



Vendor Learning Seminar

**Lyndsee Nicholson
AP Supervisor II
Finance and Accounting**

Overview & Statistics

Tax Identification Number & W-9

Electronic Data Interchange (EDI)

Supplier Requirements (Terms & Conditions)

Invoice Submission

Prompt Payment Act (PPA)

Proper Invoices

Most Common Payment Issues

AAFES Corporate Card

On Line Vendor Internet Inquiry

Information on the Web

Open Discussion

- ✓ **6M invoices**
- ✓ **Payments total \$8B**
- ✓ **63% EDI invoices/37% Manual invoices**
 - ➔ Manual invoices are as much as 5x likely to need resolution by AAFES personnel prior to payment than electronic

- ✓ **W-9 must be submitted by vendor *before* AAFES will activate a payment vendor code**
- ✓ **Be sure name and address appear the same on the W-9 as the information on file at the IRS**
- ✓ **AP does online TIN verification on IRS web site before activating payment vendor codes**

✓ **EDI / FEDI Invoicing options**

→ AAFES Supplier Requirements Agreement 03-01, March 2010 Section 4b

→ FEDI (Financial EDI) – Electronic Payment

Authorization Form is available at the following address

- http://www.aafes.com/edi/EDI_Page.htm

- Fax number – fax the completed form to:
(214) 465-2339

✓ **Address:**

<http://www.aafes.com/pa/selling/supply2.pdf>

- ✓ **For information on EDI Invoicing and all EDI transaction sets, select the “Electronic Data Interchange” link on the AAFES home page, and select one of the following links from the various header tabs**
 - **EDI CONTACT LIST**
 - **AAFES LISTINGS**
 - **COMMUNICATION SPECIFICATIONS**
 - **AAFES ROUTING**
 - **EC/EDI FORMS**
 - **CROSSDOCK VIDEO**
 - **TMS USER GUIDE FOR VENDOR INTERFACE**
 - **DATA SYNCHRONIZATION**

- ✓ **Agreement 03-01, March 2010, Section 1**
 - See interest on balance dues (Paragraph 4.b)
 - Interest will be calculated as a rate of prime plus 1%
 - See AAFES policy on retention of discounts and allowances (Paragraph 4.c)
 - See notification period for non-receipt of returned merchandise (Paragraph 4.f)

✓ **Agreement 03-01, May 2010, Section 3**

- See criteria for proper invoice (Paragraph 1.a)
- Invoices that do not meet the definition of proper invoice may be returned unpaid with description of the error(s)
- Payment clock for net and discount period will not begin until a proper invoice is returned with a new invoice date

<http://www.aafes.com/pa/selling/supply2.pdf>

- ✓ **For Expense, Supplies, and Equipment – January 2010, Section 1**
 - See proper ratification process (Paragraph 2.c). AAFES is not obligated to abide by contractual changes that do not follow these procedures

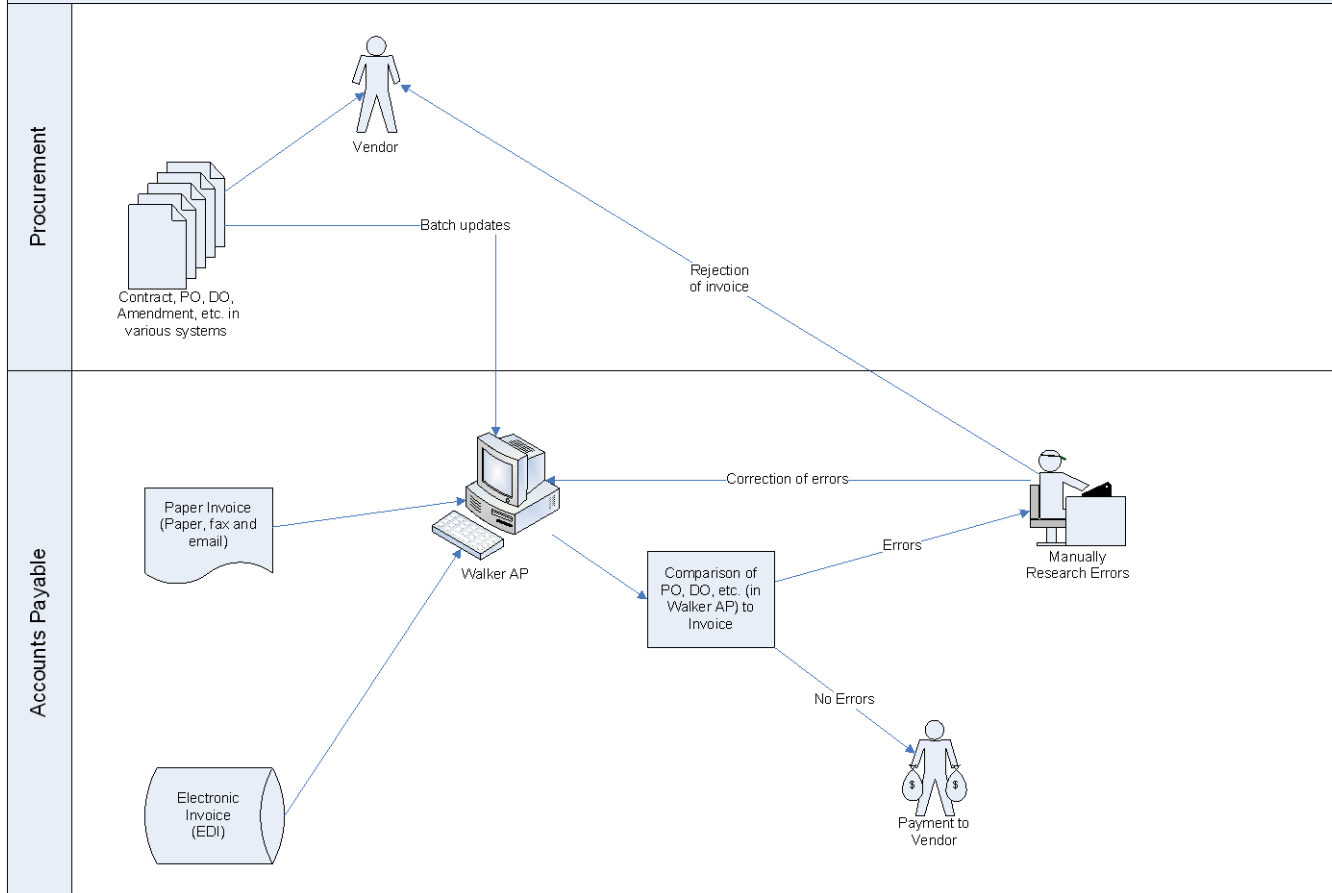
- ✓ **Address:**
<http://www.aafes.com/pa/selling/termscon.pdf>

- ✓ **EDI**
- ✓ **Web portal**
- ✓ **Facsimile (manual invoice)**
- ✓ **Email (manual invoice)**
- ✓ **Mail (manual invoice)**

AAFES' goal is to increase electronic invoice submission and decrease manual invoice submission

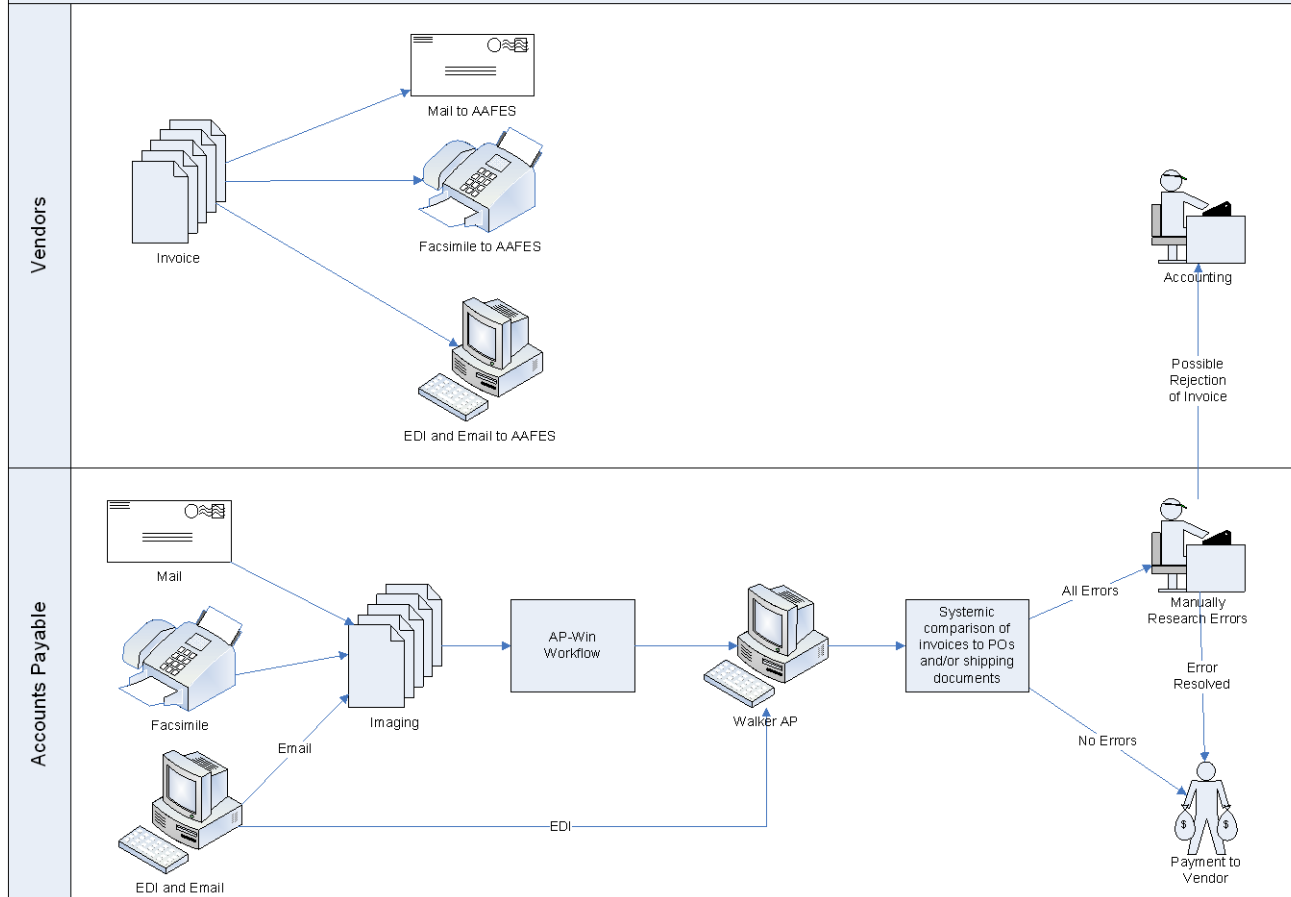
Invoice Submission Process Flow

PROCURE TO PAY PROCESS FLOW – CURRENT STATE



Invoice Submission Process Flow

ACCOUNTS PAYABLE PROCESS FLOW – CURRENT STATE



- ✓ **Federal regulation on timely payment of vendor's invoices**
- ✓ **For net terms the payment start date is the invoice received date**
- ✓ **For discount terms the start date is the invoice date**
- ✓ **Payment is considered made on the date placed on the check or date received by the bank for ACH payments**
- ✓ **<http://www.fms.treas.gov/prompt/>**

- ✓ **Invoice number—unique and non-duplicated**
- ✓ **Invoice date—cannot be earlier than PO ship/deliver date nor can it be future dated**
- ✓ **Purchase order number, if applicable**
- ✓ **AAFES assigned vendor number**
- ✓ **Remit to address**
- ✓ **Contracted terms (shipping, payment and discount terms)**

- ✓ **Item cost, UPC and quantity shipped/delivered**
- ✓ **Contractor name and telephone number (manual invoice only)**
- ✓ **Currency code**
- ✓ **Allowances figured in the same manner as PO**
- ✓ **Packing, palletizing and crating charges stated separately, if applicable**

✓ **Improper invoices will be returned unpaid**

- Payment clock for net terms of resubmitted proper invoices is **not** based on the original invoice date
- Resubmitted proper invoices will be assigned a new date for PPA compliance

- ✓ **Out of tolerance invoices (invoice exceeds PO amounts)**
 - A Purchase Order can be a contract; making a shipment based on a PO is accepting the offer
 - Please remember to review all PO's for discrepancies including price and or quantity
 - If an error is found please contact the Buyer and ask that the PO be amended
 - Discrepancies between the PO and invoice will result in payment delays



- ✓ **Do not ship based on verbal agreements**
 - Must have a PO/DO amendment to preclude out of tolerance invoices and payment delays

- ✓ **Illegible Invoices**
 - Colored paper or shaded areas on paper invoice may result in an illegible image

- ✓ **Invoice references incorrect PO number or PO number missing**
- ✓ **Payment address/location changes not submitted timely**
 - In writing
 - On company letterhead
 - Signed by the appropriate official
- ✓ **Mergers and acquisitions**



- ✓ **Matching of invoices and chargebacks to proper invoice numbers and credit memos**
- ✓ **For VMI vendors invoices commonly come in before the Purchase Order**
- ✓ **Invoice date is earlier than ship date on PO**
- ✓ **Discount days are equal to or greater than net days**

- ✓ **Incorrect PO number submitted**
 - PO not on file
 - Vendor code mismatch (PO vs. invoice)

- ✓ **Duplicate invoice number transmissions**

- ✓ **For VMI vendors only**
 - PO transmission must precede invoice transmission ***by at least one day***
 - UPC codes listed on PO must be in AAFES' IMF

 **EXCHANGE™ Most Common Vendor Related Discrepancies**

- ✓ **Vendor declines the chargeback yet keeps the merchandise**
- ✓ **Pricing issues**
- ✓ **Length of time to receive RA number from the vendor**
- ✓ **Data requirements**



- ✓ **Customized Wells Fargo Bank multi-functional MasterCard program**
- ✓ **Implemented at the end of 1995**
- ✓ **Authorized payment method when specified in contract**
- ✓ **For small dollar expense purchases and Travel expenses**
- ✓ **Not authorized for resalable items**
- ✓ **Not for project related expenses or fixed assets**



- ✓ **Combination of AP - LG - TPM**
- ✓ **Current year transactions + specified time period**
- ✓ **Audit findings by department**
 - AP processes chargebacks
 - LG processes claims
 - TPM processes claims
- ✓ **POC to dispute audit finding is dependent on the auditing department (AP, LG or TPM)**



- ✓ **Deductions beginning with - point of contact:**
- ✓ **WWCCV - HQ, TPM, CO-OP**
- ✓ **WWACV - Facility Level**
- ✓ **WWARC - CO-OP**
- ✓ **A - PRGX**
- ✓ **C - Connolly**
- ✓ **T - Logistics**



- ✓ **Primary post audit firm is PRGX**
- ✓ **Secondary post audit firm is Connolly Consulting**
- ✓ **POC to dispute audit finding is the auditor contact noted on the claim memo, not AAFES AP**
- ✓ **If needed, AAFES AP will function as the liaison between the vendor representatives and the post audit firm; AAFES AP will not work the issues to resolution**
AAFES Liaison/POC (Jennifer Tyler)
tylerjen@aafes.com
- ✓ **AAFES contracting officer/buyer has the final decision on claims and disputes**



- ✓ **Payment and remittance information is available via the Partners website**
→ <http://partners.aafes.com>
- ✓ **CCV's (chargeback vouchers) can be accessed on the Vendor Internet Inquiry and opened to see the detail**
- ✓ **Inquired information is downloadable**

Announcements **Reference Docs**

Expert Customer Service

Exchange Vendors:

Thank you for your continued support and partnership. As you may have heard, we are engaged in the most significant culture changing initiative. We are now rolling out phase one of this initiative which is Expert Customer Service Training. General and Exchange managers are delivering the training at all Worldwide Exchange locations. Please join us in our effort to serve the "Best Customers in the World."

We invite you to attend one of the training sessions in

Welcome

Enter the USERNAME and PASSWORD you previously created. If this is your first visit to our website, please click on Register Now.

Username:

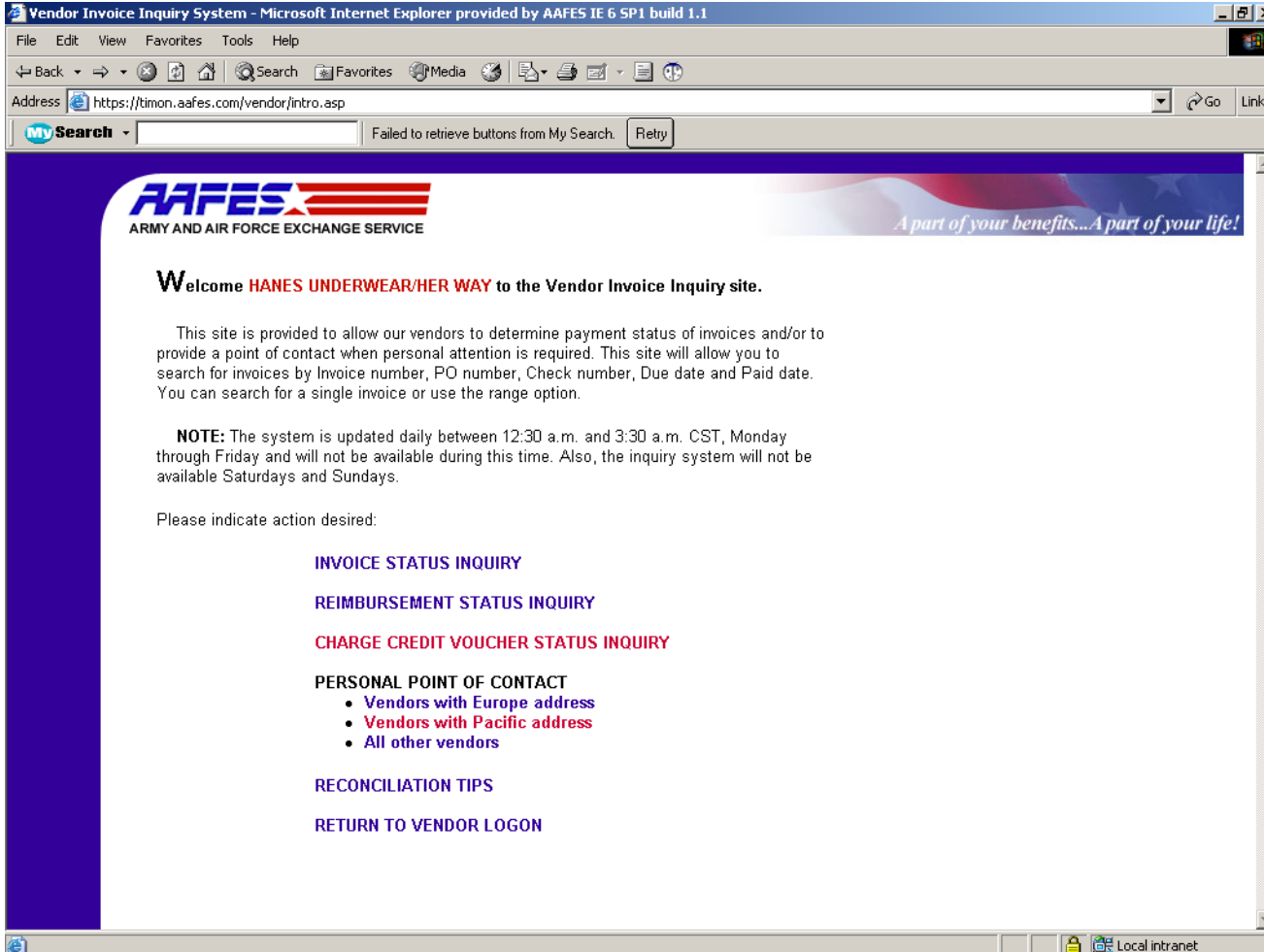
Password:

Passwords are case sensitive. [Forget your password?](#)

Logon

or

Register Now



Vendor Invoice Inquiry System - Microsoft Internet Explorer provided by AAFES IE 6 SP1 build 1.1

File Edit View Favorites Tools Help

Address <https://timon.aafes.com/vendor/intro.asp> Go Links

My Search Failed to retrieve buttons from My Search. Retry

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Welcome **HANES UNDERWEAR/HER WAY** to the Vendor Invoice Inquiry site.

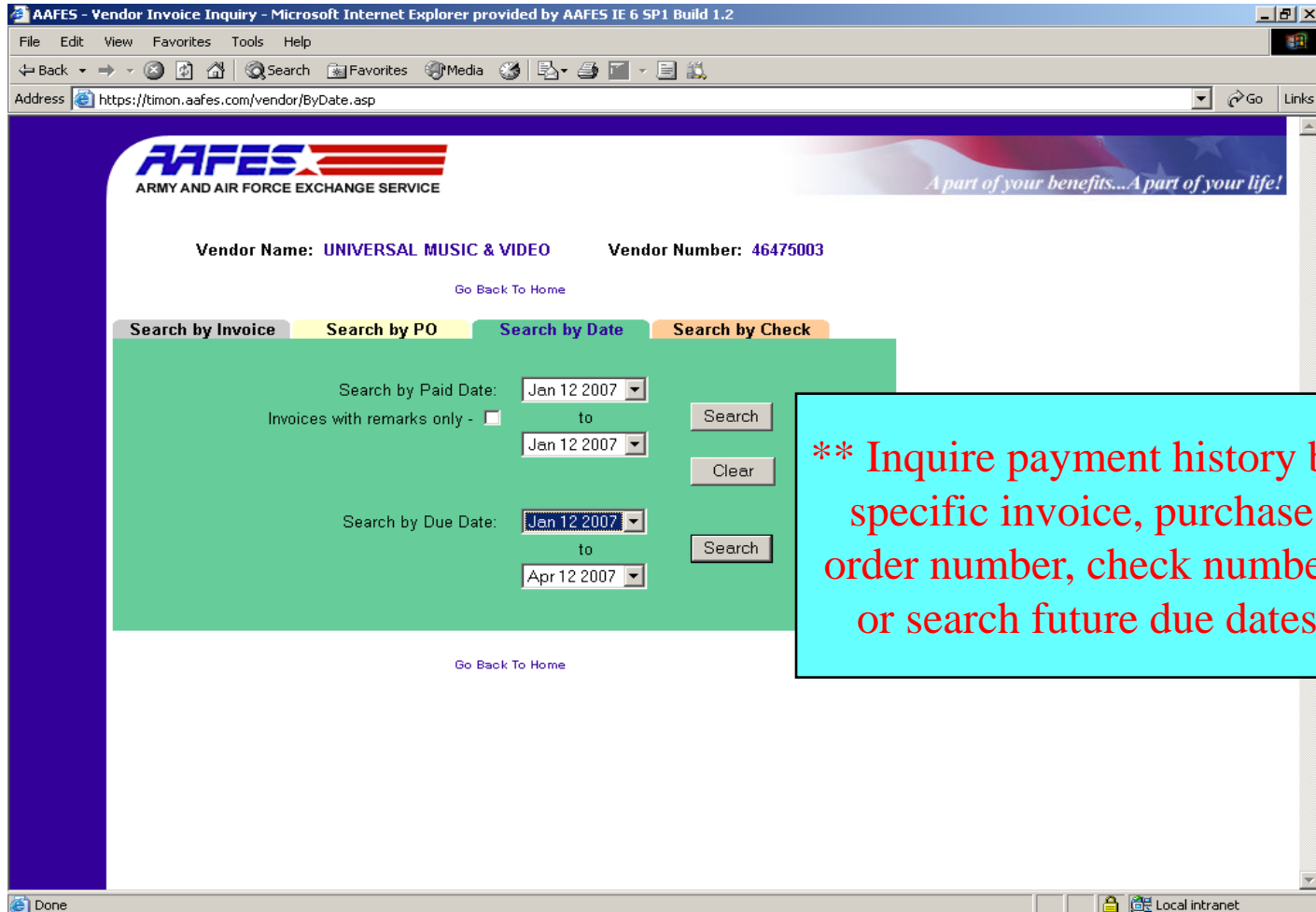
This site is provided to allow our vendors to determine payment status of invoices and/or to provide a point of contact when personal attention is required. This site will allow you to search for invoices by Invoice number, PO number, Check number, Due date and Paid date. You can search for a single invoice or use the range option.

NOTE: The system is updated daily between 12:30 a.m. and 3:30 a.m. CST, Monday through Friday and will not be available during this time. Also, the inquiry system will not be available Saturdays and Sundays.

Please indicate action desired:

- [INVOICE STATUS INQUIRY](#)
- [REIMBURSEMENT STATUS INQUIRY](#)
- [CHARGE CREDIT VOUCHER STATUS INQUIRY](#)
- [PERSONAL POINT OF CONTACT](#)
 - [Vendors with Europe address](#)
 - [Vendors with Pacific address](#)
 - [All other vendors](#)
- [RECONCILIATION TIPS](#)
- [RETURN TO VENDOR LOGON](#)

Local intranet



AAFES - Vendor Invoice Inquiry - Microsoft Internet Explorer provided by AAFES IE 6 SP1 Build 1.2

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Address <https://timon.aafes.com/vendor/ByDate.asp>

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Vendor Name: **UNIVERSAL MUSIC & VIDEO** Vendor Number: **46475003**

[Go Back To Home](#)

Search by Invoice Search by PO **Search by Date** Search by Check

Search by Paid Date: Jan 12 2007 to Jan 12 2007
Invoices with remarks only - Search Clear

Search by Due Date: Jan 12 2007 to Apr 12 2007 Search Clear


[Go Back To Home](#)

Done Local intranet

**** Inquire payment history by specific invoice, purchase order number, check number or search future due dates**

AAFES - Vendor Invoice Inquiry - Microsoft Internet Explorer provided by AAFES IE 6 SP1 Build 1.2


Address: <https://timon.aafes.com/vendor/vendor.asp>



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Vendor Name: **UNIVERSAL MUSIC & VIDEO** Vendor Number: **46475003**

[Go Back To Inquiry](#)

Click on the  symbol to view the CCV Report.

[Click here to view this data in Excel](#)

12 Invoice(s) Found!

Invoice Number	PO Number	Check Number	Check/Due Date	Curr. Type	Mdse. Cost	Discount	Net Inv. Cost	PPA	
 WWCCV0000534400	6300261787		JAN 16 2007	USD	-184.70	0.00	-184.70	0.00	
0090434213	0005441061		JAN 25 2007	USD	1,871.40	0.00	1,871.40	0.00	
0090447486	0005441061		JAN 29 2007	USD	50,459.76	0.00	50,459.76	0.00	
0090482266	0005441061		JAN 29 2007	USD	833.70	0.00	833.70	0.00	
0090512610	0005450314		JAN 31 2007	USD	15,990.44	0.00	15,990.44	0.00	
0090516275	0005441061		JAN 31 2007	USD	4,945.50	0.00	4,945.50	0.00	
0090556744	0005512067		FEB 5 2007	USD	31,734.00	0.00	31,734.00	0.00	
0090536006	0005450315		FEB 6 2007	USD	25,845.58	0.00	25,845.58	0.00	
0090575513	0005441061		FEB 6 2007	USD	914.70	0.00	914.70	0.00	
0090575688	0005512067		FEB 6 2007	USD	10,578.00	0.00	10,578.00	0.00	
0090616973	0005558146		FEB 12 2007	USD	30,529.80	0.00	30,529.80	0.00	
0090616976	0005568734		FEB 12 2007	USD	105,780.00	0.00	105,780.00	0.00	
Total Screen Amount:						279,298.18	0.00	279,298.18	0.00

NOTE: If the due date has passed and no check number is listed then this is an indicator that your payment has been withheld for

Taskbar: Start, Microsoft Office, AAFES..., AP-WI..., 1:AP..., Inbox..., 14 Re..., AP-WI..., Vendor..., Micros..., AAFES..., 11:45 AM

Pay analysis by future due dates


AAFES - Vendor Invoice Inquiry - Microsoft Internet Explorer provided by AAFES IE 6 SP1 build 1.1

Address: https://timon.aafes.com/vendor/CCV5select.asp

















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Vendor Name: [Redacted] Vendor Number: [Redacted]

Click on the  symbol to view the CCV Report.

Results: 23 documents found

PO Number	CCV Number	CCV Date
 [Redacted]	WWACV092008512	30 Mar 2004
 Z047083*	WWCCV0000362844	16 Mar 2004
 LG00036743	WWCCV0000333138	04 Sep 2003
 7093962503	WWCCV0000324755	11 Jul 2003
 7094022707	WWCCV0000323200	01 Jul 2003
 7093962779	WWCCV0000307794	31 Mar 2003
 7093962779	WWCCV0000304172	11 Mar 2003
 7093962503	WWCCV0000294640	17 Jan 2003
 7093922553	WWCCV0000291501	31 Dec 2002
 N	WWACV014014129	17 Dec 2002
 6900051656	WWCCV0000287978	05 Dec 2002
 9400051602	WWCCV0000272136	19 Aug 2002
 6200000245	WWCCV0000263243	21 Jun 2002
 6410280510	WWCCV0000260390	31 May 2002
 6960001583	WWCCV0000259485	28 May 2002
 N	WWACV017011794	03 Apr 2002

Local intranet

Select File Folder


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Address https://timon.aafes.com/vendor/ccvreport.asp?InvNum=WWCCV0000432531&SrchType=1&InvNum1=WWCCV0000432531&InvNum2=&RemFlag=

[PRINTABLE VERSION](#)



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CV

VENDOR NUMBER: [REDACTED]

ARMY AND AIR FORCE EXCHANGE SERVICE

DUE AAFES CHARGE VOUCHER

CHECK NBR:

PAGE: 001

PURCHASE ORDER: PC0089504

CCV NUMBER : WWCCV0000432531

CCV DATE : 13/04/05 DD/MM/YY

REF INVOICE:

REF DATE :

RETURN AUTH:

ITEM DESCRIPTION	QUANTITY	UNIT COST	EXT COST
DEDUCTION FOR CLAIM PC00008950	1.00	18,600.00	18,600.00
MERCHANDISE TOTAL:			18,600.00
FREIGHT AMOUNT:			0.00
ADMIN FEE:			0.00
DISCOUNT AMOUNT:<			0.00>
TOTAL USD DUE AAFES			18,600.00

COMMENTS:

DEDUCTION FOR CLAIM PC000089504 REF:CM#5071908 SD-CO-OP - SCARLETT GONZALEZ

FACILITY NUMBER: 3729000000

FACILITY ADD: SD-M4 CO-OP ADV BRANCH

3911 S WALTON WALKER BL

DALLAS TX 000000000

Go Back

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Comments/Remarks


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Address <https://timon.aafes.com/vendor/contacts.asp?Loc=CON> Go Links

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POINT OF CONTACTS

Below is the AAFES Associate that is assigned to your account:

NAME:	Vera Felans
TELEPHONE NUMBER:	(972)277-7987
WORK HOURS:	6:00-2:30 CST
WORK DAYS:	Mon - Fri

- Have your AAFES Vendor Code and documents available.

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- ✓ **For information on doing business with AAFES, go to the AAFES home page**
 - <http://shopmyexchange.com.com>
 - Click the "Doing Business with the Exchange" banner/link

EXCHANGE™

Enjoy NO SALES TAX & FREE Standard Shipping offers (ex
MILLIONS of items available.

Home > Doing Business > Existing Suppliers / Vendors

Doing Business

Prospective Suppliers / Vendors

Existing Suppliers / Vendors

Supplier Diversity

Quality Assurance

Retail Sales

eCommerce

Existing Suppliers / Vendors

Important Documents Referenced in Current Contracts

- Supplier Requirements
- Business Terms of Agreement
- Retail Agreement
- Authorization to Enter Military Installations
- Background Check - Form 3900-006
- Public Trust Positions - Form SF85P



Download Adobe Acrobat to view pdf documents.



- . Getting Started
- . Retail Sales
- . Catalog/Internet
- . Non-Retail Procurement
- . Services & Vending
- . Military Clothing Sales
- . Construction/ AE
- . Supplier Diversity
- . F A Q
- . Existing Vendors/Suppliers
- . HOMEPAGE

Frequently Asked Questions (FAQs)

- » Finance & Accounting
- » EPOL (Exchange Partners OnLine)
- » Purchase Order Process
- » Trade Promotion Management
- » Logistics
- » Post Audit

Unable to find the answer to your question from the links above?
Send your question to: Supplier_FAQ@aafes.com.

- ✓ **Financial Ops Mgr: William Moring** moringw@aafes.com
- ✓ **AP Manager: Annie Dean** deanan@aafes.com
- ✓ **AP Supervisor: Lyndsee Nicholson** nicholsonl@aafes.com
- ✓ **AP Supervisor: Eric Mutai** mutaie@aafes.com
- ✓ **Post Audit Claims – Liaison (POC Jennifer Tyler)**
→ [E-mail: tylerjen@aafes.com](mailto:tylerjen@aafes.com)
- ✓ **Telephone inquiries: Use contact option on vendor internet invoice inquiry**
- ✓ **Email invoices to:** apinvoices@aafes.com
- ✓ **Email correspondence to:** apinfo@aafes.com
- ✓ **Fax Correspondence: (214) 465-2900**
- ✓ **Fax invoices only to: (214) 465-2812**
- ✓ **Catalog inquiries to:** vendordisputes@aafes.com



Thank You!



Questions?
