User Manual

Polaris – Vendor Workflow

Version 3.0

Contents

Welcome to the Polaris Vendor workflow user guide! This guide will help you understand and make the most of our application. Let's get started:

Introduction

The intent of the Polaris application is to automate the Payables Invoicing process to improve quality, efficiency and timeliness of payment.

Benefits:

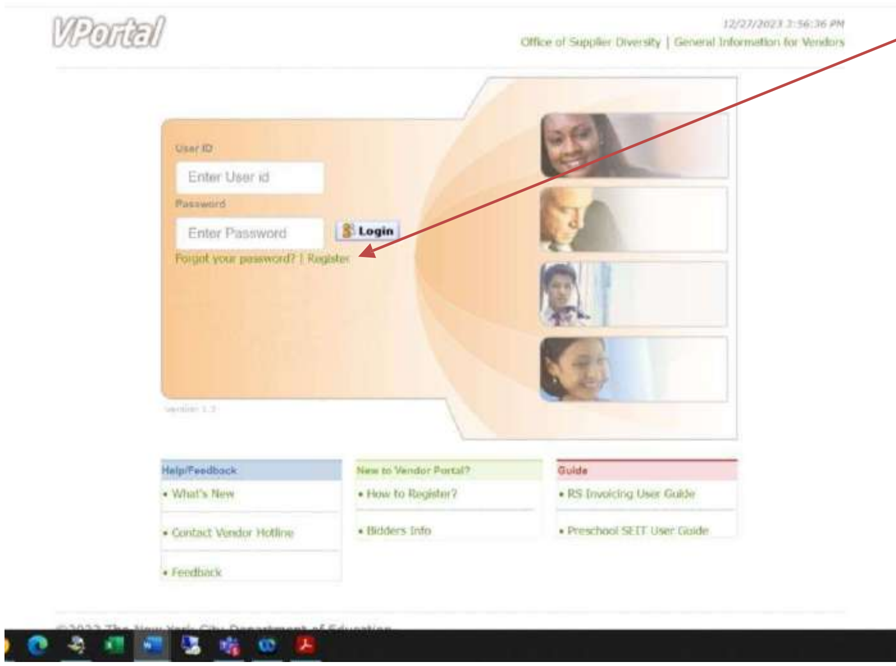
Invoice creation - (A user can create and submit an invoice)

- A user will be able to search for a purchase order (PO) and Polaris will perform the needed validations to make sure that the user can submit the invoice.
- A user will be able to see all the previous invoices, remaining balances and raise an invoice against the PO for goods or services rendered.
- A user will be able to upload the invoice and supporting documentation.
- A user will be able to submit an invoice for approval considering that the invoice created meets all the required criteria in creating an invoice.
- A user will be able to see the status of their invoice.
- A user will be able to request documents such as sign-in sheet or attendance log.

Getting Started

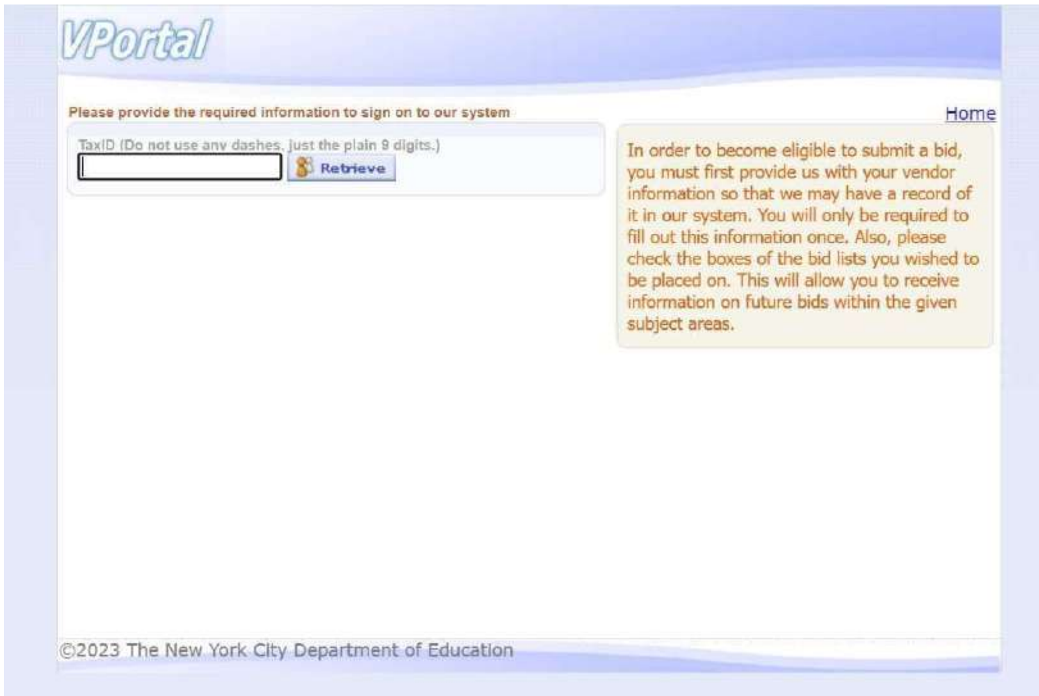
In order to gain access to Polaris you must first register for the Vendor Portal (VPortal). If you have already registered for the Vendor Portal, skip this step and proceed to page 6.

1. Go to https://www.finance360.org/vendor/vendorportal and click Register.



2. Enter your 9 digit tax ID and click Retrieve.

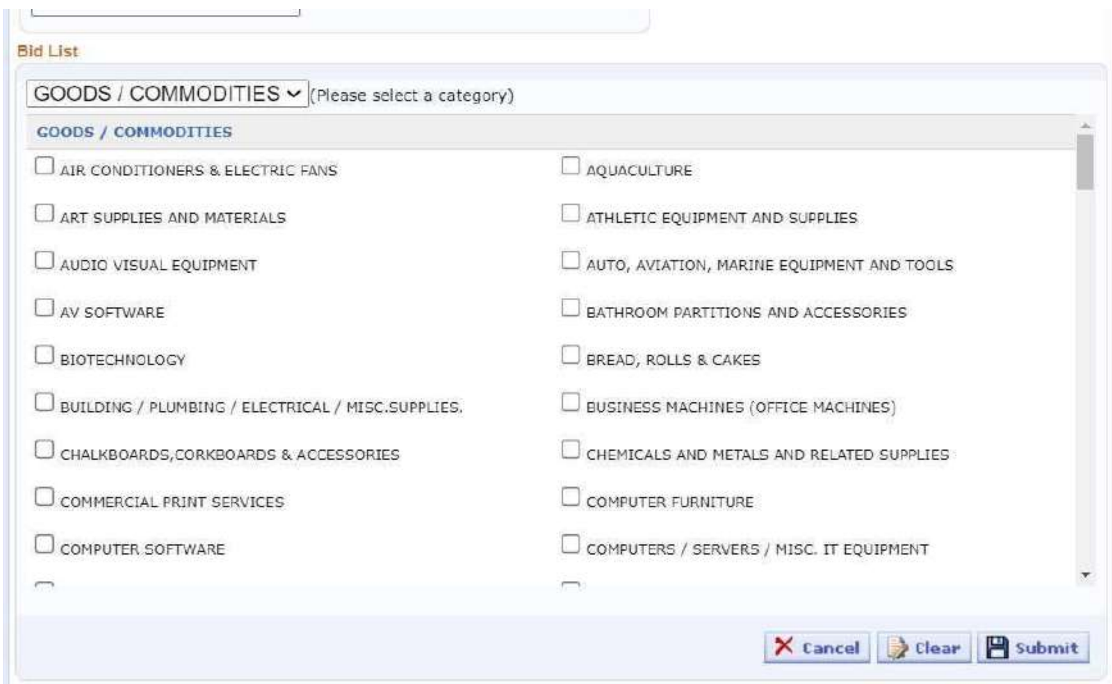
[Note: The person who registers first for the VPortal (with a specific tax identification number) will be known as the "Administrator". The Administrator has the authority to grant access to an additional user(s) who need access to the CMT. Each user will manage their own account information, but the Administrator will perform the initial setup and grant permission to other users.]



3. Enter your Vendor Contact Information and Contact Info (employee information for the particular User ID). [Note: The email address you enter must be a valid email account]

4. Select a Security Question from the dropdown menu or you may write your own. Then enter the Answer. Enter a Password, which is a minimum of 6 characters to a maximum of 21.

5. In the Bid List section, check the boxes of the bid lists in which you wish to be included and click the 'Submit' button.

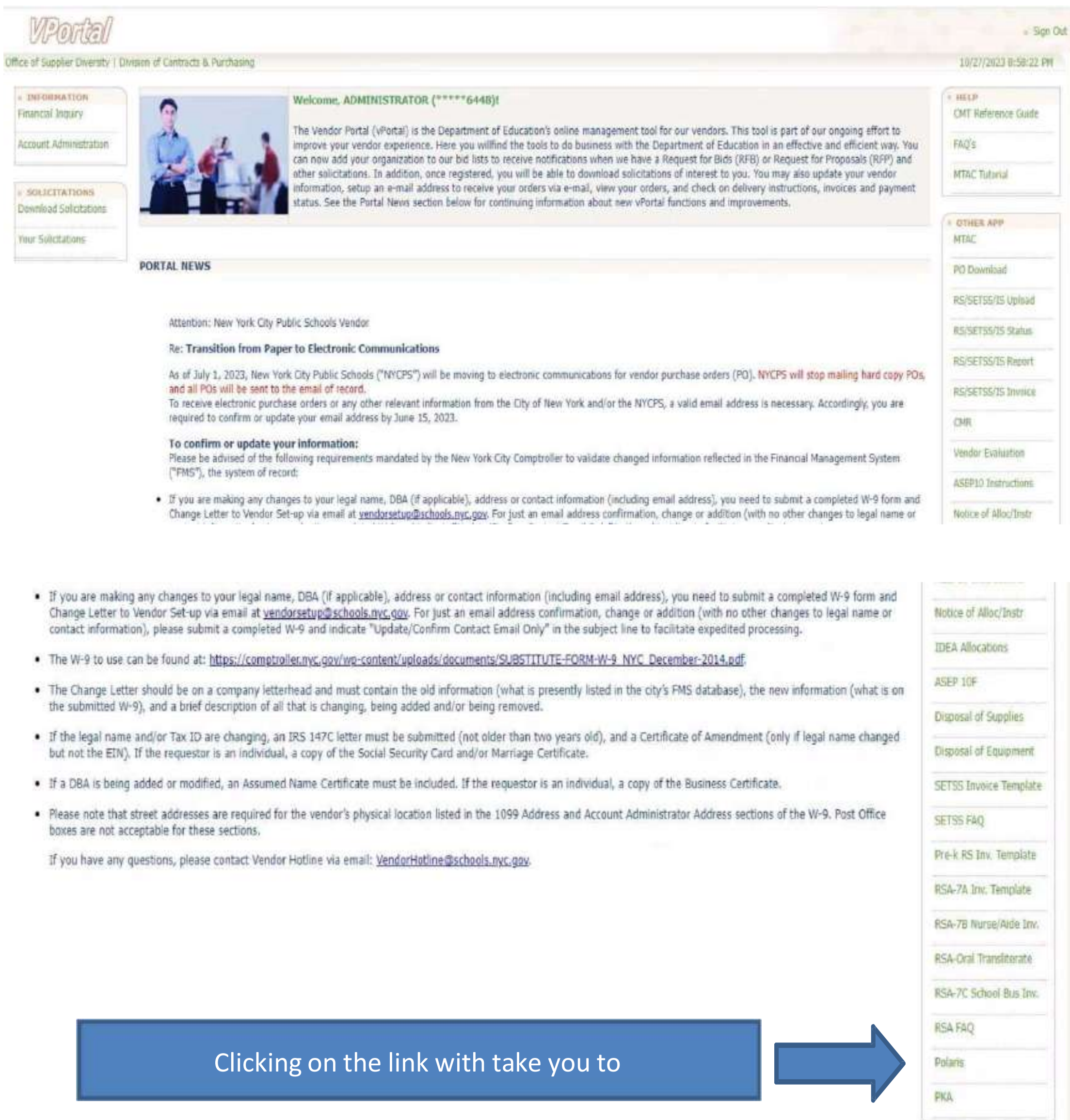


This completes your VPortal registration process. You will be notified via email within 24 hours that your information has been validated and will then be able to access the

VPortal with your registered User ID and Password. For questions about VPortal registration, please call the Vendor Hotline at (718) 935-2300.

Once you receive the email notification that your information has been validated, you can sign into the VPortal.

The Polaris ***vendor-facing application*** can be found in the ***Vendor Portal*** suite of applications on the right side of the screen.



Once you click on the "Polaris" link shown above, you will be taken to the homepage of the new Polaris application.

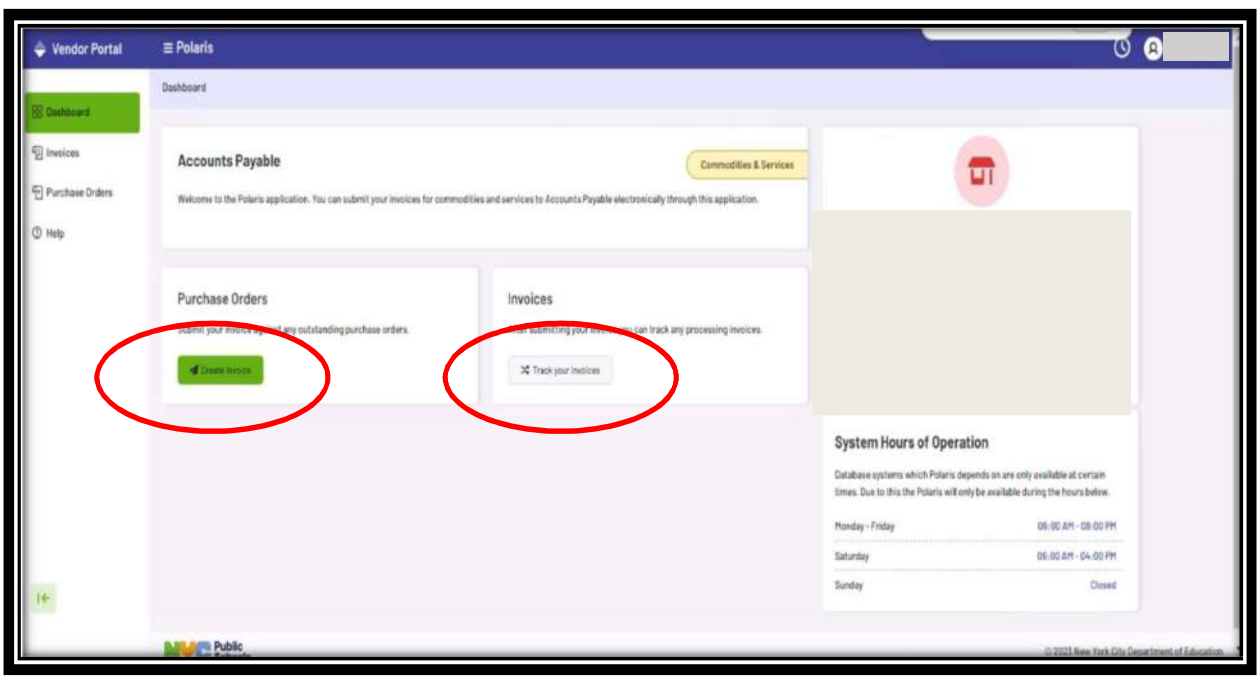
User Interface

Understanding the Polaris user interface is crucial for an efficient use of the application. We'll walk you through the various features and options available on the screen.

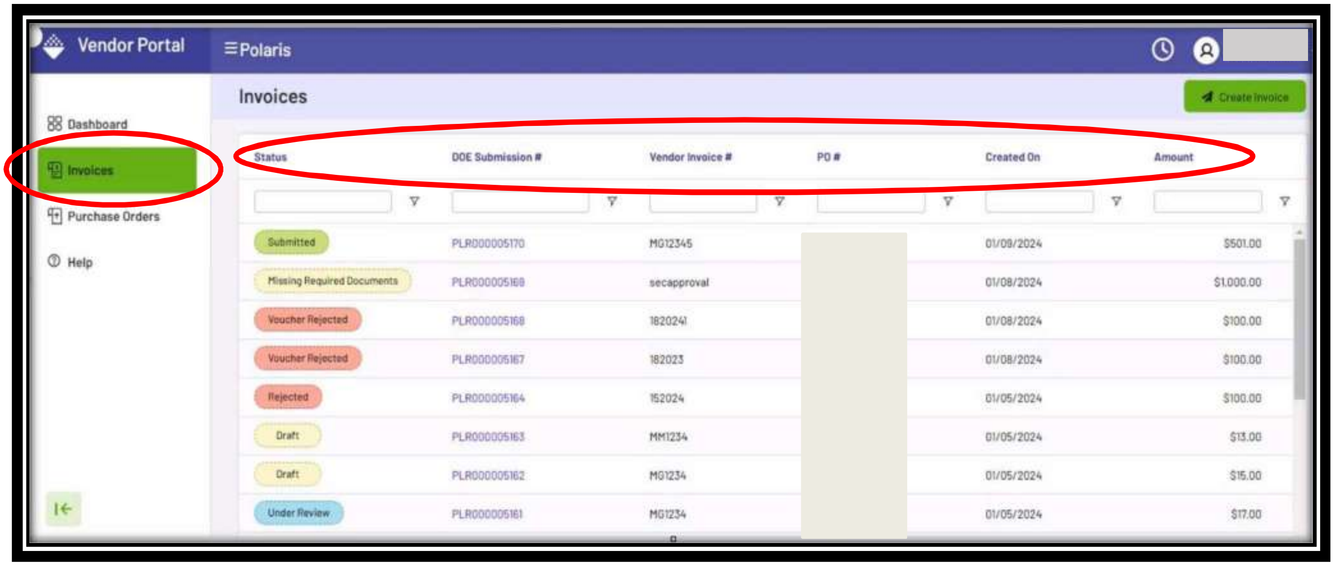
Basic Functions

1. **Dashboard**

   - On the dashboard you have the option to click "Create Invoice" which will allow you to create an invoice by the purchase order number input.
   - Further, on the dashboard you have the option to click "Track your Invoices" to see the status of your invoices.



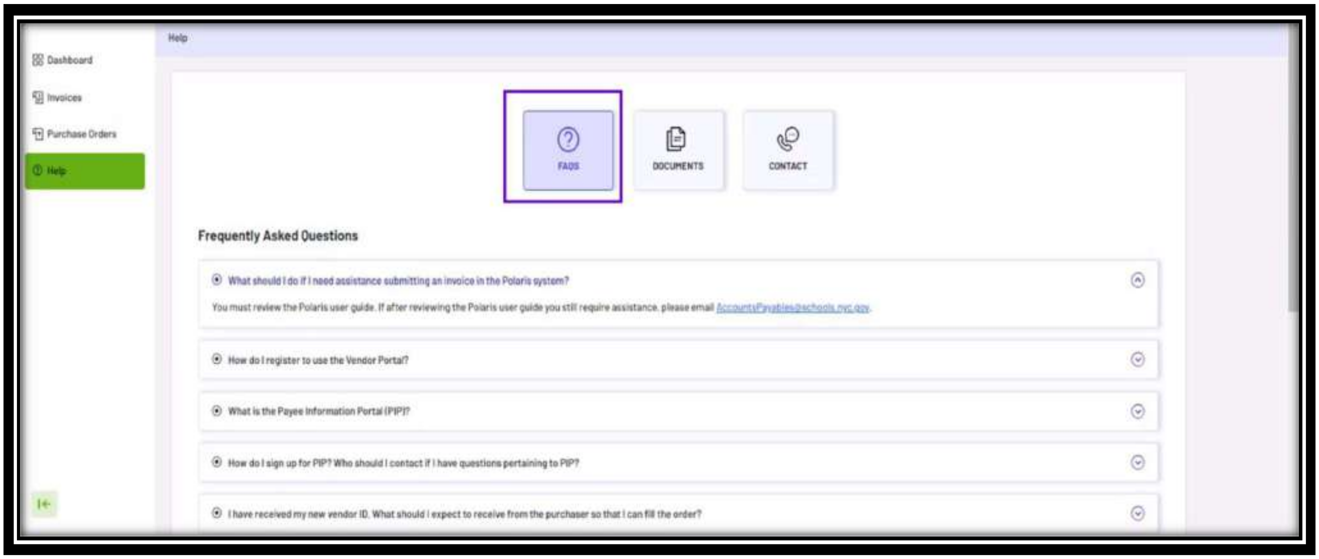
2. **Invoices**
   - On the screen, when you click on "Invoices", you will see a list of all your invoices indicating status, DOE Submission #, vendor Invoice #, purchase order # (PO), Create Date (of invoice) and amount.

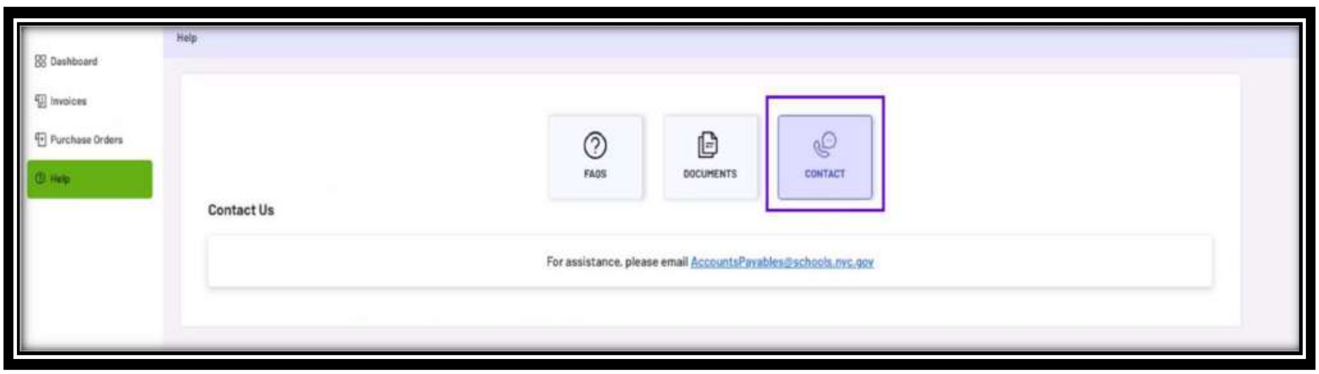


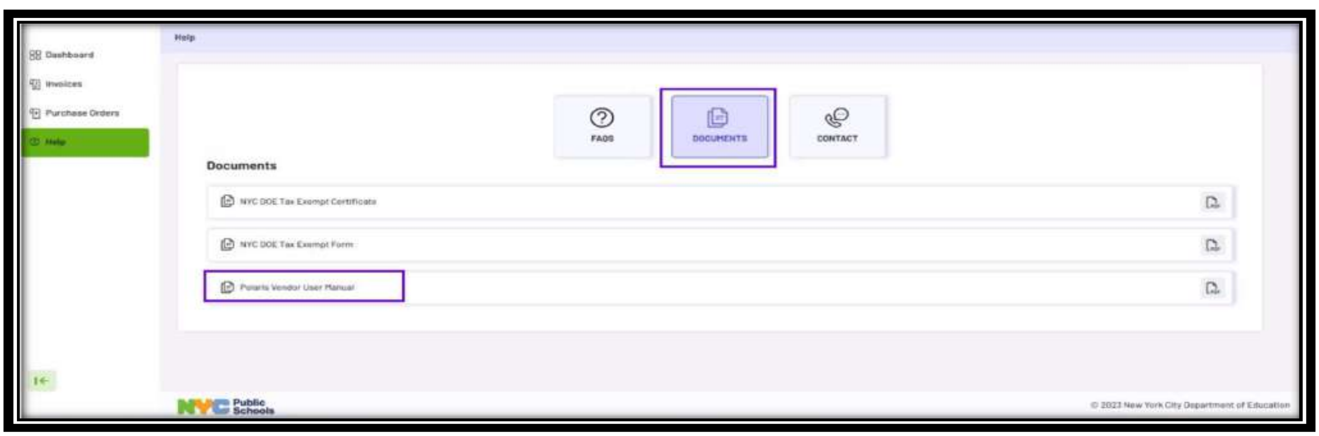
3. **Purchase Orders**
   - This menu option on the left will allow you to create an invoice by the purchase order number input.

4. Help

- When you click on “Help”, the screen displays Frequently asked questions (FAQ’s), Documents (User Manual) and Contact information.



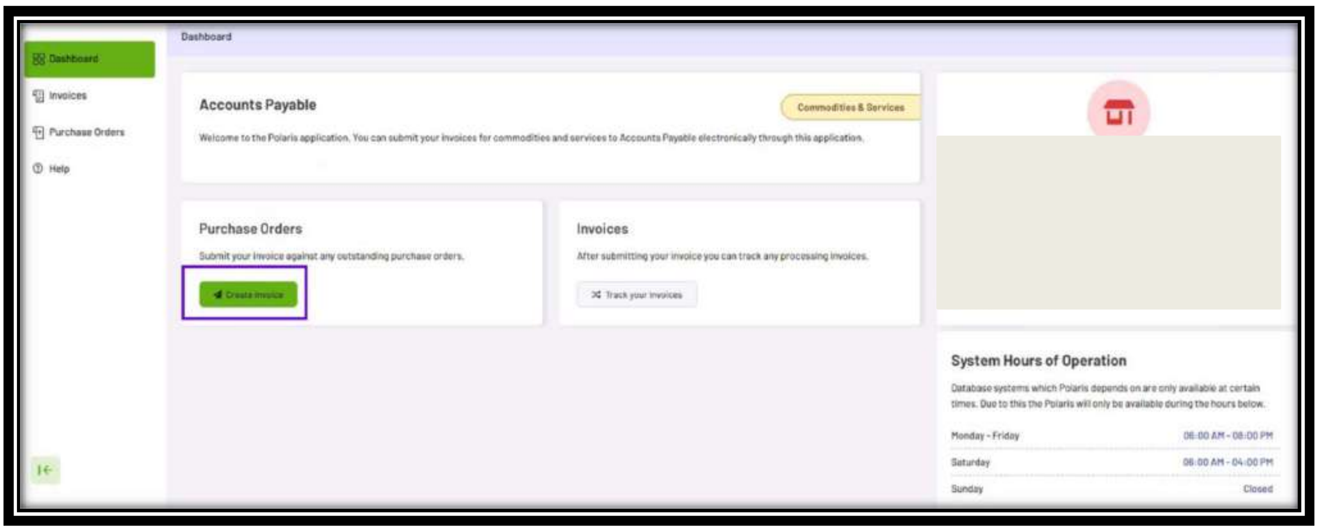




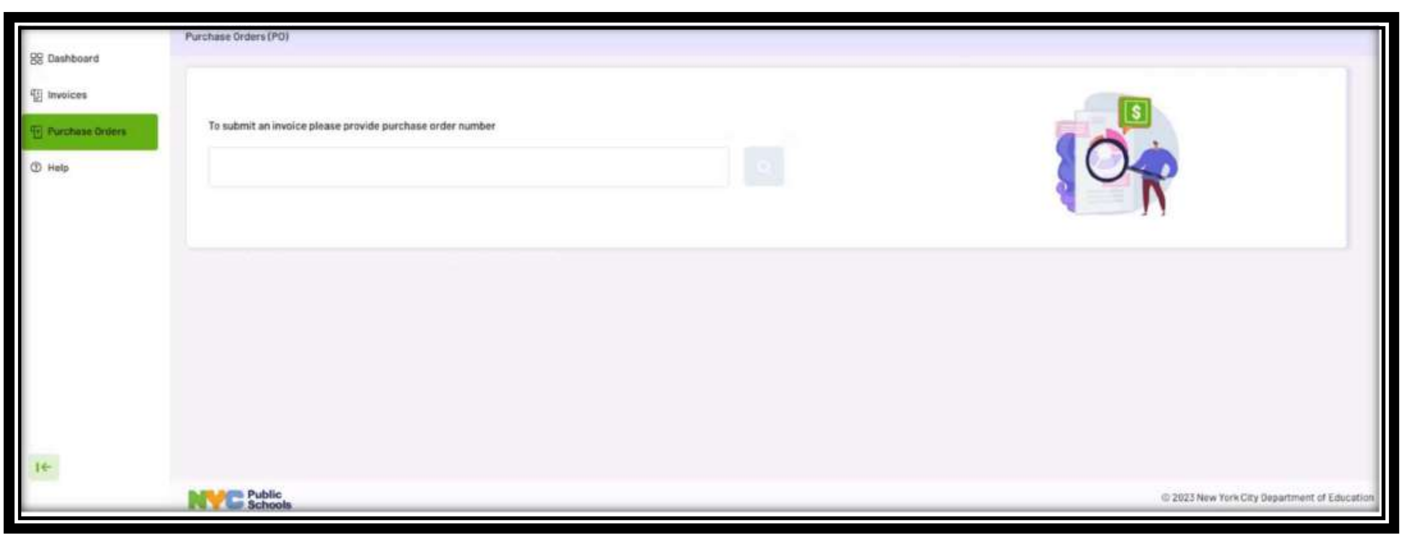
Creating an Invoice

Follow the steps below to create an invoice.

1. Click on the “Create Invoice” button which is located on the Dashboard tab.

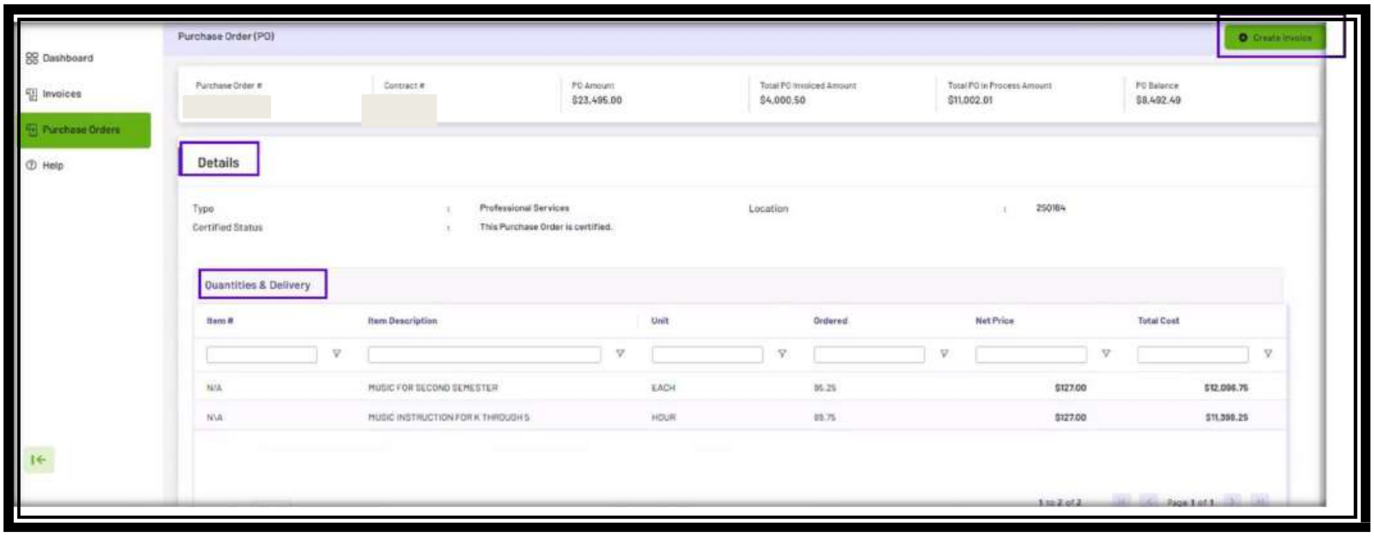


2. Enter the Purchase Order number

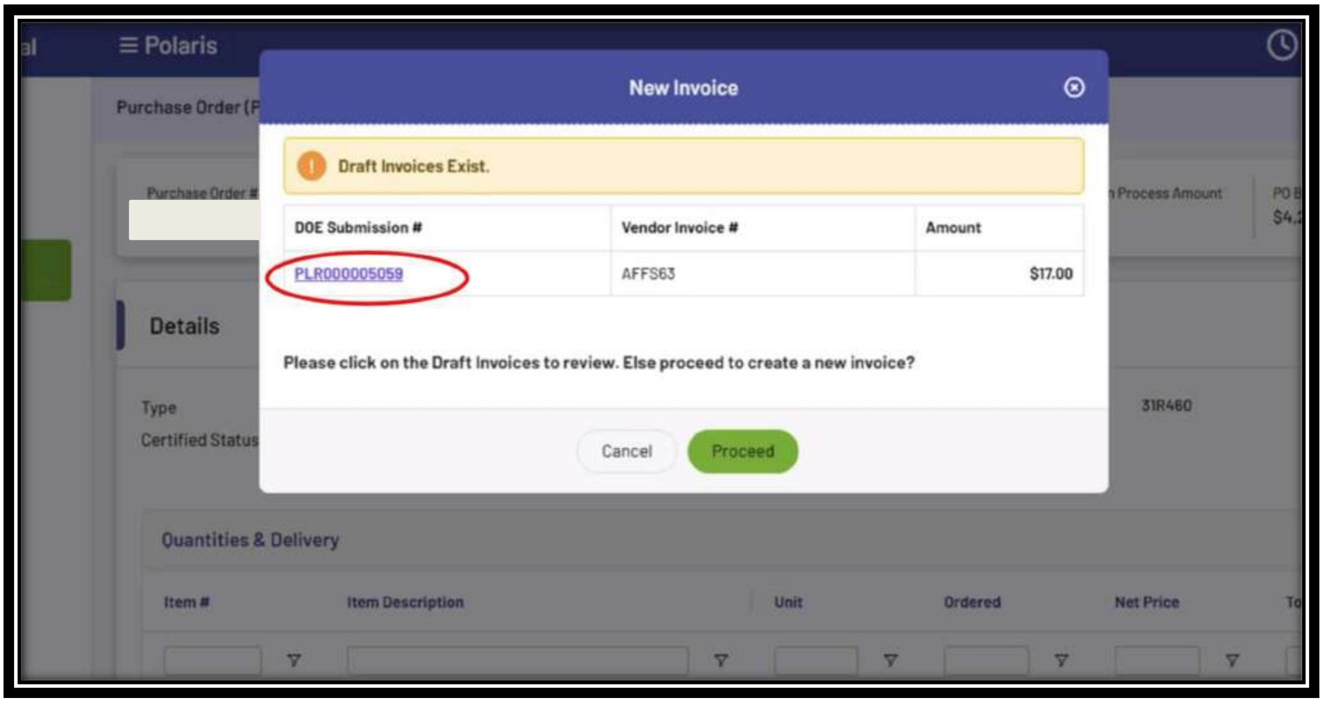


3. After you enter the Purchase Order number, the purchase order information displays. Click on the “Create Invoice” button.

- The Top section of the PO details page entails the PO amount, total Invoiced Amount on the PO and the PO Balance. If the PO Balance is **Zero**, the Vendor will not be able to create an invoice on the PO.
- The middle section provides details on Quantity and Delivery for the PO and is non-editable by the Vendor.
- The bottom section displays all invoices created on the PO along with their status.

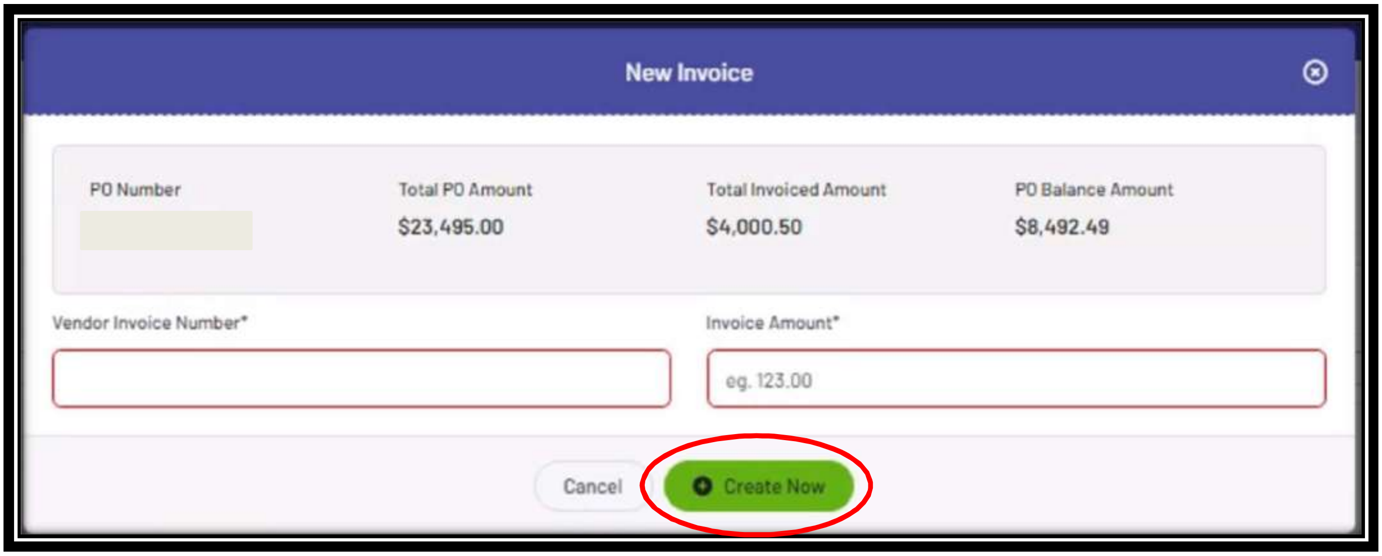


4. If you have already created a draft invoice on the PO, it will be displayed as shown below and you can edit the fields including the invoice amount, upload documents in the Draft Invoice by clicking on the PLR link or can click “Proceed” to create a new Invoice in next step.

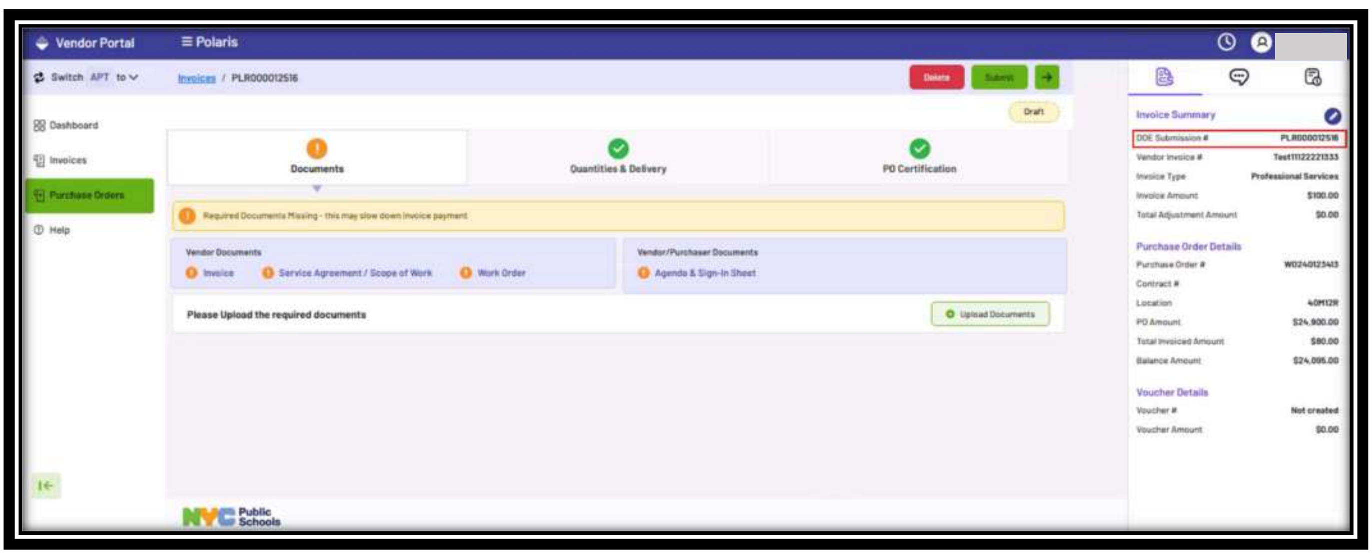


If no Draft Invoice exists

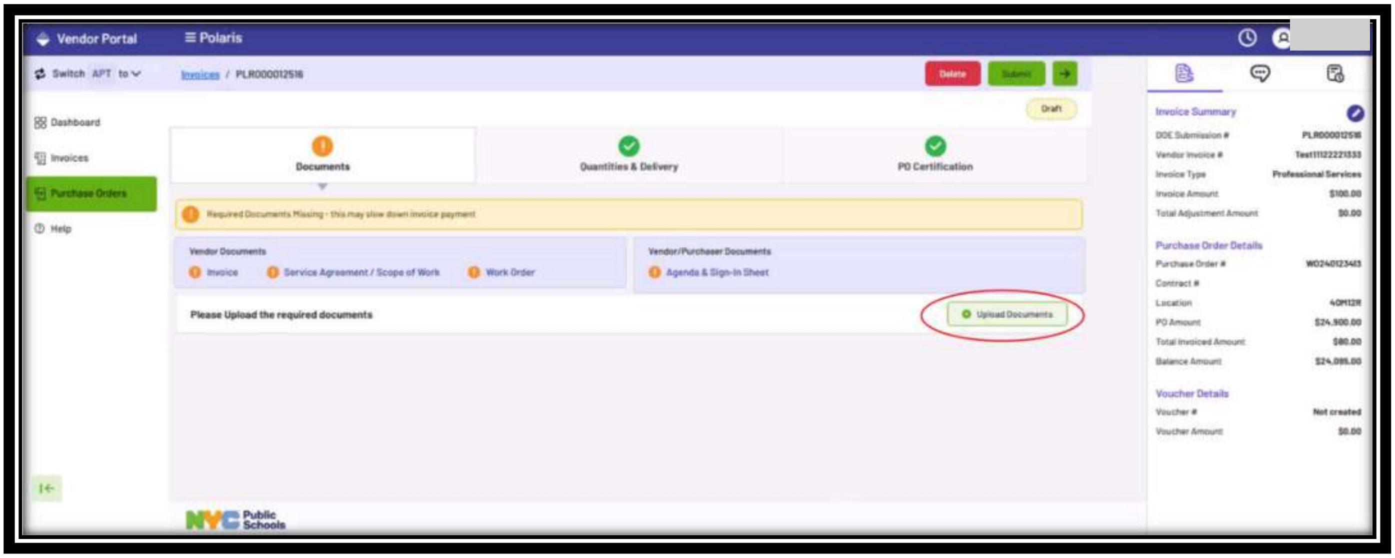
5. Vendors are required to enter the vendor invoice number and invoice amount on the New Invoice screen to proceed with the invoice creation. Enter vendor invoice number and the invoice amount. Then click the “Create Now” button.



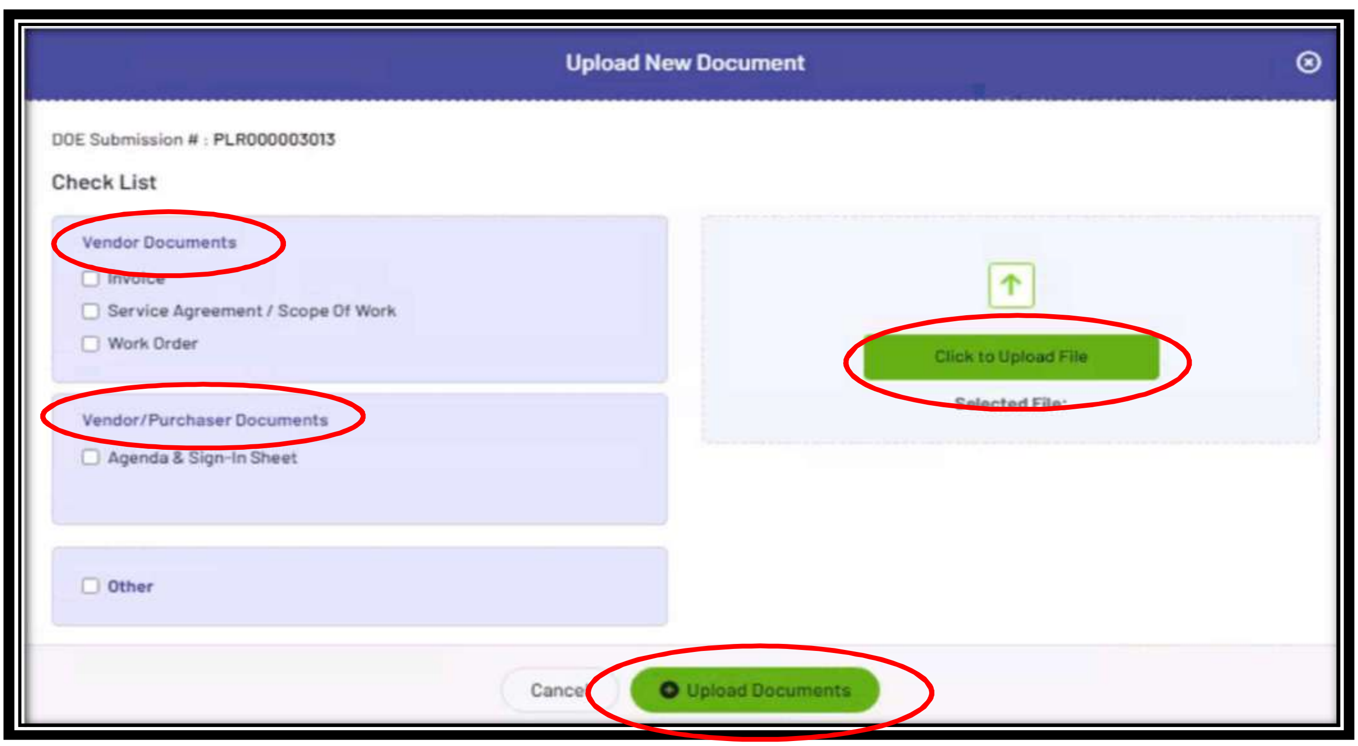
Below invoice details screen is displayed with a unique DOE submission number generated by the Polaris Platform.



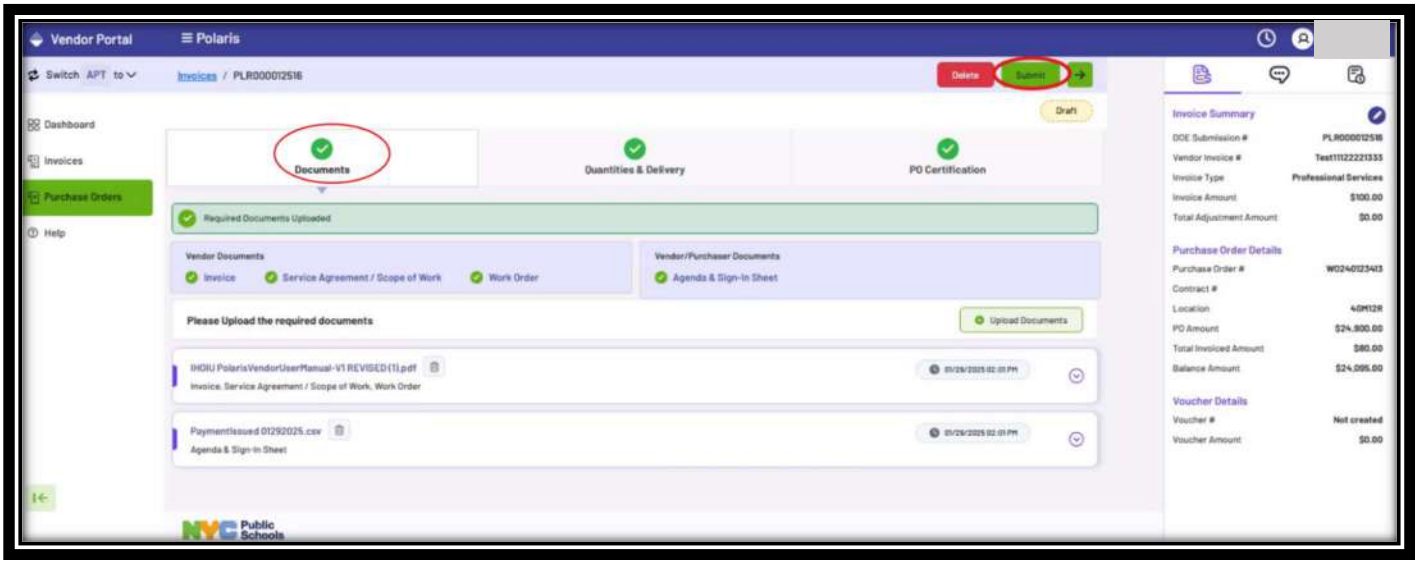
6. Upload all required documentation by clicking on the “Upload Documents” button.



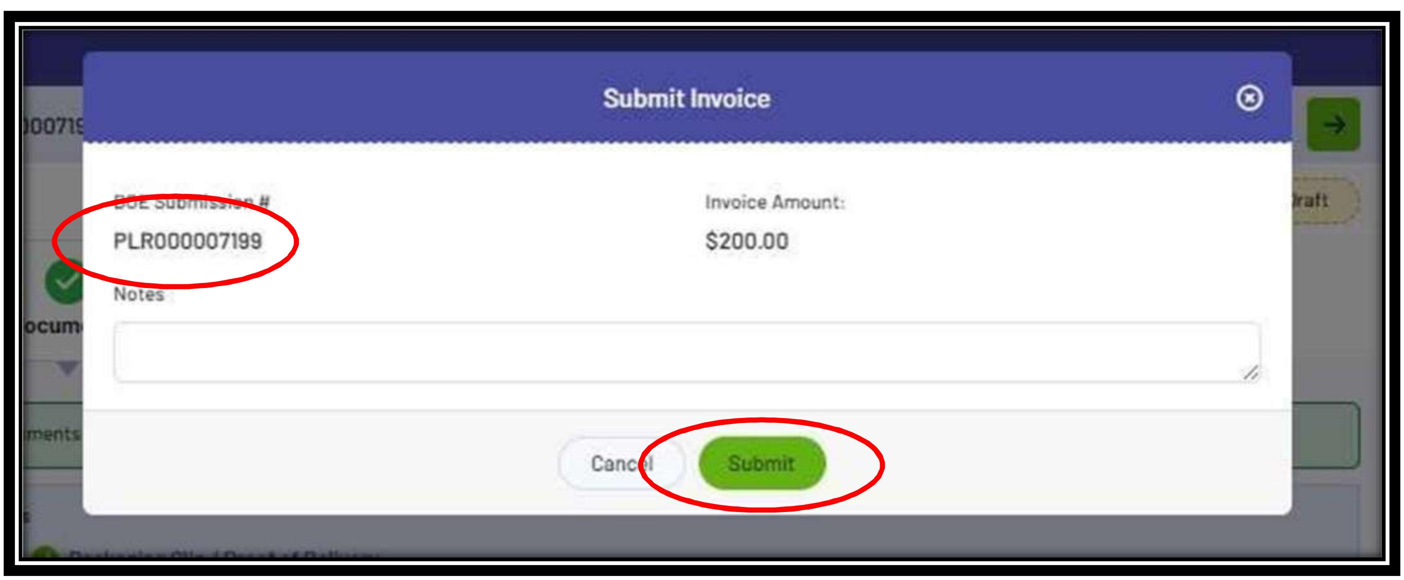
7. Check the appropriate box under Vendor Documents, Vendor/Purchaser Documents or Other and select the "Click to Upload File" button. Select the documents you are uploading from your computer.



8. Once you have uploaded the required documents you will see a green checkmark for Documents. You are now ready to submit the invoice. Click the Submit button.



9. A popup should appear that displays the DOE Submission # and Invoice Amount. Adding a note is optional. Click the submit button.



10. This completes the invoice submission.

Purchase Order Description

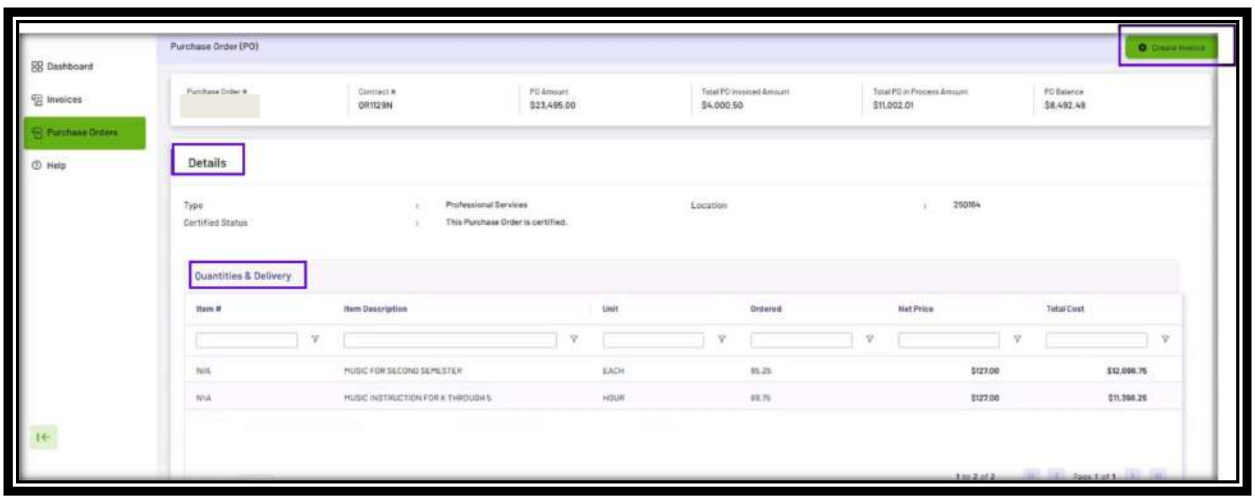
A purchase order is broken up into three sections.

1. Purchase order details
2. Quantities and Delivery
3. Invoices

Purchase order details

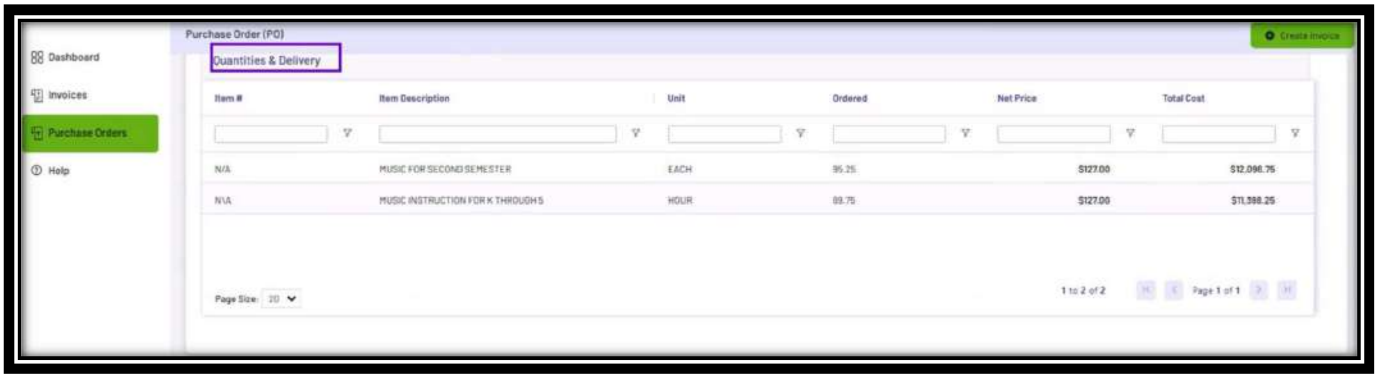
Purchase order details shows all the details of the PO

- Total PO Amount - This field represents the Total value of Purchase order contract.
- Total PO Invoiced Amount – This field represents the amount that we have already paid to the vendor.
- Total PO in Process Amount – This field represents that the vendor has submitted the invoice, and it is in the admin queue for processing.



Quantities and Delivery

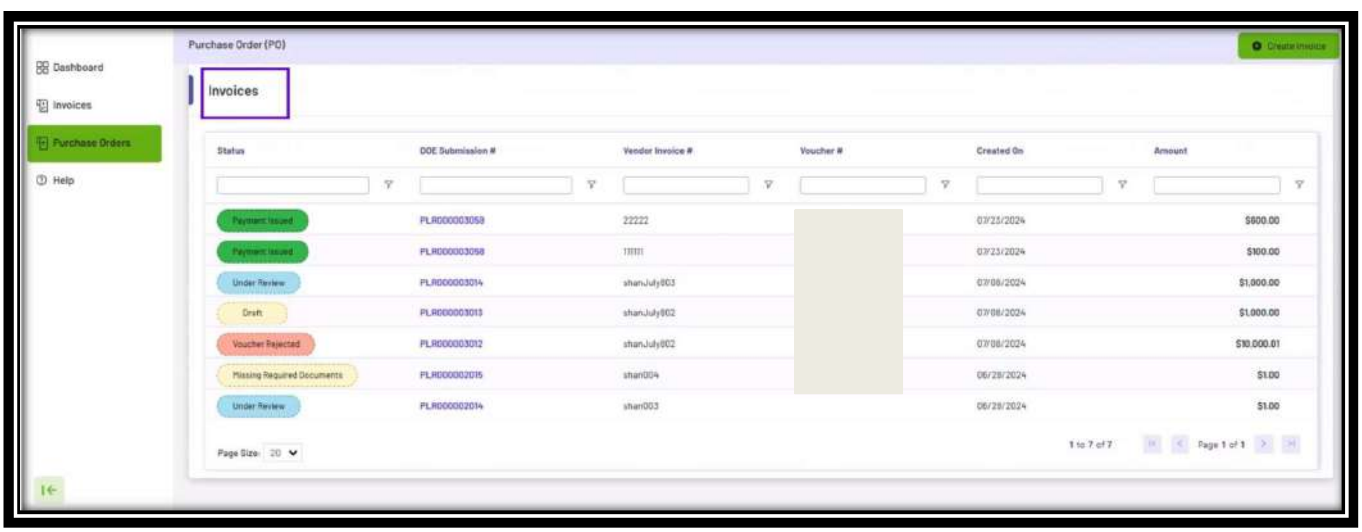
The quantities and delivery section represents all the different items with their description and shows how many unit's were ordered and their price and total.



Invoices

On the invoices section of the PO you can view the status of the invoices in three tabs

- Processing invoices – represents invoices that have been submitted and not yet approved by the Accounts Payable office.
- Approved Invoices - represents invoices that have been submitted and approved by the Accounts Payable office.
- Draft invoices – represents invoices that have not been submitted by the vendor.
- Deleted Invoices – Represent the invoices that are deleted by the Vendor.
- Draft Invoices – Represent the invoices that are created by the Vendor and not submitted.
- Rejected – Represent the invoices that are rejected by the reviewer.
- Payment Issued – Represent the invoices that on which payment is issued.

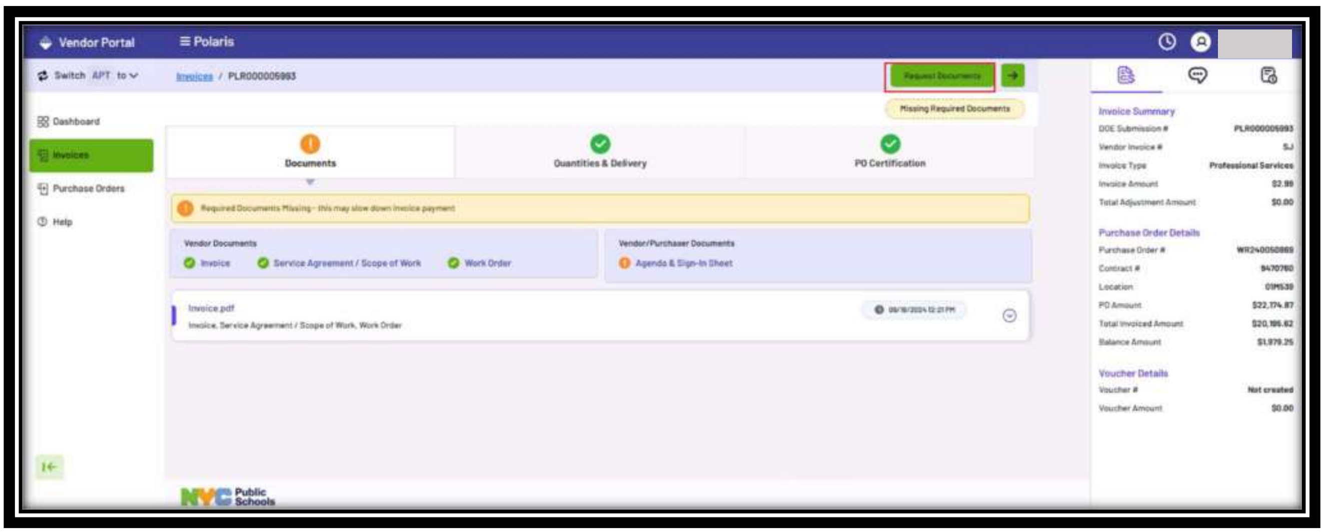


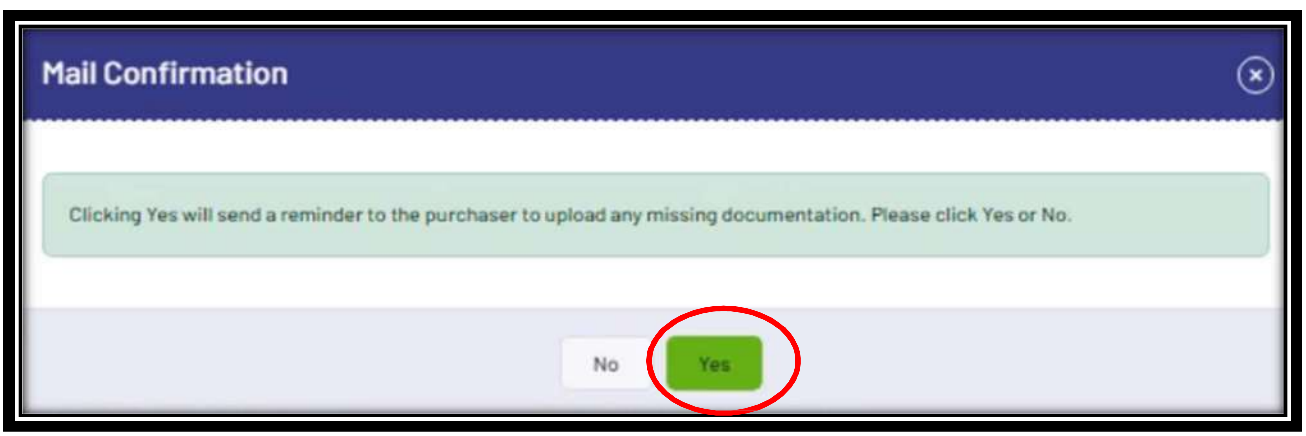
How to Request a Document

If you created and submitted an invoice and the status reads “Missing Required Documents” you have the functionality to click on a button called “Request Documents” which will send a reminder email to the purchaser.

Steps:

1. Click on your invoice with status Missing Required Documents
2. Click on the Request Documents button in green on the top right
3. Once the popup displays, click Yes.

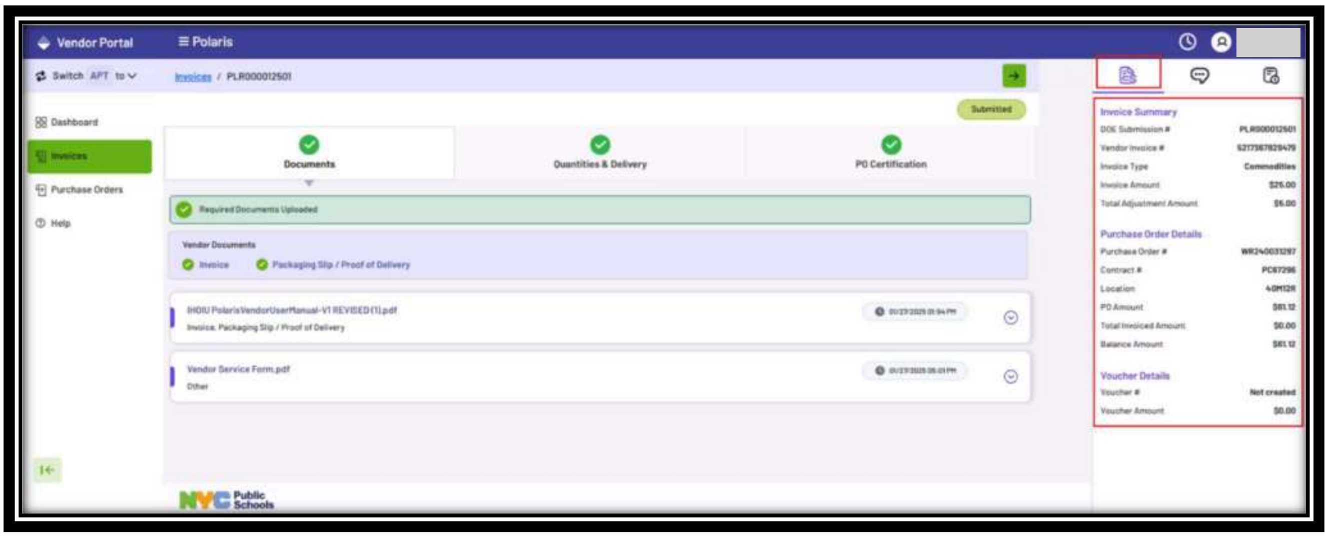




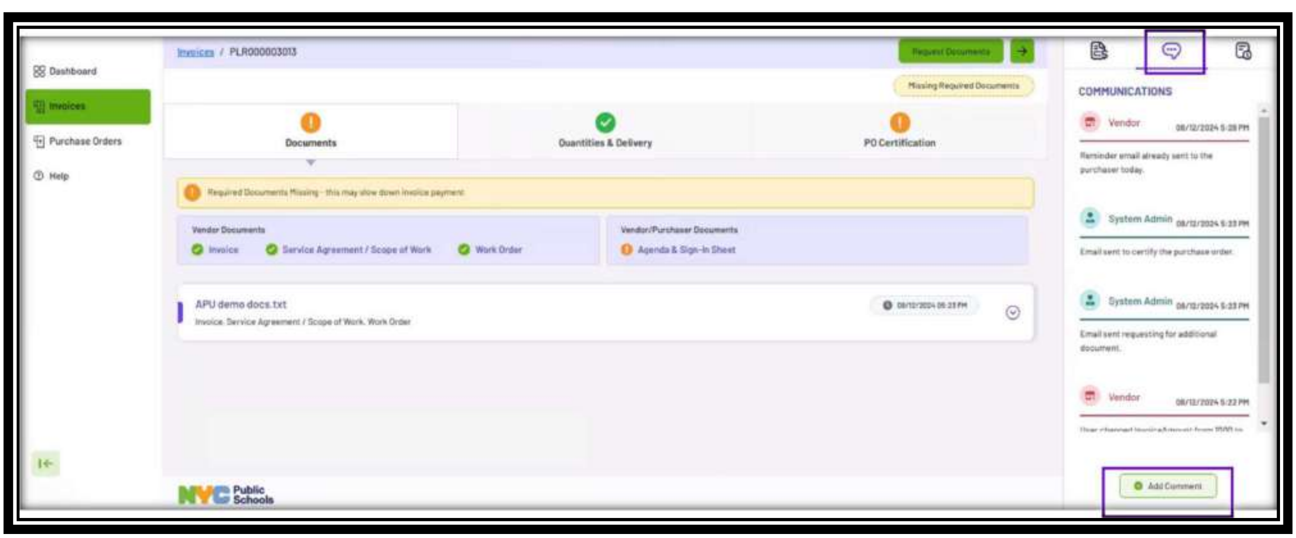
Email is sent to the school administrator and can be seen on the communication tab from the Invoice Details page.

Invoice Details Page

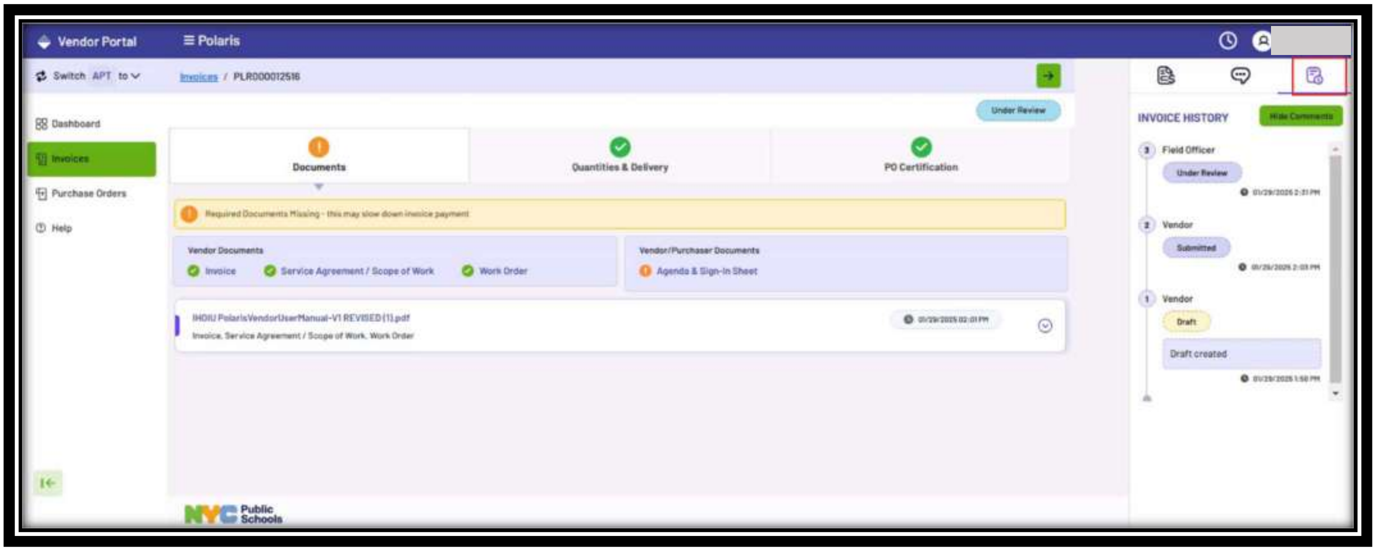
You can access the invoice details from the summary section on the Invoice Details page. Any adjustments made by the Central Field Office will be reflected in the **Total Adjustment Amount field**. The **Voucher Amount** will be calculated as the difference between the **Invoice Amount** and the **Total Adjustment Amount**.



You can access the communication on the invoices from the communication tab on the Invoice Details page.
You can also add comment by clicking on the “Add Comment” button.



You can access the information about the Invoice flow from the Invoice Workflow history tab on the Invoice Details page.



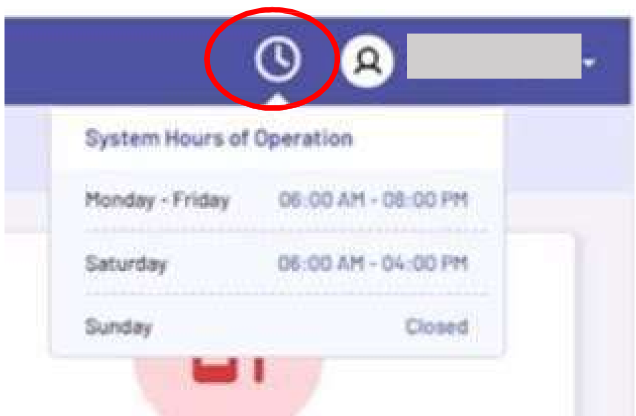
Status Descriptions

Status Label Name	Description of the Status
Draft	This status will be displayed when a vendor creates an invoice.
Missing Required Documents	This status will be displayed when a vendor submits an invoice that requires the school to upload specific documents.
Submitted	This status will be displayed when a vendor submits an invoice, and all required documents have been submitted by both the vendor and the school.
Under Review	This status will be displayed after the invoice is assigned.
Voucher Created	This status will be displayed after the invoice is approved and successfully sent to FAMIS.
Payment Processing	This status will be displayed after the voucher is sent to FAMIS, and the FAMIS team is processing the voucher.
Voucher Rejected	This status will be displayed after the invoice is sent to FAMIS, and FAMIS has rejected the voucher.
Payment Issued	This status will be displayed after the invoice is sent to FAMIS, and FAMIS has successfully submitted the voucher.
Rejected	This status will be displayed when the processor rejects the invoice.

System Hours of Operation

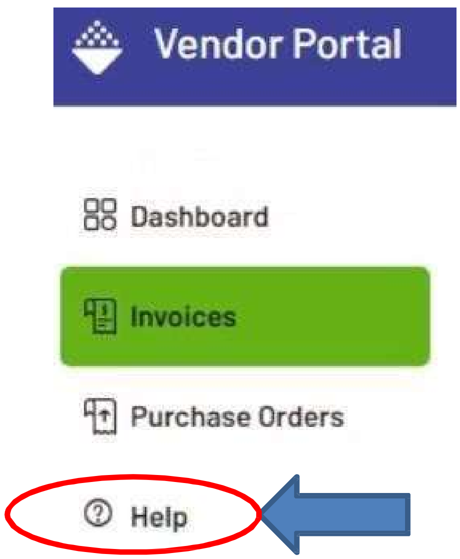
The hours of operation for Polaris Vendor Portal are as follows: Monday-Friday: 6:00AM- 8:00PM
Saturday: 6:00AM- 4:00PM
Sunday-Closed

You can also click on the time icon on the dashboard to view this information.



Frequently Asked Questions (FAQ)

The FAQ can be viewed in the Help section of Polaris Vendor.



Support

This user guide is here to assist you every step of the way. If you have any questions or need further clarification, don't hesitate to reach out to our support team.

For help, contact:

Accounts Payable contact information (AccountsPayables@schools.nyc.gov)