



## Transcepta FAQ's

Register here: <http://connect.transcepta.com/ucsd>

### 1. Who is eligible to submit invoices through Transcepta?

- Suppliers who are billing against a UC San Diego campus PO number **and** are paid by either ACH, credit card or check, **and** receiving all payments to a single remit to address (for checks) or bank account (for ACH/ credit card). Campus PO numbers begin with "PUR" and is followed by eight digits  
**OR**
- Supplier that is billing against a UCSD campus subaward number **and** is paid by either ACH/Direct Deposit, Virtual Card or check. Subaward numbers begin with either a 7 or an S9

### 2. Who is not eligible to submit invoices through Transcepta?

- Supplier that is paid by wire payments to a foreign bank account
- Supplier that is billing against a campus PO number that receive check payments issued to multiple remit to addresses

### 3. 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.

### 4. What is the registration process?

- If the supplier does not have an existing account with Transcepta, the supplier will navigate to <http://connect.transcepta.com/ucsd> and fill out the registration form
- 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, if necessary
- Transcepta will use the samples to perform validation tests to ensure the document will process successfully
- After testing, the supplier will be provided with invoicing instructions and notified the profile is live for invoicing
- Please allow 3-5 business days for the Transcepta account to be live for invoicing
- **NOTE:** If the supplier has an existing account with Transcepta for another customer, they should contact [support@transcepta.com](mailto:support@transcepta.com) to request to have UCSD campus added as a customer on their account instead of filling out the registration form

### 5. What are UCSD's invoice requirements for billing against campus PO's?

- Invoice number – invoice numbers should be unique, have a minimum of 3 digits and not contain special characters such as: / - \_ # %, etc.
- Invoice date
- Bill to name and address
- Remit to name and address
- Purchase Order number: Oracle PO's begin with "PUR" and are followed by 8 digits. Do not enter any spaces or extra characters
- Items: Purchase order line item number, detailed description of goods/services, catalog/part number, unit price, quantity, and extended price should be an match against the purchase order.
- Any tax, Freight, Shipping, handling, insurance and additional charges must be listed separately. These elements should not be submitted as PO line items
- Invoice Subtotal
- Invoices should not contain both positive and negative dollar amounts on the invoice
- **NOTE:** Do not include previously paid amounts or past invoices on a current invoice. Only the current amount due should be listed

## **6. What are UCSD's invoice requirements for billing against Campus Subawards?**

- Invoice date
- Invoice number – invoice numbers should be unique, have a minimum of 3 digits and not contain special characters such as: / - \_ # %, etc.
- Subaward number – Begins with either a 7 or an S9. Do not enter any spaces or extra characters
- Billing start date
- Billing end state
- Bill to name and address
- Remit to name and address
- Items: Detailed description of items, funding and billings for the listed period

## **7. Do I need to be registered with Transcepta in order to submit invoices?**

- Yes, the supplier must have first filled out the registration form and / or the connection to UCSD campus must be completed
- Employee names and email addresses must be added as a User in the Transcepta supplier profile
- An employee's email address can only be connected to one Transcepta profile at a time.

## **8. How can I verify that the invoice submission to Transcepta was successful?**

- Transcepta will email the supplier's designated email address daily reports of all invoices that are submitted and/ or rejected. The supplier can also log into Transcepta Manager and view the status of all invoice submissions. Invoices with a status of SENT have been successfully transmitted to UCSD

## **9. 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. No invoice date
  - iii. Missing UCSD Purchase Order number or subaward number
  - iv. Invalid Purchase Order number or subaward number
  - v. PO number or subaward is closed
  - vi. Line item total and invoice total do not add up

- vii. \$0.00 total invoice
- viii. Invoice format changed from the original sample invoice
- ix. Subawards only: The billing period start and end date is missing

## **10. How do I manually correct a rejected invoice?**

- Log into the 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

## **11. What do I do if the Purchase Order was created with the wrong supplier name or number?**

- Contact the department / customer who created the Purchase Order under the wrong supplier 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. When creating the replacement PO, the department customer should enter the following in the line item description: “DO NOT DUPLICATE. REPLACEMENT PO FOR PURxxxxxxx”
- Once you receive the replacement PO, update your invoice to reflect the new PO number and resubmit for processing.

## **12. My Transcepta 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 systems (Oracle or Kuali) and is in the queue for processing, review and payment.

## **13. 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, Paymentworks. You will be able to see where in UCSD’s process the invoice is currently sitting. If payment has been issued, the payment number, payment date, and remit to address will be listed
- **NOTE:** Transcepta does not manage or issue payments

## **14. What do I do if I need to edit or submit a revision for an invoice that has not yet been paid?**

- **NOTE:** An invoice that has a status of SENT can not be edited or revised in Transcepta
- UCSD departments should create a case with UC San Diego Services and Support. Make sure to provide the invoice number and PO number or subaward number
- Suppliers can email [payables@ucsd.edu](mailto:payables@ucsd.edu) and request that the original invoice be cancelled in UCSD’s system. 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. Do not do so until the original submission has been cancelled

**15. Who do I contact if I have a question about the Transcepta registration process?**

- Call 949-382-2841
- Email [registration@transcepta.com](mailto:registration@transcepta.com)

**16. 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](mailto:Support@transcepta.com)

**17. What is [Paymentworks](#) and what do I use it for?**

- PaymentWorks is a separate online self-service tool that simplifies how payees do business with UC San Diego
- Update profile information such as supplier name or tax ID
- Update payment method and banking information
- View invoice status of an invoice listed as SENT in Transcepta
- View payment information

**18. Who do I contact if I have a question regarding an invoice or payment that appears in [Paymentworks](#)?**

- Send an email to [payables@ucsd.edu](mailto:payables@ucsd.edu) and provide the invoice number, PO number or subaward number and payment number in your email