TABLE OF CONTENTS

Obtaining Access – New Users
   Obtaining Banner Access .............................................................................................................. 2
   Applying for an ApplicationXtender Account ............................................................................... 3
Finding Invoices via FOIDOCH (Document History Form) ................................................................. 4
Viewing Invoice Images via FAINVE (Invoice/Credit Memo Query Form) ...................................... 7
Screenshot of Invoice ...................................................................................................................... 8
Error Message – No Documents Found .......................................................................................... 9
Questions ......................................................................................................................................... 10
OBTAINING ACCESS – NEW USERS

In order to view invoices via Banner, users must have the appropriate access in Banner and access to the WebXT application.

**Obtaining Banner Access**

Complete the Computer Account Request Form (available on the ITS website).

https://www.odu.edu/content/dam/odu/offices/occs/docs/universal-account-request-form.pdf

Fill out the first page – Under "Accounts Needed," check Banner. After completing the form, print the form, sign, and date. Also at the bottom of the page, the Budget Unit Director (or someone higher in the organizational structure authorized to approve computer accounts) will need to complete the information in the authorization box and sign the form.

**On the second page:**

In **Section C**, include justification for obtaining the access (to be able to research invoices).

In **Section D**, under Banner Classification Accesses Needed, request *FIN_EVERYONE and list all budgets*, including any ledger 6 budgets, to which you will need access.
Applying for an ApplicationXtender Account

Before you can view documents in Banner via BDM (you may only view invoices paid from budgets to which you have access in Banner), you will need to obtain access to BDM and have WebXtender pushed to your desktop. To request access, you must complete the BDM Account Request Form (screenshot of page 1 shown below) which can be found at the link shown below:

https://www.odu.edu/content/dam/odu/offices/occs/docs/bdms_acctrequest.pdf

*** In addition, an ITS ticket should be submitted to your TSP with a Problem type: Imaging Support and Category: Web Extender. This is needed so the WebXT application can be pushed to your desktop and installed. Alternatively, you can access WebXT via an internet browser such as Google Chrome.

![BDM Account Request Form](https://www.odu.edu/content/dam/odu/offices/occs/docs/bdms_acctrequest.pdf)

When completing the request form, under the "Group" column in the Finance B-F-DOCS row, insert an "A" for add this access in the "Viewers" and "AIR" columns. This will allow you to view invoices in the AIR database in Banner.

---

Please fill out the top portion completely.

---

When completing the request form, under the "Group" column in the Finance B-F-DOCS row, insert an "A" for add this access in the "Viewers" and "AIR" columns. This will allow you to view invoices in the AIR database in Banner.

---

Be sure that you print your name and sign and date the form on the 2nd page - not pictured.

Your budget unit director will also need to approve the form by printing, signing, providing his/her UIN, and dating the form. If the budget unit director is the individual requesting access, someone higher in the organizational structure will need to approve this form.

Please forward the completed form (signed by both the requester and the approver) to the Office of Finance Data Owner (Linda Meyers, Data Control, Office of Finance).
Finding Invoices 
Via FOIDOCH (Document History Form)

When an invoice is scanned and indexed, it is available for viewing via the Banner Document Management System (BDM). You will view invoices via FOIDOCH.

If you do NOT have the Banner-generated invoice number, you can find it via FOIDOCH using the purchase order number.

- Access FOIDOCH
- Type the PO # in the Document Type field
- Press TAB
- Type the purchase order number in the Document Code field
- Bring up the next page of the form by clicking the green Go button on the right hand side of the screen

- You will see all the invoices, receivers, and other documents associated with this purchase order
- Select the invoice you wish to view by clicking on the appropriate Banner-generated invoice number (I#) so that it is highlighted
Viewing Invoices via BDM (Banner Document Management)

To view the invoice details in Banner XE, you may open the invoice through FOIDOCH, which will redirect you to FAIINVE.

- Make sure that the invoice you wish to view is selected (highlighted)
- Click the RELATED button in the top right-hand corner of the screen
- This will open a drop-down menu with the options Search, Requisition Info, and Query Document
- Press the Query Document button to bring up the invoice number in FAIINVE
Once you know the invoice number of the invoice you want to view, you can bring up the invoice details in Banner XE by using the **Query Document** function. This will bring up the FALINVE (Invoice/Credit Memo Query) search field, which should automatically be populated with the invoice number (I#) you selected in FOIDOCH.

- The invoice number (I#) will be automatically filled in the box labeled **Document**
- Bring up the next page of the form by clicking the green **Go** button on the right hand side of the screen

This will bring up the invoice information in Banner XE

- Click the **RETRIEVE** button in the top right-hand corner of the screen to open the scanned and indexed document corresponding to this invoice number in BDM
Viewing Invoices via BDM (Banner Document Management)

Viewing Invoice Images
Via FAIINVE (Invoice Query Form)

If you know the Banner-generated invoice number (I#) from the outset, you may open the document directly through FAIINVE:

- Access FAIINVE
- Enter the Banner-generated invoice number (I#) in the Document Code field
- Press the green Go button to bring up the Banner XE invoice information
- Then click on the RETRIEVE button in the upper right-hand corner of the toolbar
Screenshot of Invoice

Use the right and left arrow icons on the toolbar in the top left of your screen to navigate through multiple pages that have been indexed (see diagram below).

The display under the Page heading in the upper left shows you how many pages are in the document in total and which page number you are currently viewing.

The toolbar near the top of the screen contains other useful features (described from left to right):

- Page orientation (rotate the image)
- Zoom/Viewing preferences
- Add or edit annotations
- Format the page
- Actions including show/hide annotations, save the document, and undo last action
Error Message – No Document Found

If you receive the error message below, please make sure that you have the correct invoice number. For example, Chrome River transactions will not have scanned and indexed images associated with the Banner XE invoice entry.

If the invoice number is correct, the error message may be the result of a processor’s failure to scan and index the original invoice document. This mistake should be brought to the attention of the Accounts Payable supervisor, the Accounts Payable manager, or the Accounts Payable Audit staff.

This error message means that the invoice is not scanned and indexed.
QUESTIONS/CONCERNS

Please address questions, concerns or problems related to viewing vendor invoice images to:

Barbara Stokes, Accounts Payable Manager
bstokes@odu.edu, 757-683-4813

OR

itshelp@odu.edu

Please address questions, concerns or problems related to account set-up to https://www.odu.edu/its/helpdesk or via an ITS Support Ticket at http://oduprod.service-now.com/sp.