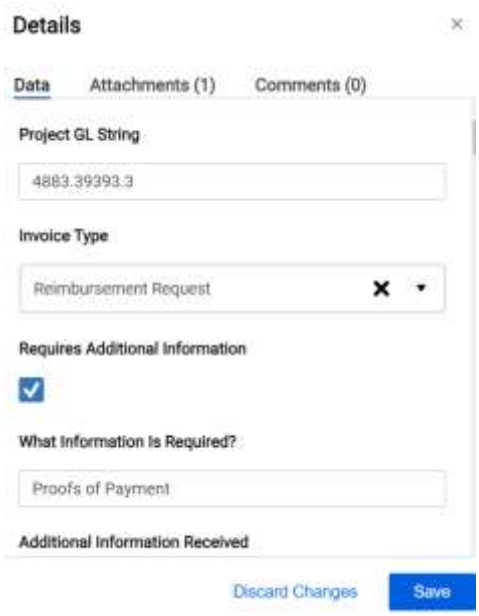
4. Invoice Inadequate for Approval

If the invoice submitted is inadequate or incomplete, the reviewer can request more information from the vendor and generation Deficiency Letters through the Dynamic View. Smartsheet Dynamic View allows for this all to happen in one place, allowing for a more streamlined process.

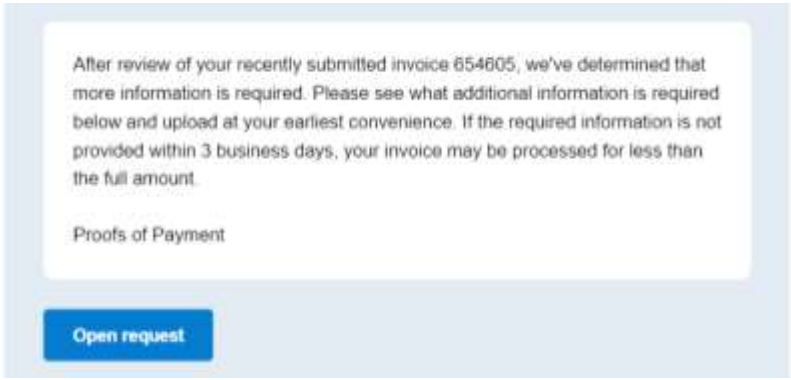
1. To request more information from the vendor, the reviewer needs to check the "Requires Additional Information" checkbox

2. Enter what information is required from the vendor in the field below (Note: the vendor will receive an email explaining the deficiency and it will pull directly from this field, so please fill out this field in a manner that the vendor will understand)

3. Click Save.

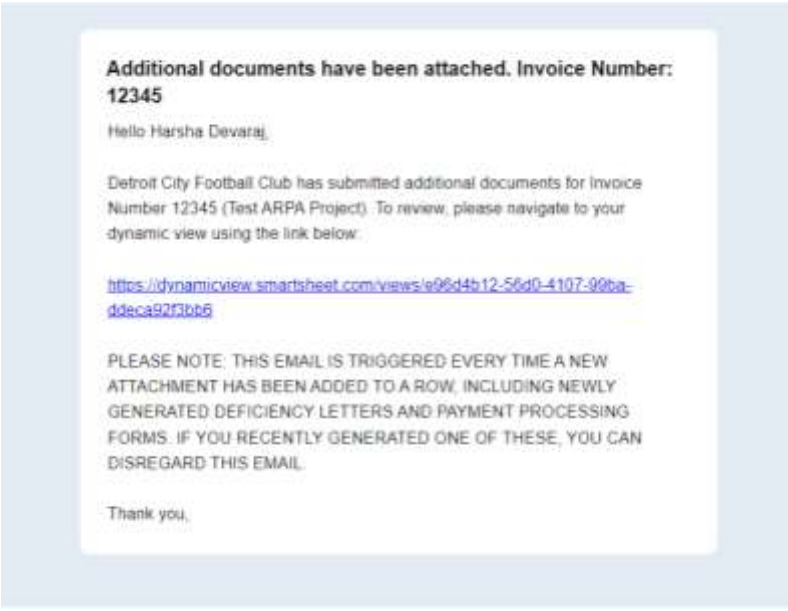


4. After pressing **Save**, Smartsheet will send an email to the vendor informing them of the missing information and provide them with a link to attach the requested documents. The reviewer will receive an email (pictured below) when the vendor submits the requested documents. These documents can be found under the **Attachments** tab once the vendor submits it.



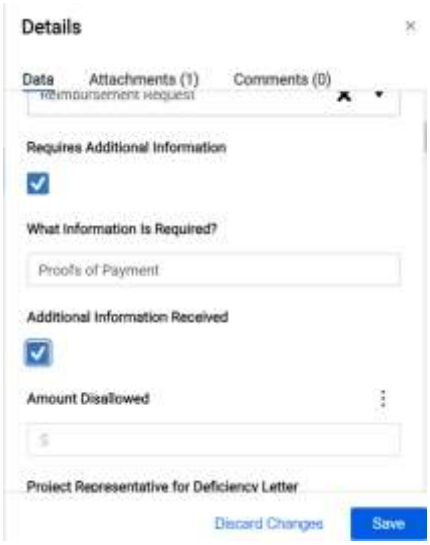
   a. The vendor will receive an email every day for 3 business days (or until submitted) reminding them to submit the required documentation.

   b. When the vendor uploads the required documentation, the reviewer will receive an email stating that "additional documents have been attached" to the respective invoice number. The email will have a link that takes the reviewer to the newly added attachments.



   c. If the documentation is sufficient, the reviewer needs to check the **Additional Information Received** box and click **Save.** (Note: checking this

box is what turns off the automated reminder emails noted above, so failing to check this box after the requested information is provided may result in some confusing emails going to the vendor)



d. If the documentation is not sufficient, the reviewer must first uncheck the **"Additional Information Required"** box and click **Save**. After refreshing the Dynamic View, the reviewer can then re-check the **"Additional Information Required"** box, change the field **What Information Is Required?** to be more specific or request additional information and click **Save** again to send another email to the vendor.

e. Once the invoice is adequate for approval, return to page 5 and follow instructions in section **3. Data Tab** to approve the invoice.

f. If the vendor fails to submit necessary documentation, go below to Section **5. Deficiency Letters** to send a Deficiency Letter.

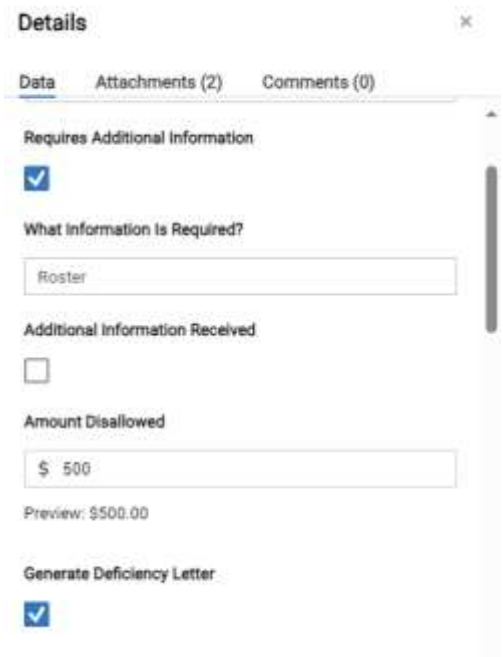
5. Deficiency Letters

If the vendor fails to submit the necessary documentation in the allotted time or is unable to produce an adequate invoice after several attempts to gather appropriate documentation, the Departmental Reviewer can issue a Deficiency Letter from the City stating that the invoice and supporting documentation submitted by the vendor is insufficient and that only a portion (or none) of the invoice will be approved. This letter is automatically generated by Smartsheet but will not be sent automatically to the vendor.

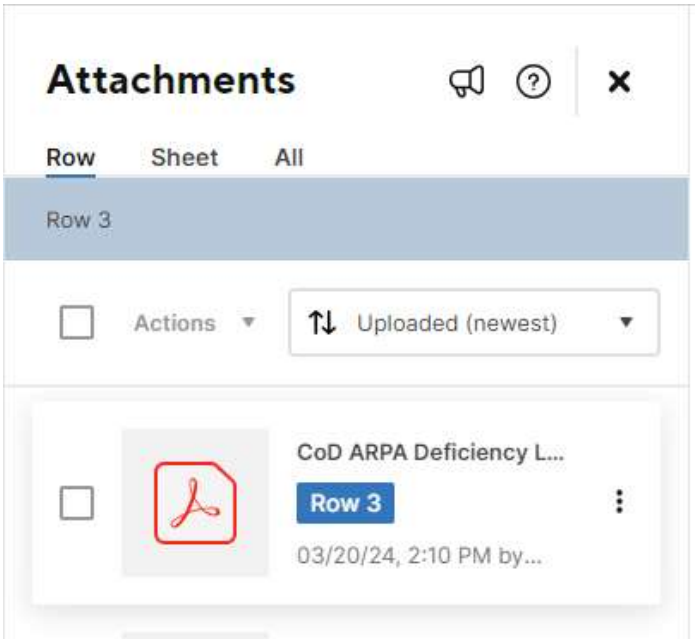
1. In the Dynamic View, the Reviewer should scroll to the field labeled Amount Disallowed. This is where that the amount that will NOT be approved is entered.

2. Check the box Generate Deficiency Letter

3. Click Save.



4. After refreshing the Dynamic View, the Deficiency Letter will be added as an attachment on the row. Please note that this can sometimes take a minute or two to generate, so if it is not seen immediately, try refreshing again.



   a. Note that soon after generating a deficiency letter in this way, the reviewer will receive another automated email notifying him/her that "Additional documents have been attached." This 'additional document' is most likely the deficiency letter itself and not a new upload by the vendor, but it is best to follow the link in the email and double check that no new attachments have been uploaded.

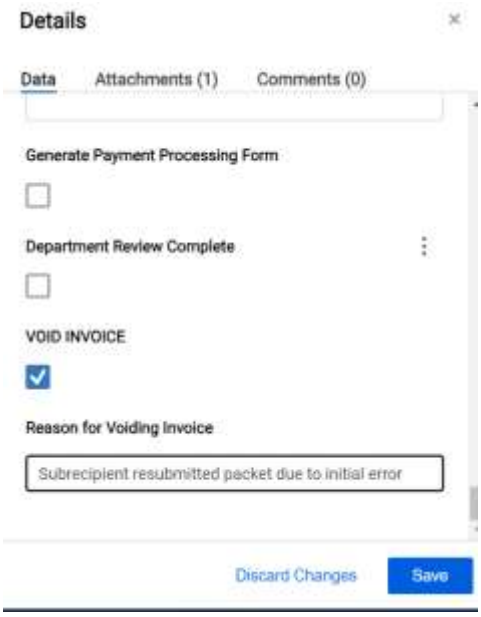
5. This Deficiency Letter is a standardized cover letter that will be used for all vendors across all ARPA projects. It simply states that a portion of the invoice will not be paid, due to lack of documentation. The reviewer should also add one or more extra pages to the PDF that contain an itemized list of what is not being paid and why.

6. The reviewer must download the Deficiency Letter onto his/her computer and email it along with the second page containing the itemized list and details to the vendor. The Deficiency Letter is NOT automatically sent to the vendor.

6. Voiding an Invoice

Occasionally, there may arise a situation where an invoice may need to be voided altogether (e.g. a vendor realizes they made a mistake on the initial submission and resubmits their invoice). The Smartsheet allows for the Departmental Reviewer to void an entire invoice submission.

1. Scroll to the bottom of the Data window.
2. Check the box VOID INVOICE.
3. Enter the reason for voiding the invoice in the field labeled Reason for Voiding Invoice.
4. Click Save.
5. Note: This will remove the invoice submission from the reviewer's Dynamic View.



Conclusion

This is a new process that will take some getting used to, both from the City staff side as well as from the vendor side. Please be patient as issues are worked out and please reach out to the Lean Team (Tim Killeen - timothy.killeen@detroitmi.gov; Shawn Thomas - shawn.thomas@detroitmi.gov; Harsha Devaraj - harsha.devaraj@detroitmi.gov) with any questions, comments or concerns. Please also manage expectations with your vendors as we iron out this process and get it to its highest level. We hope that this new process will make reviewing invoices easier and more efficient across the board and will provide us with data about the invoice review process in order to deploy resources where they're most needed and speed up payments to vendors.