Transcepta FAQ's for UCSD Suppliers

1. Are there any fees associated with Transcepta?

- UCSD covers 100% of any and all registration / user fees associated with Transcepta. No cost will ever be passed on to you.

2. What is the registration process?

- After the initial contact, Transcepta will send an email communication with a link labeled "CONNECT" that will direct the supplier to the Supplier Connection Page.
- The following information is captured at that time:
    i. Supplier Submission method
    ii. Company Information
    iii. Contact information
    iv. User Account information
    v. Currency information
- The supplier will be provided with UCSD's invoice requirements.
- Transcepta will request the UCSD Supplier number associated with the supplier.
- Transcepta will provide instructions on submitting a sample invoice and credit memo, in accordance with the selected submission method.
- The supplier will provide a sample invoice and credit memo to Transcepta.
- Transcepta will use the samples to perform validation tests to ensure the document will process successfully.
- After testing, the vendor will be notified of their "live" status and can begin submitting invoices.

3. What are UCSD's invoice requirements?

- Invoice number – invoice numbers must be unique, have a minimum of 4 digits and not contain special characters such as: / - _ # %, etc.
- Invoice date
- Bill to name and address
- Remit to name and address
- Payment terms as defined in the Purchase Order
- Purchase Order number: Current (Oracle) PO's begin with "PUR" and are followed by 7 digits. Archived (Marketplace) PO's began with the number 9 and were eight digits long. Marketplace PO's will eventually be closed out and only Oracle PO's will be present in the system
- Items: Purchase order line item number, description of goods/services, catalog/part number, unit price, quantity, and extended price should be an exact match to the purchase order.

- Any tax, Freight, Shipping, handling, insurance and additional charges must be listed separately. These elements should not be submitted as line item purchases.
- Invoice total.
- Invoices cannot contain positive and negative dollar amounts on the invoice.

4. Do I need to be registered with Transcepta in order to submit invoices?
- Yes, your name and email address must be added as a User in your Transcepta supplier profile.
- An employee's email address can only be connected to one Transcepta profile at a time.

5. How can I verify that the invoice submission to Transcepta was successful?
- Transcepta will email the supplier and buyer daily reports of all invoices that are submitted and/or rejected.

6. Why was my invoice rejected?
- Transcepta provides a daily report of the invoices that were submitted but were rejected.
- Reasons for rejection include:
    i. No invoice number
    ii. Missing UCSD Purchase Order number
    iii. Invalid Purchase Order number – PO is set up under the incorrect vendor
    iv. Line item total and invoice total do not add up
    v. $0.00 total invoice
    vi. Invoice format changed from the original sample invoice

7. How do I manually correct a rejected invoice?
- Log into your Transcepta supplier portal.
- Click on the Help Center.
- Click on the link for "Rejected Invoice Information".
- Click on the link for "Editing a Rejected/Failed invoice in the supplier portal".
- Follow the step by step instructions provided by the Transcepta support help center.

8. What do I do if the Purchase Order was created with the wrong vendor name or number?
- Contact the department / customer who created the Purchase Order under the wrong vendor number. The department will need to cancel the existing, incorrect Purchase Order.
- The department / customer will create a new Purchase Order under the correct company and provide you with that new number.
- You will then be able to resubmit the invoice with the new Purchase Order number for the correct company.

9. My invoice is listed as having been "SENT" to UCSD. What does that mean?
- The invoice that was submitted to Transcepta has been successfully sent to UCSD's Accounts Payable and is in the queue for processing.

10. How do I check on the status of an invoice that is listed as "SENT" but I have not yet received payment?

- Log into UCSD's invoice and payment status lookup tool, Payment Compass. You will be able to see where in UCSD's process the invoice is currently sitting. If the invoice has been processed and paid, the check number and date it was issued will be listed.

11. What do I do if I need to resubmit an adjusted invoice for an invoice that has not yet been paid?

- UCSD departments should create a case with UC San Diego Services and Support. Make sure to provide the invoice number and PO number

    OR

- Suppliers can email payables@ucsd.edu and request that the original invoice be cancelled. Make sure to provide the invoice number and PO number
- Once the original invoice has been cancelled by the Accounts Payable team, the supplier can resubmit the new invoice through Transcepta.
- Since that particular invoice number has already been used, when submitting the adjusted invoice, you must create a new invoice number or adjust the old invoice number by adding an "A" or an "R" and the end of the invoice number.

12. How do I log into Payment Compass?

- If you have not yet registered for Payment Compass. Please have your UCSD department contact send you an invitation.

13. Who do I contact if I have a question about the Transcepta registration process?
*New accounts only

- Call 949-382-2841
- Email registration@transcepta.com

14. Who do I contact if I have a question about the submission process?

- Call Toll free 888-221-2026 X3
- Call Support Direct 949-382-2842
- Email Support@transcepta.com

15. Who do I contact if I have a question regarding an invoice that appears in Payment Compass?

- Send an email to payables@ucsd.edu and provide the invoice number and PO number
- An Accounts payable clerk will respond to your inquiry within 24 hours