Copier Overages

Current State:

Below is a summary of the current process:

- Procurement issues a purchase order (PO) for the copier rental’s monthly base charge. There is not a line item included on the PO to pay for additional copies that exceed the allowable monthly limits.
- Accounts Payable (AP) receives an invoice that bills for the monthly base charge AND the overages. AP pays the monthly base charge against the PO, which is in effect a partial payment of the invoice when overages are also on the invoice. An AP staff member that is dedicated to processing all copier payments drafts the invoice into UGAmart that includes a comment regarding the overages. The department pays the copier overages via Payment Request or p-card. Validation that overages have been paid is not consistent between UGA departments. AP becomes aware of outstanding balances when they receive past due notices from the supplier.
- When a UGA department does not pay the overage amounts via payment request or p-card in a timely manner, outstanding totals across all UGA departments start to accumulate resulting in the supplier stopping service or placing UGA on credit hold.

New Procedure:

Effective July 1, 2020 to reduce the labor-intensive work for all UGA departments, copy overages will be processed as a non-PO line item similar to how unencumbered freight charges associated with a PO are processed. The proposed new process is:

- Procurement issues the PO for copier rental monthly base charges. There will not be a line item on the PO for the overages.
- AP will draft the invoice into UGAmart, which will include the monthly base charge and copier overages. Payment for the overages will process as a non-PO line item against the chartstring associated with the PO.
- AP will send a comment to the UGA department to create a receipt for the base charge and to review the overage amount for the month.
- After the department creates a receipt for the monthly base charge, AP will process payment for the invoice. This payment will include the monthly base charge against the PO (reducing the encumbrance). The overage will process as an unencumbered payment against the chartstring associated with the PO.

Implementing this new process can provide the following benefits:

- Reduces the administrative burden for departments to create a payment request or p-card payment for the overage amount.
- Provides departments with a consistent mechanism for reviewing overage amounts and allows AP to pay the invoice in full.
- Past due invoices are reviewed numerous times under the current process. This new process will reduce the number of touches if AP pays the invoice in full.
- Maintains sound relationships with copier suppliers, avoiding stoppage of service and UGA credit holds due to outstanding balances.